

Request for Proposal (RFP)
For
Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50:
December 31, 2022)

Dy. General Manager
Vendor Management Group, Information Technology
Department
IDBI Bank Limited,
IDBI Annex Building, Plot No: 39-41,
Sector 11, CBD Belapur,
Navi Mumbai - 400614.
Tel. No. 022 – 6740 1738/ 6670 0737



Contents

INVITATION TO BID	5
DISCLAIMERS	6
SCHEDULE OF EVENTS	7
SECTION 1.....	9
A (INTRODUCTION)	9
1. OVERVIEW	9
2. OBJECTIVE.....	9
3. ELIGIBILITY CRITERIA.....	9
B (RFP BIDDING DOCUMENTS)	10
1. COST OF BIDDING	10
2. DOCUMENTS CONSTITUTING THE RFP.....	10
3. CLARIFICATION IN BID DOCUMENT.....	10
C (PREPARATION & SUBMISSION OF RFP BID).....	11
1. LANGUAGE OF RFP	11
2. GENERAL INSTRUCTIONS.....	11
3. BID FORM:	12
4. DEADLINE FOR SUBMISSION OF RFP BIDS.....	13
5. MODIFICATION AND WITHDRAWAL OF BIDS.....	13
6. PERIOD OF VALIDITY OF INDICATIVE BID PRICE:	13
7. EARNEST MONEY DEPOSIT (EMD)	13
D (OPENING AND EVALUATION OF RFP BID).....	15
1. PRELIMINARY CHECK	15
2. TECHNICAL BID EVALUATION	16
3. SIGNING OF LOI AND NDA FOR EMPANELMENT.....	17
4. MODEL OF ENGAGEMENT WITH EMPANELLED VENDORS	18
5. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS.....	18
6. ACCEPTANCE OF BID.....	18
7. SIGNING OF CONTRACT	18
SECTION 2.....	20
1. SCOPE OF WORK.....	20
2. TECHNOLOGY LANDSCAPE	20
3. CERTIFICATIONS.....	20
4. SERVICE TYPES	20

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5. SUB-CONTRACTING	27
SECTION 3.....	28
1. DEFINITIONS:	28
2. INTERPRETATION:.....	29
3. CONDITIONS PRECEDENT	29
4. STANDARD PERFORMANCE:.....	30
5. USE OF CONTRACT DOCUMENTS AND INFORMATION:.....	30
6. INDEMNITY	30
7. INTELLECTUAL PROPERTY RIGHTS & PATENT RIGHTS.....	30
8. INSPECTION & QUALITY CONTROL TESTS/CHECK	31
9. MANUALS	31
10. INCIDENTAL SERVICES:	32
11. CHANGE ORDERS / ALTERATION / VARIATIONS.....	32
12. CONTRACT AMENDMENT.....	33
13. LIQUIDATED DAMAGES	33
14. DEFICIENCY IN THE BIDDER'S PERFORMANCE	33
15. DISPUTE RESOLUTION	34
16. ADDRESS FOR NOTICE	34
17. TAXES & DUTIES.....	35
18. SUCCESSFUL BIDDER INTEGRITY.....	36
19. SUCCESSFUL BIDDER OBLIGATION	36
20. SURVIVAL	36
21. NO SET-OFF, COUNTER-CLAIMS, CROSS-CLAIMS	36
22. THE TRI-PARTITE AGREEMENT	36
23. ADHERENCE TO SAFETY PROCEDURES, RULES, REGULATIONS AND RESTRICTIONS.....	37
24. STATUTORY REQUIREMENTS.....	37
25. PURCHASER'S RIGHT OF INSPECTION AND PERIODIC AUDIT	37
26. CONTRACT PRICE	38
27. INFORMATION SECURITY.....	38
28. OWNERSHIP AND RETENTION OF DOCUMENTS	39
29. DATA AND HARDWARE.....	39
30. REPRESENTATIONS AND WARRANTS	39
31. CONFIDENTIALITY	41
32. TERM AND EXTENSION OF THE CONTRACT.....	42

Signature of Bidder Representative
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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

33. CONFLICT OF INTEREST.....	42
34. FRAUD & CORRUPT PRACTICES	43
35. TERMINATION.....	44
36. CONSEQUENCE OF TERMINATION	45
37. PUBLICITY.....	46
38. NO ASSIGNMENT	46
39. RELATIONSHIP BETWEEN THE PARTIES.....	46
40. ENTIRE CONTRACT.....	46
41. JURISDICTION OF COURT.....	46
42. “NO CLAIM” CERTIFICATE.....	46
43. COMPLETION OF CONTRACT	47
44. INSURANCE.....	47
45. LIMITATION OF LIABILITY.....	47
SECTION 4.....	49
1. TECHNICAL BID FORM (ANNEXURE–1).....	49
2. FORMAT OF POWER-OF-ATTORNEY (ANNEXURE – 2)	51
3. UNCONDITIONAL ACCEPTANCE OF TERMS & CONDITIONS OF THE RFP (ANNEXURE – 3).....	52
4. SELF DECLARATIONS (ANNEXURE – 4).....	53
5. NON-DISCLOSURE AGREEMENT (ANNEXURE – 5).....	55
6. DEED OF INDEMNITY (ANNEXURE – 6).....	58
7. LETTER FOR REFUND OF EMD (ANNEXURE – 7)	61
8. TECHNICAL SPECIFICATIONS (ANNEXURE – 8)	62
9. STATEMENT OF VENDOR (ANNEXURE-9)	90
10. SPECIFIC WORK EXPERIENCE OF THE VENDOR IN BANK (ANNEXURE-10)	93
11. INFORMATION SECURITY CERTIFICATE (ANNEXURE – 11)	95
12. PRE – BID QUERIES (ANNEXURE – 12)	96
13. ELIGIBILITY CRITERIA COMPLAINT SHEET (ANNEXURE – 13)	97
14. BIDDER PROFILE (Annexure – 14).....	99
15. LIST OF DOCUMENTS TO BE SUBMITTED IN RESPONSE TO THE RFP (ANNEXURE-15)	100
16. INSTRUCTIONS TO BIDDER – ONLINE MODE (ANNEXURE-16)	101

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

INVITATION TO BID

In order to fulfill the requirement IT Services for 5 years from FY 22-23 of IDBI Bank Ltd.(hereinafter referred to as “**IDBI Bank**” / “**the Bank**”) (a company incorporated and registered under Companies Act, 1956 and a company within meaning of Section 2(20) of Companies Act, 2013 and a Banking Company under Section 5(c) of Banking Regulation Act, 1949 with CIN L65190MH2004GOI148838 having registered office at, IDBI Towers, World Trade Center Complex, Cuffe Parade, Colaba, Mumbai 400005), proposes to invite Request for Proposal (RFP) tenders from established organizations (hereinafter referred to as “Bidder”) who are capable and willing to supply and deliver the IT Services as required by the BANK within the given timeline in an efficient manner and as per details listed out in this document. The Bidder should have the capability to timely supply and deliver the scope of work, technical requirement and the service level as mentioned in this RFP.

The RFP document will be available at Bank’s website (www.idbibank.in) under the section “**Notices and Tenders**”

The RFP bid document should be submitted to the office of:

Dy. General Manager

Vendor Management Group, Information Technology Department

IDBI Bank Limited,

IDBI Annex Building, Plot No: 39-41,

Sector 11, CBD Belapur,

Navi Mumbai - 400614.

Tel. No. 022 –6740 1738 / 022-6670 0737

Email: dgm.itvmg@idbi.co.in

- Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration or rejection of the proposal.
- All Bids must be accompanied by Earnest Money Deposit (EMD) and Bid fee as specified in the Bid document.
- Bank reserves the right to change/modify the dates/terms & conditions mentioned in this RFP document as per its requirement, which will be communicated on IDBI Bank’s website.
- The information provided by the bidders in response to this RFP document will become the property of IDBI Bank Limited and will not be returned. Bank reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.
- **It is highly recommended that the bidders are instructed to submit their bids well within time instead of waiting till the last date to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither IDBI Bank nor E-Procurement Technologies Pvt. Ltd. (Auction Tiger) will be responsible for such eventualities.**
- **All the documents to be submitted duly digitally signed by competent authority as per Bank’s prescribed format only.**
- The amendments / clarifications to the tender, if any, will be posted on the IDBI Bank e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>).

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

DISCLAIMERS

The information contained in this RFP document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form/email by or on behalf of IDBI BANK LIMITED, (“**IDBI Bank**”/ “**the Bank**”) is provided to the Bidder subject to the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and it is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advices/clarifications. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be intimated or made accessible to all Bidders on the official website of IDBI Bank. Any information contained in this document will be superseded by any later written information on the same subject made available / accessible to all recipients by IDBI Bank. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bid Stage.

The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the selected Bidder or concessionaire, as the case may be, for the project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

IDBI Bank reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of IDBI Bank shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.

Bids not satisfying the procedure prescribed in the RFP document will be treated as invalid and rejected summarily.

It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders’ queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly the section “Notices and Tenders” under the Bank’s website www.idbibank.in (Notices and Tenders) for any changes / development in relation to this RFP and The amendments / clarifications to the tender, if any, will be posted on the IDBI Bank website www.idbibank.in (Notices and Tenders) as well as in Bank’s e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>).

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

SCHEDULE OF EVENTS

Sr. No	Particulars	Time / Date / Other Details
1.	RFP Reference	IDBI-Bank/ITD/VMG/RFP/22-23/50
2.	Date of commencement of Bidding process (Issue of RFP)	December 31, 2022
3.	Last date and time for receipt of written queries/e-mail for clarification from Bidders	January 06, 2023 up to 18:00 hours
4.	Online Pre-Bid meeting Date & Time.	<p>January 10, 2023 up to 16:00 hours</p> <p>Bidders have to register themselves by sending following details, two days in advance, to the dgm.itvmg@idbi.co.in. Only two representatives from each bidder will be allowed to participate.</p> <p>Company Name: Representative Name: Designation: Email ID: Contact:</p> <p>Note: The link will be shared with the registered bidders through email</p>
5.	Last Date & Time for Bid submission.	<p>January 30, 2023 up to 16:00 hours</p> <p>The bid documents have to be submitted through electronic mode through the e-Tendering Portal (https://eauction.auctiontiger.net/EPROC/).</p> <p>Please refer the instructions to the bidders for online mode (Annexure-16).</p>
6.	Date and Time for opening of Bid	<p>January 30, 2023 up to 16:30 hours</p> <p>The bid documents have to be opened through electronic mode through the e-Tendering Portal (https://eauction.auctiontiger.net/EPROC/).</p>
7.	Place of opening of Bids / Pre – bid meeting / Communication	<p>Queries: Dy. General Manager Vendor Management Group, Information Technology Department Tel. No. 022 –6740 1738/022-6670 0737</p> <p>Email: dgm.itvmg@idbi.co.in</p>
8.	Bid Fee	Non Refundable fee of Rs.25,000/- (Rupees Twenty-Five Thousand Only) + GST
9.	Earnest Money Deposit	Rs.10,00,000/- (Rupees Ten Lakh Only). To be deposited separately .
10.	Submission of Bid Fee and EMD	Bid Fee must be deposited by the Bidder through electronic

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

		<p>mode (NEFT) to IDBI Bank Ltd., the name account is “<u>ITD Suspense Account for Tenders</u>” and the A/c No. - <u>18337000010848</u>, <u>IFSC Code – IBKL0000183</u> at its branch situated at Belapur, Mumbai 400614. Bid not accompanied with Receipt on submission of Bid Fee and EMD will not be considered.</p> <p>Note: Bid fee and EMD amount to be deposited separately.</p>
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1. This tender document is the property of the Bank & is not transferable.
2. This bid document has **101** pages.
3. If a holiday is declared on the dates mentioned above, the bids shall be received / opened on the immediate next working day at the same time specified above and at the same venue unless communicated otherwise.
4. No queries will be entertained after the date and time mentioned in this schedule, therefore.
5. Micro and Small Enterprises – Procurements through MSEs will be done as per the policy guidelines issued by Ministry of Micro, Small and Medium Enterprises (MSME), GOI from time to time. MSEs registered under the SPRS (Single Point Registration Scheme) of NSIC and complying with all the guidelines listed there as well as those issued by GOI from time to time shall be eligible. Exemption from payment of EMD & Cost of bid document will be provided only on submission of proof of registration (A copy of NSIC / MSME Registration Certificate).

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SECTION 1

A (INTRODUCTION)

1. OVERVIEW

1.1. IDBI Bank Ltd (“IDBI Bank” / “the Bank”) is a Company incorporated and registered under Companies Act, 1956 (1 of 1956) and a Company within meaning of section 2 (20) of Companies Act 2013 (18 of 2013) and Banking Company under section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) with CIN L65190MH2004GOI148838 and having its Registered Office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai 400 005. The Bank is also a scheduled bank as notified by the Reserve Bank of India (RBI) under the Reserve Bank of India Act, 1934. The Bank is engaged in providing finance and conducting banking business.

2. OBJECTIVE

2.1. IDBI Bank is in the process to strengthen its Information Technology department by engaging with IT Service Providers to provide the necessary IT services in various models. In this regard, IDBI wishes to empanel suitable IT Service Providers possessing the required expertise with respect to the domains of Information Technology. The selected bidders shall provide these services as mentioned in the RFP and the subsequent contracts at the offices of IDBI at Mumbai, Navi-Mumbai, Chennai and other locations deemed necessary by the Bank.

3. ELIGIBILITY CRITERIA

All eligibility requirements mentioned in **Section 4 (Annexure-13)** should be complied by the Bidders as applicable and relevant supporting documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may be summarily rejected.

Non-compliance of any of the criteria can entail rejection of the Bid. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the Bank decides, originals / certified copies should be shown for verification purpose. The Bank reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the offer ab-initio.

B (RFP BIDDING DOCUMENTS)

1. COST OF BIDDING

- 1.1. The cost of RFP / Bid document as mentioned in the [Scheduled of Events](#).
- 1.2. The cost mentioned above should be paid through NEFT as mentioned in the [Schedule of Events](#) and copy of NEFT receipt/UTR Number to be submitted along with Bid Document. Bids received without the cost shall be summarily rejected. The cost is non-refundable.
- 1.3. In case, the RFP/Bid Document is downloaded from IDBI Bank's website www.idbibank.in, the cost as mentioned above should be paid along with the submission of the Bid. Bids received without the Cost shall be summarily rejected. The Cost is non-refundable.
- 1.4. The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

2. DOCUMENTS CONSTITUTING THE RFP

- 2.1. This RFP document provides overview of the requirements, bidding procedures and contract terms. It includes Invitation to Bid, Disclaimers, Instructions for Bidders ([Section - 1](#)), Terms & Conditions of Contract ([Section - 2](#)), Legal Terms ([Section -3](#)) and various annexure ([Section - 4](#)). The bidder must conduct its own investigation and analysis regarding any information contained in this RFP document, its meaning and impact of that information.
- 2.2. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the Bid Document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. Each Bidder should, at its own costs without any right to claim reimbursement, conduct its own investigations, analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever felt necessary obtain independent advice. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect shall be at the Bidder's own risk and may result in rejection of the Bid and for which the Bank shall not be held responsible. Any decision taken by IDBI Bank as to completeness of the Bid and/or rejection of any / all Bid(s) shall be final, conclusive and binding upon the Bidder(s) and shall not be question / challenged by the Bidder(s).

3. CLARIFICATION IN BID DOCUMENT

- 3.1. Any prospective Bidder requiring clarification of the Bid Document may notify Bank in format indicated at [Annexure 12](#). Bank will respond to any request for clarification of the Bid Document received not later than the dates prescribed in schedule of events. Bank's response (including an explanation of the query but without identifying the source of inquiry) will be posted on Bank's website or / and through an email.
- 3.2. It may be noted that notice regarding corrigenda, addenda, amendments, time-extensions, clarifications, response to bidders' queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall have to regularly visit Bank's website to get updated on any changes / development in relation to this RFP.

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C (PREPARATION & SUBMISSION OF RFP BID)**1. LANGUAGE OF RFP**

1.1. The RFP responses (Bid) prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and Bank and supporting documents and printed literature shall be in English.

2. GENERAL INSTRUCTIONS

2.1. Before bidding, the Bidders are requested to carefully examine the Bid Documents and the terms and conditions of the contract thereof, and if there appears to be any ambiguity, gap(s) and/or discrepancy between any of the Bid Documents they should forthwith refer the matter to Bank for necessary clarifications and / or confirmation.

2.2. The Bidder shall complete in all respects, form(s) annexed to the Bid Documents, quote the prices, furnish the information called for therein, and sign and date each of the documents in the relevant space provided therein for the purpose. The Bidder shall sign each page of the Bid Documents, Bank's response to Pre-bid queries and Corrigendum's, if any.

2.3. The Bid shall be properly signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a corporate body, the Bid shall be signed by the duly authorized officers and supported by requisite internal corporate authorizations. The Bid submitted in case of a consortium shall be rejected without assigning any reason thereof.

2.4. The Bid shall contain the full name, address, telephone no. (mobile no and landline), and E-mail ID, if any, of Bidder for facilitating communications including notices to be given to the Bidder in connection with the Bid transaction and also to enable the Bids to be returned unopened in case it is declared "Late". No indications pertaining to price, financial or commercial terms are to be made on the envelopes.

2.5. The Bid should be a complete document and should be bound as a volume. The document should be printed on both sides with page numbers and with separation for chapters appropriately flagged and contain the list of contents with page numbers. The deficiency in documentation may result in the rejection of the Bid. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

2.6. The bid response, duly addressed to Deputy General Manager, Vendor Management Group, IT Department, IDBI Bank Limited must be accompanied by cost of Bid Document and EMD as specified in the Schedule of Events and must be through electronic mode through the e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>) on or before due date.

2.7. The Bid forms and the Documents attached to it shall not be detached or removed one from the other and no alteration(s) or mutilation(s) (other than filling in all the blank spaces) shall be made in any of the Bid Documents attached thereto. Any alterations or changes to the entries in the attached documents shall be requested by a separate covering letter, in the absence of which it shall be rejected. Any decision in this regard by the Bank shall be final, conclusive and binding on the Bidder.

2.8. The Bidder shall bear all costs for the preparation and submission of the Bid Documents. Bank shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

2.9. The Bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and strictly confidential.

2.10. Bank reserves the right to adjust arithmetical or other errors in the bid, in the manner in which Bank considers appropriate or deems fit. Any adjustments so made by Bank shall be stated to the Bidder, if Bank

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makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of Bank and shall be final, conclusive and binding on the Bidder.

2.11. The Bidder is expected to examine and follow all instructions, forms, terms & conditions, and scope of work in the Bid Document. Failure to furnish complete information in all respects required by the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid by Bank. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

2.12. The Bidder shall prepare the Bid based on details provided in the Bid documents. It must be clearly understood that the quantities and specifications are intended to give the Bidder an idea about the order, type, scale and magnitude of the work and are not in any way exhaustive and guaranteed by Bank.

2.13. The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the authorized person or persons signing the Bid.

2.14. Bank reserves the sole right to itself for including any addendum to this entire bid process. The Bidders shall not claim as a right for requiring Bank to do the aforesaid.

2.15. The Technical Bid shall contain no financial / commercial details. Proposals with Technical Bid containing prices shall be rejected outright. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

2.16. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded to successful bidder(s).

2.17. **The Bidder shall not make any request for modifications/amendments in the prescribed formats of legal documents, whether annexed in the RFP documents or not.**

2.18. Any effort by a Bidder to influence Bank's Bid evaluation, Bid comparison or contract award decisions may result in the rejection of the Bid.

2.19. The Bid Documents may be downloaded from our website **www.idbibank.in (Notices and Tenders).**

2.20. The RFP bid document should be submitted through electronic mode through the e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>).

2.21. The amendments / clarifications to the tender, if any, will be posted on the IDBI Bank e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>).

3. BID FORM:

3.1. Bidder Qualification

3.1.1. The "Bidder" as used in the Bid Documents shall mean the one who has signed the Bid Form. The Bidder may be either the Principal Officer or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative and the Principal Officer.

3.1.2. It is further clarified that the individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as Constituted Attorney of the firm / company.

3.1.3. The Bidder shall sign the bid with the exact name of the firm / Company to whom the contract is to be issued. The Bid shall be duly signed and sealed by an executive officer of the Bidder's organization. Each bid shall be signed by a duly authorized officer.

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3.1.4. The Bidder shall clearly indicate their legal constitution and the person signing the Bid shall state his capacity and also source of his ability to bind the bidder.

3.1.5. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid. Bank may reject outright any Bid not supported by adequate proof of the signatory's authority.

4. DEADLINE FOR SUBMISSION OF RFP BIDS

4.1. Bids must be submitted by the bidder through e-Tendering portal (<https://eauction.auctiontiger.net/EPROC/>), no later than the date & time specified in the "[Schedule of Events](#)" in Invitation to Bid.

4.2. In the event of the specified date for submission of bids being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

4.3. The Bank may, at its discretion, extend the deadline for submission of bids by amending the bid documents, in which case, all rights and obligations of the Bank and bidders previously subject to the deadline will thereafter be subject to the extended deadline.

4.4. Any Bid received after the deadline for submission of Bids prescribed will be rejected and returned unopened to the bidder.

5. MODIFICATION AND WITHDRAWAL OF BIDS

5.1. The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.

5.2. No Bid may be modified after the deadline for submission of Bids.

5.3. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its EMD.

6. PERIOD OF VALIDITY OF INDICATIVE BID PRICE:

6.1. The Bank may, at its discretion, solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or email. However, any extension of validity of bids will not entitle the bidder to revise/ modify the bid document. The EMD provided shall also be suitably extended. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

6.2. The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

7. EARNEST MONEY DEPOSIT (EMD)

7.1. The Bidder shall furnish, as part of its Bid, an EMD as mentioned in the [Schedule of Events](#).

7.2. The EMD is required to protect the Bank against the risk of Bidder's conduct, which would warrant the EMD's forfeiture. EMD may be forfeited in the event of withdrawal of bid during the period of bid validity or if successful bidder fails to sign the contract in accordance with the terms & conditions and other requirements specified in RFP or any act of bidder not in line with contract obligations.

7.3. If EMD is forfeited for any reason, the concerned bidder will be debarred from further participation in future RFPs floated by the Bank as per sole discretion of the Bank.

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- 7.4. The EMD shall be deposited through NEFT denominated in Indian Rupees only.
- 7.5. Any bid not accompanied with the requisite EMD (including NEFT details, as applicable) shall be treated as non-responsive and is liable to be rejected.
- 7.6. No interest is payable on the amount of EMD.
- 7.7. The EMD of the unsuccessful Bidders shall be returned after notification of award but not later than 30 (thirty) days after the conclusion of the contract.
- 7.8. The successful Bidder's EMD will be discharged upon the Bidder signing the contract and submitting the Security Deposit as mentioned in the [Schedule of Events](#).
- 7.9. All the bidders are required to submit the EMD refund request in the format as per [Annexure- 7](#) given in the RFP.
- 7.10. Micro and Small Enterprises: Micro, & Small Enterprises (MSE) registered under the SPRS (Single Point Registration Scheme) of National Small Industrial Corporation (NSIC) or equivalent and having single point registration are exempt for payment of EMD to the extent of monetary limit stated in the registration certificate. The Bidder should submit the valid certified copy of NSIC or equivalent registration certificate/ renewal certification. Photocopy of application towards registration / renewal is not acceptable.

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D (OPENING AND EVALUATION OF RFP BID)

The bid documents have to be opened through electronic mode through the e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>) as per the date, time & locations mentioned under the clause in the "Schedule of Events".

1. PRELIMINARY CHECK

1.1. The RFP document will not be construed as any contract or arrangement which may result from the issue of this RFP document or any investigation or review carried out by any Bidder. The Bidder acknowledges by submitting their response to this RFP document that it has not relied on any information, representation, or warranty given in this RFP document.

1.2. Bank will examine the Bids to determine whether they are complete, whether any computational/arithmetical errors have been made, whether required Bid Security has been furnished, whether the Bid Documents have been properly signed, and whether the Bids are generally in order.

1.3. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, the Bid will be rejected. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder. If there is a discrepancy between words and figures, the amount in words will prevail.

1.4. A Bid determined as not substantially responsive will be rejected by Bank and may not subsequently be made responsive by the Bidder by correction of the nonconformity. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

1.5. Bank may waive any minor informality or nonconformity or irregularity in a Bid, which does not constitute a material deviation, provided such waiver, does not prejudice or affect the relative ranking of any Bidder.

1.6. Bank reserves the right to accept or reject in full any or all the Bids without assigning any reason whatsoever and without thereby incurring any liability whatsoever to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the Bank's action. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder and shall not be questioned / challenged by the Bidder.

1.7. Bank reserves the right to re-issue / re-commence / cancel the entire Bid process in case of any anomaly, irregularity or discrepancy or for any other reasons or otherwise without thereby incurring any liability whatsoever to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the Bank's action. Bank shall not be bound to give any reasons or explain the rationale for its actions / decisions to annul or abandon or cancel the bid process. Bank further reserves the right to re-issue /re-commence the Bid or circulate new RFP altogether on the subject matter or any activity or part thereof concerning thereto. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder and shall not be questioned / challenged by the Bidder.

1.8. During evaluation and comparison of bids, the Bank may, at its discretion ask the bidders for clarification of its bid. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained.

1.9. Any effort on the part of bidder to influence bid evaluation process or award of contract may result in the rejection of the bid.

1.10. A screening committee constituted by IDBI Bank, for the purpose of this RFP, would evaluate Bids.

1.11. Bids will be examined by the Bank to determine whether they are complete. A bid determined as not substantially responsive will be rejected. The Bank may, at its discretion waive any minor non-conformity or irregularity in a bid which does not constitute a material deviation.

1.12. The Bidder shall submit their bids strictly in accordance with the terms and conditions of the RFP. Any Bid, which stipulates conditions contrary to the terms and conditions given in the RFP, is liable for rejection.

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

Any decision of IDBI Bank Ltd in this regard shall be final, conclusive and binding on the bidder and shall not be questioned / challenged by the Bidders.

1.13. IDBI Bank reserves the right to modify / amend the evaluation process at any time during the RFP process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. At any time during the process of evaluation, IDBI Bank may seek specific clarifications from any or all Bidders.

1.14. Each Bidder acknowledges and accepts that IDBI Bank may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.

1.15. IDBI Bank's decision in respect to evaluation methodology will be final and binding and no claims whatsoever in this respect will be entertained.

1.16. The Bidder must submit a certificate of undertaking on its official letter-head duly signed by its authorized signatory confirming the acceptance of all the terms & conditions contained in and spread throughout this Bid Document.

1.17. IDBI Bank reserves the right to accept or reject in part or full any or all the Bids without assigning any reason whatsoever. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder and shall not be questioned / challenged by the Bidders.

1.18. Decision as to any arithmetical error, manifest or otherwise in the response to Bid Document shall be decided at the sole discretion of Bank and shall be binding on the Bidder. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder.

1.19. IDBI Bank reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder and shall not be questioned / challenged by the Bidders.

1.20. During the period of evaluation, Bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking the explanation

1.21. Apart from the above, the company profile, past experience and performance track record of the Bidder in the area of the assignment, methodology to be adopted to carry out the assignment, service support, price, etc. shall be some of the important criteria in selecting the bidder.

1.22. Any effort on the part of bidder to influence bid evaluation process or award of contract may result in the rejection of the bid.

1.23. Bank reserves the right to re-issue /re-commence/cancel the entire Empanelment process in case of any anomaly, irregularity or discrepancy or for any other reasons or otherwise without thereby incurring any liability whatsoever to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the Bank's action. Bank shall not be bound to give any reasons or explain the rationale for its actions / decisions to annul or abandon or cancel the bid process. Bank further reserves the right to re-issue /re-commence the Bid or circulate new RFP for empanelment altogether on the subject matter or any activity or part thereof concerning thereto. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder and shall not be questioned / challenged by the Bidder.

2. TECHNICAL BID EVALUATION

2.1. To meet Bank's requirements, as spelt out in this RFP, the bidders must have the requisite experience and expertise in providing services in the field of information technology, the technical know-how, and the financial ability that would be required to successfully set-up provide the services sought by IDBI Bank.

2.2. The technical bid should necessarily contain all Technical details and other terms and condition of RFP. Bidder's proposal should conform to the contents and format of the technical bid listed out [Annexure – 15](#) of the RFP. Proposals not conforming to the specifications may be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.

2.3. The technical bid / scope of the work submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include scrutiny of company profile, technical and

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functional information. The Bidder will demonstrate / substantiate all or a few of the claims made in the Technical Bid to the satisfaction of the IDBI Bank. The Bidder should use their own tools / utilities / simulators to demonstrate the features laid in the RFP / evaluation criteria.

2.4. The technical specifications are in a form of a table as provided in [Annexure - 8](#). Bidder's responses against each functionality as detailed therein would be evaluated for the next process i.e. Commercial evaluation.

2.5. The Bidders shall be short listed after the evaluation of their compliance and required scoring on Eligibility Criteria and Technical Criteria as mentioned in the RFP. Only the short listed Bidders will be permitted to participate in the Commercial evaluation.

2.6. After opening of the technical bids and preliminary examinations, some or all the bidders may be asked to make presentation of the services offered by them.

2.7. The bidder must qualify in the Technical Evaluation in order to be eligible for further evaluation.

2.8. Detailed technical evaluation will include

- a) Scrutiny of minimum eligibility criteria (as mentioned in [Annexure-13](#)) and technical information submitted as per [Annexure-8](#), [Annexure-9](#) and [Annexure-10](#).
- b) The Bank may also call for additional information regarding the proposed services, and conduct reference calls and site visits, if required.
- c) The Bidder may highlight the noteworthy / superior features of their services.

2.9. The Technical Evaluation will also take into account

- a) State of the art services offered by the Bidder to any Scheduled Commercial Bank in India. The Bidder should furnish the details when requested.
- b) Capability of the proposed services to meet future requirements not outlined in the RFP.
- c) Bench strength of resources for the defined service types
- d) Bidder support facilities

2.10. Bids meeting the eligibility criteria & having complied with the points of Technical Bid and attaining minimum technical score shall be qualified for commercial bid opening & evaluation.

2.11. This evaluation will be carried out on the parameters and the score mentioned in [Annexure-14](#).

2.12. The bank shall empanel a maximum of **six** bidders for each type of service defined in [Service Types](#).

2.13. Bidders scoring 60% and above in Technical evaluation shall only be considered and the Bidders, who scored less than 60% in Technical evaluation shall not be considered for further stages of evaluation.

2.14. The bidders in each service type shall be sub-grouped as follows

- a) Group A: Bidders who scored 80% or above in Technical evaluation.
- b) Group B: Bidders who scored between 60% to 79% in Technical evaluation.

2.15. Any decision taken by the Bank in this regard shall be final, conclusive and binding upon the Bidders and shall not be questioned / challenged by the Bidders. However, the Bank reserves the right to empanel the bidder and the final decision would be with the Bank. Any attempt by a Bidder to influence the Bank in its bid evaluation, bid comparison or LOI award decisions may result in the rejection of the Bidder's Bid.

3. SIGNING OF LOI AND NDA FOR EMPANELMENT

3.1. IDBI will notify successful bidder(s) in writing by letter in duplicate or email/ fax that its bid has been accepted. The Selected bidder(s) has/have to return the duplicate copy to the Bank within 7 working days duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.

3.2. The empaneled bidder(s) shall be required to sign the Letter of Intent (LOI) with the letter of acceptance, Non-Disclosure Agreement (NDA) and other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof.

3.3. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, and NDA should be submitted.

3.4. In case of failure to accept the empanelment within 07 days from the date of receipt of the communication, the Bank will be at liberty to cancel/drop the empanelment offer for that vendor.

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3.5. The contract/agreement will be based on bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc. and will include SLA, project plan – phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc.

3.6. The IDBI Bank reserves the right to stipulate, at the time of finalization of the empanelment, any other document(s) to be enclosed as a part of the final empanelment.

4. MODEL OF ENGAGEMENT WITH EMPANELLED VENDORS

The empanelment of the selected vendors is for five years from date of signing of LOI (Letter of Intent) with IDBI Bank. The services of empaneled vendors through this RFP will be engaged by IDBI Bank, as and when requirements arise as per models defined below. Additional eligibility criteria if felt necessary may also be added by the Bank.

- a) **Price Model:** For an assignment/project/task, comprising of one or more than one of the service types mentioned in this RFP, IDBI Bank will call for RFP/RFQ from the empaneled vendors of the related service types based on its suitability providing the complete scope of work. The vendors have to quote the prices for the said assignment/project/task. The vendor quoting the lowest prices shall be selected.
- b) **Person-Days Model:** For given N person-days or person-months, resource cost will be arrived based on the discovered prices through this RFP, say the cost is Y. Vendors will be asked to quote the discount percentage on Y in sealed cover. The vendor quoting the maximum discount on Y shall be selected.
- c) **Nomination Model:** For specific assignment/project/task or on urgent basis, IDBI Bank may select the vendor on nomination basis.

4.2. For all these models, the resource cost will be arrived based on the discovered prices through this RFP.

4.3. Even though the empanelment is for five years, yearly performance review of selected bidder will be carried out by the IDBI Bank. Depending on the performance review, the selected bidder may be de-empaneled.

4.4. The empanelment shall be extended by another one year (beyond the contract term) as decided by the Bank.

4.5. Decision of the IDBI Bank is final in awarding the assignment/ empanelment depending on a project suitable engagement model.

5. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

5.1. Bank reserves the right to accept / reject any bid and to annul the Bid process at any time prior to award of Contract, 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 Bank's action. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

6. ACCEPTANCE OF BID

6.1. Prior to the expiration of the period of Bid validity, Bank will notify the Successful Bidder in writing, that its bid has been accepted.

7. SIGNING OF CONTRACT

7.1. After Bank notifies the Successful Bidder that its bid has been accepted; the Bidder should sign the Contract and complete the execution of all other documents.

7.2. The signing of Contract should be accompanied by the submission of Non- Disclosure Form, Deed of Indemnity and other applicable documents as specified in the RFP / Bid Document.

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7.3. The NDA, Deed of Indemnity and all other documents would be signed at Mumbai within 15 days of receipt of notification of award of contract.

7.4. **Payment of stamp duty would be as per applicable laws in the State of Maharashtra and would be paid in Maharashtra only. No other state stamp duty will be accepted.**

7.5. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. Bank shall not be responsible or liable for reimbursing / compensating these costs and expenses.

7.6. The incidental expenses of execution of the Contract as well as the conditions stipulated in the contract shall be strictly adhered to and any breach / violation thereof shall entail termination of the Contract without prejudice to the other right of IDBI Bank including but not limited to the right to levy / impose and recover penalties as specified in this RFP or Contract.

SECTION 2

1. SCOPE OF WORK

1.1. The services required by the Bank are defined in this RFP are illustrative and indicative but not exhaustive. The scope may undergo changes due to implementation of new products, technology, projects, configuration requirements, business needs, legal and regulatory requirements etc. or as decided by the Bank. The bidders are expected to update and include additional relevant items in these activities to conform to global best practices and available knowledge base.

1.2. The bidders are required to indicate the priority of service types, based on their skills, competencies, experience, ability and willingness to offer the services to the Bank in the order of priority. The Bank shall decide on the empanelment based on the marks obtained by the bidders in the bid evaluation.

2. TECHNOLOGY LANDSCAPE

2.1. Software and Database: Java, .Net, PHP, R, Python, Adobe XD, HTML 5, CSS, Angular, Node JS, bootstrap, jQuery, React, Spring MVC, XML, Weblogic, Websphere, Tomcat, Jboss, Web Services (SOAP & REST), API, Micro-services, Android OS, iOS, Swift, Objective C, fullStack, Oracle RDBMS, Microsoft SQL, No-SQL DB, Redis, Postgres DB, Mongo DB, VMware, Teradata, SAS, SAP, Oracle ERP, OFSAA, etc.

2.2. Operating Systems: Windows, Linux, AIX, Unix, Ubuntu etc.

2.3. Hardware equipment: Intel, IBM, Oracle, NetApp, HP, Dell, Teradata, Fujitsu, Cisco etc.

2.4. Network/Security equipment: Cisco, Juniper, Brocade, HP, CheckPoint, PaloAlto, Citrix, Radware, Fortinet etc.

3. CERTIFICATIONS

3.1. The resources of the bidders are required to be certified in one or more of below mentioned certifications in the related technology areas

Technology Area	Certification*
Software	Certified Programmer or Expert or Architect or equivalent on Java, .Net, Fullstack, Adobe XD, Angular , React , JQuery, API, VMware, Android, iOS, SAS, SAP CRM, Oracle ERP, Oracle HRMS, SAS, Teradata, OFSAA, Finacle
Database	Certified Programmer or Administrator or equivalent on Oracle RDBMS, Microsoft SQL, No-SQL DB, Redis, Postgres DB, Mongo DB
Operating System	Certified System Administrator or equivalent on Operating System such as Windows, Linux, AIX, Unix, Ubuntu.
Hardware	Certified Hardware Engineer or Administrator or equivalent or other certifications from OEM such as Intel, IBM, Oracle, NetApp, HP, Dell, Teradata, Fujitsu, Cisco
Network	Certified Network Engineer or Administrator or equivalent or other certifications from OEM such as Cisco, Juniper, Brocade, HP, CheckPoint, PaloAlto, Citrix, Radware, Fortinet
Security	CISA, CISSP, CISSM , CCSP , CDPSE, CEH
Project Management	PMP or Prince2

* - Indicative list is given. Bidders are required to have certified resources for the other technology areas, as applicable, mentioned in the Technology Landscape

4. SERVICE TYPES

4.1. Application Development, Maintenance and Support Services

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- 4.1.1. Develop new applications or make major changes to existing applications based on the Technology Landscape defined above.
- 4.1.2. Manage the projects in Waterfall, Agile and Iterative development cycles.
- 4.1.3. Calculate and review the effort estimation for the project or change request.
- 4.1.4. Carry out design and source code review for the project or change request.
- 4.1.5. Carry out deployment of applications to various environments such as Dev, SIT, UAT, Staging, Pre-Prod and Prod.
- 4.1.6. Create and Review documents for application development and maintenance.
- 4.1.7. Conduct proper testing of the application to meet the desired quality, before delivering to the Bank's team.
- 4.1.8. Assist Bank in UAT and preparation of test case. Fix bugs and make minor changes to existing applications based on the software technologies used in the Bank.
- 4.1.9. Provide L1, L2 and L3 support for the applications based on the software technologies used in the Bank.
- 4.1.10. Design and develop the systems in accordance with the specification and stated requirements.
- 4.1.11. Prepare the detailed requirement document and deliver the project by the agreed timelines.
- 4.1.12. Calculate and review the effort estimates for any project or change request.
- 4.1.13. Follow the secured software development lifecycle and industry best practices to deliver a thorough tested software with the agreed quality and timelines.
- 4.1.14. Prepare the necessary documents related to the project or change request such as requirement document, design document, project plan, unit testing data and plan etc.
- 4.1.15. Fix the bugs detected during every stage of software testing and in production/live environment.
- 4.1.16. Capture and understand the requirements which may result in customization or modification or upgrade of an existing or new system or development of new modules in an existing system or development of new system or procurement.
- 4.1.17. Prepare the technical documentation and recommend the best-suited technology for the given requirement.
- 4.1.18. Monitor the development, modification, upgrade and customization of systems to deliver within the project timelines and quality expectations of the Bank.
- 4.1.19. Carry-out the necessary knowledge transfer of the systems when applicable.
- 4.1.20. Build techno-functional capability for the packaged systems with an objective to reduce dependency on the product vendor.
- 4.1.21. Administer databases including creation, maintenance, upgrade, modification and management including the performance metrics.
- 4.1.22. Run database operations, including day-t-day script running for the database, backup and restore, end-of-day, beginning-of-day activities, dump monitoring, issue handling etc.

4.2. User Interface Design and Development Services

- 4.2.1. Design and develop UI/UX for web, mobile app and thick-client applications.
- 4.2.2. Redesign the UI/ UX, by developing a deep understanding of the existing user interface, roadmap of the Bank and recommendations based on own evaluation and user feedback.
- 4.2.3. Deliver user frames, wireframes, mock-ups and prototypes ensuring that the designs can be implemented and in the best possible way.
- 4.2.4. Validate solutions through user feedbacks and usability testing, consolidate findings and iterate feedback into design solutions.
- 4.2.5. Create interaction models, user task flows, screen designs and UI details that promote ease of use and optimize task flows.
- 4.2.6. Carry out benchmarking against global best practices and current technology trends.
- 4.2.7. Collaborate with IT and Business teams at all stages, to integrate the UI/UX designs and navigations with the rest of the solution.

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- 4.2.8. Develop highly responsive, easy to navigate and user friendly solutions having quick tips, help and coach-marks as applicable.

4.3. Core Banking System (CBS) related Development, Maintenance and Support Services

- 4.3.1. Fix bugs and make customization changes to the application.
- 4.3.2. Calculate and review the effort estimations related to customization.
- 4.3.3. Create and Review design documents and source code related to customization.
- 4.3.4. Carry out deployment to various environments such as Dev, SIT, UAT, Staging, Pre-Prod and Prod.
- 4.3.5. Conduct proper testing of the bug-fixes and customizations.
- 4.3.6. Review the existing customizations and suggest alternative solutions, as applicable.
- 4.3.7. Provide L1 support, L2 and L3 support (for customizations and bug fixes).
- 4.3.8. Customize, deploy, manage, maintain, operate and support CBS along with its ancillary/ related applications.
- 4.3.9. Capture and analyze the requirements related to CBS, provide recommendations to develop new components or modules or applications or architecture or customization of existing architecture and implement the same.
- 4.3.10. Regularly liaise with the CBS product vendor to keep abreast on the new available versions of CBS and recommend the same with an implementation plan.
- 4.3.11. Conduct technical feasibility and cost benefit analysis for the upgradation or migration taking into consideration CBS and the underlying technology, and recommend the same with an implementation plan.
- 4.3.12. Operate, monitor and continuously improve the CBS helpdesk function for effective and efficient resolution of queries or complaints or issues.
- 4.3.13. Manage, support, review and continuously improve the CBS day-to-day operation including the end-of-day, beginning-of-day, end-of-month, end-of-quarter and end-of-year.
- 4.3.14. Monitor and review the critical functions of CBS and recommend improvements.
- 4.3.15. Regularly analyze the customizations in CBS and rationalize as appropriate.
- 4.3.16. Build techno-functional capability for CBS with an objective to reduce dependency on the CBS product vendor.
- 4.3.17. Manage in uptime related activities, service monitoring, DR Drill, Near DR Related services, Migration related services.

4.4. Hardware Infrastructure Services

- 4.4.1. Deploy and Manage hardware equipment and solutions related but not limited to Active Directory, Load Balancers, Storage, Compute, Proxy Server and Firewalls, Physical Perimeter Security Solution, Access Control Solution, end-point DLP and MDM Solution etc.
- 4.4.2. Maintain the availability of the Hardware Infrastructure as defined by the Bank.
- 4.4.3. Implement the strategy and plans related to Hardware Infrastructure as defined by the Bank.
- 4.4.4. Execute policies and procedures related to Hardware Infrastructure as defined by the Bank.
- 4.4.5. Ensure maximum up-time and availability of the Hardware Infrastructure of the Bank.
- 4.4.6. Monitor and maintain the performance of the Hardware Infrastructure vis-à-vis set parameters related to performance etc., identify variances and take corrective actions.
- 4.4.7. Replace and/ or upgrade the Hardware Infrastructure well before the End of Life (EOL) to avoid disruption in service and any non-compliance to Bank's policy and guidelines, and advisories from regulatory, information security and statutory authorities.
- 4.4.8. Administer systems, including hardware receipt, racks monitoring, verification against Purchase Order (PO), Operating System (OS) configuration & parameterization, hardening of systems, installation of additional system software, user management, file system management, OS upgrades, hardware issue resolution, scripts management, OS backups, maintenance of inventory and management of the performance metrics for Servers/ systems.

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- 4.4.9. Manage OS and other infrastructure including day-to-day health monitoring, version upgrades, proactive management of incidents and issues, and downtime.
- 4.4.10. Backup system software, data of Application, Database and other applicable items.
- 4.4.11. Test restoration of backups within the defined frequency and report to the Bank regularly.
- 4.4.12. Support the Bank in the roll-out of the planned branches through on time provision of the planned IT infrastructure as per the defined check-lists.
- 4.4.13. Manage, maintenance, administer and operate all Hardware Infrastructure.
- 4.4.14. Implement the policies, encryption and processes of data security, data redundancy and backup.
- 4.4.15. Perform DR Drills organized at defined intervals to ensure relevance of the processes to the current systems meeting the defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO).
- 4.4.16. Perform and review capacity planning for the Hardware Infrastructure as well as the associated software and middleware.
- 4.4.17. Proactively notify the changes to production environments, scheduled and critical maintenance.
- 4.4.18. Support for Audit, Reviews, Configuration review, patching etc.

4.5. Network Infrastructure Services

- 4.5.1. Deploy and Manage hardware equipment and solutions related but not limited to Network, Network Admission Control (NAC) etc.
- 4.5.2. Manage network including Network Operations Centre (NOC), support, monitoring & maintenance of the network links such as leased lines, MPLS, VSAT, 4G etc., branch connectivity and monitoring, DC network, switches, routers etc., development related activities required from network perspective.
- 4.5.3. Provide network related support for Branch roll-outs, including vendor & link feasibility analysis, VSAT link for applicable branches and setting up of the MPLS link, as applicable.
- 4.5.4. Maintain maximum uptime and availability of the Network Infrastructure to provide seamless services to the Bank and its customers.
- 4.5.5. Provide field support for WAN/LAN at branches, relocation/renovation/ rack redressing at branches, installation and troubleshooting of network hardware and site surveys.
- 4.5.6. Provide network management, configuration and fault management services for all devices at Core, Access and Distribution locations and for passive components.
- 4.5.7. Handle all escalations, conflicts, risk analysis and ensure speedy resolution.
- 4.5.8. Maintain, generate and analyze all reports including WAN incidents.
- 4.5.9. Maintain network asset management, incident management, change management, network equipment inventory and related documentation with proper network diagrams.
- 4.5.10. Coordinate with all link service providers to provide single window support system to the Bank.
- 4.5.11. Maintain logs and records of incidents, changes in configurations with reasons and backups.

Assist in DR drill activities and any other network activity as required by the Bank.

Maintain network Architecture, Attend to Alerts for monitoring, Patching of network devices, Manage Inventory, Shifting activity etc.

4.6. Security Operations Services

- 4.6.1. Manage and support for Security Operations Centre (SOC) deployed across various locations of the Bank.
- 4.6.2. Carry out device integration, create connectors (parsers), create rules and co-relations, carry-out analytics, conduct replication to DR etc.
- 4.6.3. Manage, monitor, analyze, mitigate and report incidents as they occur.
- 4.6.4. Install, implement, integrate, customize, manage and maintain Security Information and Event Management (SIEM) and associated tools.

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- 4.6.5. Perform gap analysis between the Bank's requirement and SOC/SIEM product features, and setup and configure the tools to mitigate the gaps.
- 4.6.6. Manage and carry-out rule-based audit using automated tools at the frequency given by the Bank.
- 4.6.7. Build custom interfaces as required for integration.
- 4.6.8. Provide security intelligence, log analysis and monitoring that includes initial review of security incidents, event analysis etc.
- 4.6.9. Maintain activity sheets for each shift.
- 4.6.10. Recommend and develop improvement plans for the SOC.
- 4.6.11. Initiate prompt corrective countermeasures to stop or prevent attacks as required.
- 4.6.12. Carry out forensic activities to identify the origin of threat, steps for mitigation and measures for prevention.

4.7. Enterprise Solution Services

- 4.7.1. The scope of these services is for the packaged solutions and platforms such as SAP CRM, Oracle ERP, Oracle HRMS, SAS, Teradata, OFSAA, Kondor Plus, Fusion Cash Management etc.
- 4.7.2. Fix bugs and make customization changes.
- 4.7.3. Calculate and review the effort estimations related to customization.
- 4.7.4. Create and Review design documents and source code related to customization.
- 4.7.5. Carry out deployment to various environments such as Dev, SIT, UAT, Staging, Pre-Prod and Prod.
- 4.7.6. Conduct proper testing of the bug-fixes and customizations.
- 4.7.7. Review the existing customizations and suggest alternative solutions, as applicable.
- 4.7.8. Provide L1 support, L2 and L3 support (for customizations and bug fixes).
- 4.7.9. Capture and analyze the requirements, provide recommendations to develop new components or modules or applications or architecture or customization of existing architecture and implement the same.
- 4.7.10. Regularly liaise with the product vendor to keep abreast on the new available versions and recommend the same with an implementation plan.
- 4.7.11. Conduct technical feasibility and cost benefit analysis for the upgradation or migration taking into consideration the underlying technology, and recommend the same with an implementation plan.

4.8. IT Consulting and Technology Evaluation Services

- 4.8.1. Provide technical and functional insights/ recommendations during the analysis of project requirements, design, implementation and maintenance.
- 4.8.2. Analyze, document, identify and reuse/ leverage the existing capabilities keeping in purview the overall IT and Business Architecture of the Bank, and its future readiness.
- 4.8.3. Recommend superior technology to enable the Bank achieve its business plan.
- 4.8.4. Conduct feasibility analysis for build vs. buy for new as well as existing systems.
- 4.8.5. Provide recommendations for the procurement of new software or hardware, and finalize the contracts and service level agreements.
- 4.8.6. Provide recommendation to improve the Information Technology and Information Security posture of the Bank.
- 4.8.7. Setup a healthy collaboration and knowledge sharing system in the Bank.
- 4.8.8. Setup efficient and effective processes, in-line with the leading industry practices, for software development, product lifecycle management, quality assurance, application support, information security, resource management, knowledge management, procurement, innovation etc.
- 4.8.9. Setup techno-functionality capability for new technology, applications and support.
- 4.8.10. Conduct Application Rationalization exercise to provide recommendations and plan to Retire (shutdown), Replace (with newer technology/ solution), Re-engineer (modular or loosely-coupled architecture) and Retain (no change until a need arises) of the applications.
- 4.8.11. Assess and recommend to upgrade the applications to a 3-tier or above architecture design.
- 4.8.12. Provide IT consulting in the areas as required by the Bank.

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4.9. Project Management Services

- 4.9.1. Understand and capture the requirements and deliver the same within the defined timelines and quality.
- 4.9.2. Understand and capture the requirements which may result in customization or modification or upgrade of an existing system or development of new system or procurement.
- 4.9.3. Monitor and track the project, resources, and tasks with the given priority to achieve the timelines and minimize conflicts.
- 4.9.4. Act as a single point of contact (SPOC) responsible for day-to-day activities, reporting and resource allocation of the projects.
- 4.9.5. Setup, monitor, identify variances and take corrective actions to deliver the projects with the defined timelines and quality.
- 4.9.6. Proactively deliver the information on progress, status update of projects and techno-functional perspective for procurement, if any.
- 4.9.7. Setup, monitor and track projects in the project management system with clear expectations on resources (including human resources), roles and responsibilities, criticality, priority, timelines and quality expectation.
- 4.9.8. Accurately estimate and review the efforts, prepare and review the project plans and develop charters for project or business requirements or new systems.
- 4.9.9. Identify potential bottlenecks and delays in the project, inform the stakeholders and take corrective actions.
- 4.9.10. Proactively submit on Periodicbasis the information, prepare reports and dashboards of the project status vis-à-vis project plan, recommend the plan of action and analyse the reason for delay
- 4.9.11. Recommend tool(s) to measure the utilization and productivity of employees.
- 4.9.12. Maintain up-to-date documentation including but not limited to project plan, requirement document, test plan, test scripts, test results, bug or issue or change tracker etc.

4.10. Software Testing Services

- 4.10.1. Setup efficient and effective quality management system and processes.
- 4.10.2. Develop and execute the quality assurance plan for each project, in-line with the defined quality management and assurance processed for a defect-free delivery.
- 4.10.3. For all the stages of software testing viz. unit testing, system integration testing, security testing, load testing, stress testing, performance testing, acceptance testing etc., prepare the test strategy, test script, test plan and test data incorporating the functional and technical expectation of each project/ application/ business requirement along with the timelines and responsibilities.
- 4.10.4. Recommend tool(s) to automate the testing and continuously strive to increase the levels of automation in all forms of testing.
- 4.10.5. Inspect, test and access the software in order to meet the acceptance criteria and the documented requirements.
- 4.10.6. Execute the QA plans of the various projects with the given priority.
- 4.10.7. Functional, API, Security, Load, Performance, Automated

4.11. Techno-Functional Domain Services

- 4.11.1. Provide domain expertise in the banking related areas such as Lending, Forex, Trade Finance, Cash management, Deposits, Banking operations, Treasury operations, Collections and recovery, Wealth management etc.
- 4.11.2. Provide techno-functional domain expertise in the areas such ERP, CRM, HRMS, Procurement etc.
- 4.11.3. Create and review requirement documents, use cases, process flows etc.
- 4.11.4. Provide solution options for challenges, new requirements, issues in techno-functional areas.

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

4.11.5. Validate the solution (existing or new) against the fitment to the functional/ domain requirements.

4.12. Site Reliability Engineering (SRE) Services

- 4.12.1. Setup a SRE team to monitor the applications, infrastructure and network, as required by the Bank, on a 24x7 basis.
- 4.12.2. Design, develop and implement SRE for identified applications that cover all scenarios of each layer and component in the system such as application, database, network, web, CPU, memory, node, disk, bare metal, storage, VMs and etc.
- 4.12.3. Recommend tools or services required for an efficient SRE service.
- 4.12.4. Attend the alerts on time so that stability, availability and performance of the systems remain unaffected.
- 4.12.5. Provide L1, L2 and L3 services required for an effective SRE.
- 4.12.6. Examine and recommend the necessary changes to the scope of SRE.
- 4.12.7. Proactively report the progress, SLAs, incidents etc. on a Periodic basis.

4.13. IT Helpdesk Support & Services

- 4.13.1. Manage the IT Helpdesk and coordinate between the teams such as system, network, application, database, security etc.
- 4.13.2. Analyze and Recommend the improvisation of the IT set up to reduce recurring calls.
- 4.13.3. Consistently minimize the maintenance/ repair window to deliver seamless service.
- 4.13.4. Track changes and incidents through tickets with the defined SLA.
- 4.13.5. Analyze the trend of incidents for arresting recurring incidents.
- 4.13.6. Recommend tool(s) to maintain known error database and knowledge articles for reference, quick remediation of issues and improving the quality of systems.
- 4.13.7. Maintain a configuration management database for any repair, modification, and upgrade.
- 4.13.8. Streamline the process of maintenance, repair, expansion and upgrade.
- 4.13.9. Eliminate the adverse effect on other systems and gracefully rollback changes, when needed.
- 4.13.10. Process incidents and complaints, Service and change requests using IT Service Management process and Call/ ticket management.

4.14. Patch Governance and Management

- 4.14.1. Regularly patch the infrastructure and software in order to be complaint to the Bank's policy and guidelines, and advisories from regulatory, information security and statutory authorities.
- 4.14.2. Notify sufficiently in advance about patching (including emergency patching) and seek approval from the Bank, such that there is no disruption in services to the Bank and its customers.
- 4.14.3. The vulnerabilities reported/ identified during the project/ application go-live to be remediated as per the Information Security policy of the Bank.
- 4.14.4. Track vulnerabilities in all technologies on a continuous basis in view of the Cyber Security Advisories.
- 4.14.5. Carry out patch governance, ongoing deployment tracking and compliance thereof.
- 4.14.6. Carry out VAPT remediation including configuration and hardening level changes, security updates and patching.
- 4.14.7. Conduct vulnerability scans and rescans.
- 4.14.8. Conduct continuous review and collection of patches released and vulnerabilities identified including zero day vulnerabilities, and its applicability with respect to the Asset Inventory.
- 4.14.9. Timely communicate to hardware and software teams the MIS reporting of vulnerabilities along with recommendation.
- 4.14.10. Review existing patch management process and provide recommendations.
- 4.14.11. Provide periodic reports on patch compliance and risk overview.

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- 4.14.12. Prepare Patch plan for OS/DB Server/End points, its execution and reporting, attend to hotfix.
- 4.14.13. Review of VAPT report and provided necessary comments.

5. SUB-CONTRACTING

- 5.1. Sub-contracting of any services is prohibited.
- 5.2. If required in exceptional situations, Bidder has to obtain written permission from the Bank before contracting any work to subcontractors. Bank at its own discretion may permit or deny the same.
- 5.3. In case of permitted cases of sub-contracting, the contracting vendor is responsible for all the services provided to the Bank regardless of which entity is providing the services. The contracting vendor is also responsible for ensuring that the sub- contractor comply with all the terms and conditions of the contract and Bank may obtain independent audit report for the same.
- 5.4. The Bidder should provide sub-contracting details to the Bank and if required, Bank may evaluate the same.

SECTION 3**1. DEFINITIONS:**

In this RFP / Bid Document / Contract, the following terms shall have the following meanings and shall be interpreted accordingly:

1.1. "The Contract" means the agreement entered into between Purchaser and the Bidder as recorded in the contract form duly signed by the Parties, including all annexure, schedules, exhibits, supplements, appendices, amendments, revisions, notations and modifications thereof for IT Service providers and solution for IDBI Bank as inclusively stated under Service Level Expectations, Specifications of Hardware/Software/Services and Scope of work.

1.2. "Successful Bidder" or "Vendor" means any firm / company, etc., to whom work has been awarded and whose Bid has been accepted by Purchaser and shall include its authorized representatives, successors and permitted assignees.

1.3. "Purchaser" means IDBI Bank Limited including its successors and assigns.

1.4. "Contract Price" means the price/compensation payable to the Successful Bidder under and in accordance with the Contract for the due performance and observance of its contractual obligations under and in accordance with the Contract.

1.5. "Service(s)" means all the services, which the Bidder is required to provide and/or procure to the Purchaser under and in accordance with the Contract.

1.6. "Service Period" means the period of **5 years** commencing from the commissioning of the Product / Service /solution.

1.7. "System" or "Equipment" or "solution" means and includes hardware, software, etc., required for operationalizing the proposed solution and to provide the Services as mentioned in the RFP.

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

1.9. "Acceptance of Bid" means the letter/fax or any memorandum communicating to the Bidder the acceptance of its Bid and includes an advance acceptance of his Bid.

1.10. "Business Day" means neither any day that is not a Sunday nor a public holiday (as per the official holidays observed by Bank).

1.11. "Confidential Information" means all intellectual property information; technical or business information or material not covered; proprietary or internal information related to the current, future and proposed products or services of the Parties including, financial information, process/flow charts, business models, designs, drawings, data information related to products and services, procurement requirements, purchasing, customers, investors, employees, business and contractual relationships, business forecasts, business plans and strategies, information the Bank provide regarding third parties; information disclosed pursuant to RFP & other documents; documents, accounts, business plans, information or documents whatsoever, concerning business, policies, strategy, property, contracts, trade secrets, transactions, or interested parties of IDBI Bank or its Subsidiaries or Affiliates and/or any other information whether disclosed to the other Party in oral, graphic, written, electronic or machine readable form, and whether or not the information is expressly stated to be confidential or marked as such, all Trade Secrets and other proprietary information including but not limited to customer list, financial information, and pricing information.

1.12. "Commissioning" means, the System shall be considered to have been commissioned, when the entire job, including supply, configuration, successful testing of all hardware & software is executed to the satisfaction of the Purchaser.

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1.13. “Document” means any embodiment of any text or image howsoever recorded and includes any data, text, images, sound, voice, codes, computer programs, software and / or databases or microfilm or computer generated microfiche or similar device.

1.14. “Effective Date” means the date on which this Contract is signed and executed by the Parties hereto. If this Contract is executed in parts, then the date on which the last of such Contracts is executed shall be construed to be the Effective Date.

1.15. “Intellectual Property Rights” means any patent, copyright, trademark, trade name, design, trade secret, permit, service marks, brands, propriety information, knowledge, technology, licenses, databases, computer programs, software, know how or other form of intellectual property right, title, benefits or interest whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.

1.16. “Parties” means the Purchaser and the Bidder and “Party” means either of the Parties.

1.17. “Site” means the place where the product / service / solution is to be delivered and commissioned or places approved by the Purchaser for the purposes of the Contract together with any other places designated in the Contract as forming part of the Site.

2. INTERPRETATION:

In this Contract unless a contrary intention is evident:

- 2.1.** The clause heading is for convenience only and do not form part of this Contract;
- 2.2.** Unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- 2.3.** Unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
- 2.4.** A word in the singular includes the plural and a word in the plural includes the singular;
- 2.5.** A word importing a gender includes any other gender
- 2.6.** A reference to a person includes a partnership and a body corporate;
- 2.7.** A reference to legislation includes legislation repealing, replacing or amending that legislation;
- 2.8.** Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;
- 2.9.** Reasonability and materiality of "doubt" and "controversy" shall be at the discretion of IDBI Bank Ltd.
- 2.10.** The words not expressly defined herein shall have meanings ascribed to them in the General Clauses Act, 1897 and the Information Technology Act, 2000.

3. CONDITIONS PRECEDENT

This Contract is subject to the fulfillment of the following conditions precedent by the Bidder

- 3.1.** Execution of a Deed of Indemnity as per format given in [Annexure 6](#).
- 3.2.** Obtaining of all statutory, regulatory and other approvals, consents and no-objections required for the performance of the Services under and in accordance with this Contract.
- 3.3.** Furnishing solvency certificate and certificate confirming that there are no vigilance or court cases threatened or pending against the Bidder and that the vendor is not in violation of any law including Intellectual Property Rights.

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

3.4. Furnishing of such other documents as the Purchaser may specify, including but not limited to definitive documents.

4. STANDARD PERFORMANCE:

4.1. The Successful Bidder shall carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in industry and with professional standards and shall observe sound management, technical practices. It shall employ appropriate advanced technology, procedures and methods. The Successful Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to Bank and shall, at all times, support and safeguard Bank's legitimate interests in any dealing with third parties.

5. USE OF CONTRACT DOCUMENTS AND INFORMATION:

5.1. The Successful Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Successful Bidder shall execute this Non-Disclosure Agreement simultaneously at the time of execution of this Contract. The Successful Bidder shall not, without Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of Purchaser in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in utmost confidence and shall extend only so far as may be necessary and relevant for purpose of such performance and shall be subject to the terms and conditions of the Non-Disclosure Agreement.

5.2. The Bidder shall not, without Purchaser's prior written consent, make use of any document, data or information etc., enumerated in this Bid Documents save and except for due performance and observance of the Contract.

5.3. Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of Purchaser and shall be returned (in all copies) to Purchaser on completion of the Bidder's performance under and in accordance with the Contract, if so required by Purchaser.

5.4. The Bidder shall sign the Non-Disclosure Agreement as per format provided in [Annexure 5](#)

6. INDEMNITY

6.1. The Bidder shall execute and furnish to the Purchaser, a deed of indemnity in favor of the Purchaser in a form and manner, as given in [Annexure 6](#), indemnifying the Purchaser its directors, employees, agents and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alia during and after the Contract period including but not limited to third-party claims due to infringement of Intellectual Property Rights including but not limited to patent, trademark, copy-rights or industrial drawings and designs arising from use of the Services or any part thereof and/or otherwise.

6.2. The provisions under this clause shall survive the termination of the Contract.

7. INTELLECTUAL PROPERTY RIGHTS & PATENT RIGHTS

7.1. Purchaser shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes and products which have been developed by the Bidder during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to the Purchaser and

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execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits, approvals, consents and no objections that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser.

7.2. Further, the Bidder shall be obliged to ensure that all approvals, consents, no objections, registrations, licenses, permits and rights which are inter-alia necessary for use of the information technology system installed by the Bidder, shall be acquired in the name of the Purchaser, prior to termination of this Contract and which shall be assigned by the Purchaser if necessary under the applicable laws or otherwise to the Bidder for the purpose of execution of any of its obligations under the terms of the Bid, or this Contract. However, subsequent to the term of this Contract, such approvals, consents, no objections, registrations, licenses, permits and rights etc., shall ensure to the exclusive benefit of the Purchaser.

7.3. The Bidder shall ensure that while it uses any software, hardware, processes or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the Purchaser indemnified against all costs, charges, expenses, liabilities, claims, damages, litigations, suits, judgments and/or otherwise howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder or any sub-Bidder during the course of performance of the Services.

7.4. In the event of any claim asserted by a third party of infringement of trademark, trade names, copyright, patent, intellectual property rights or industrial drawing/design rights arising from the use of the Products or any part thereof in India or anywhere, the Successful Bidder shall act expeditiously to extinguish such claim. If the Successful Bidder fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Successful Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Successful Bidder of such claim, if it is made, without delay.

7.5. Bidder/Vendor shall be governed by all the applicable labour laws (State or Central) which is required to be complied by the Bidder/Vendor as per the extant labour laws of the land and also beneficial to their employees. Bank is nowhere liable on the applicable labour laws as chosen by the bidder.

8. INSPECTION & QUALITY CONTROL TESTS/CHECK

8.1. Purchaser's right to inspect, test and where necessary, reject the goods after the goods' arrival at the destination shall in no way be limited or waived by reason of the goods having previously been inspected, tested, and passed by Purchaser or its representative prior to the goods' shipment from the place of origin.

8.2. Nothing stated herein above shall in any way release or discharge the Bidder from any warranty or other obligations / liabilities under and in accordance with this Contract.

8.3. IDBI Bank reserves the right to evolve a procedure of quality checking to ensure that the Services are according to the prescribed specifications and standards.

8.4. Purchaser's has the right to inspect and test the goods at Bidder plant at any time during the contract period.

9. MANUALS

9.1. The Bidder must, along with the equipment and/or Solution, supply all relevant manuals for the systems delivered / installed. The manuals shall be in English.

9.2. Unless and otherwise agreed, the equipment(s) shall not be considered to be completely delivered for the purpose of taking over, until such manuals as may be necessary are provided to Purchaser.

9.3. System manuals should include the specifications of the various equipment's/Software/Solution supplied.

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

10. INCIDENTAL SERVICES:

10.1. The incidental services to be provided pursuant to and in accordance with the Contract are as under:

- i. Performance of on-site commissioning of the System;
- ii. Furnishing of services required for maintenance of the rendered Systems.
- iii. Furnishing manuals for each appropriate unit of the rendered Systems
- iv. Maintenance of the rendered equipment for the "Contract Period", provided that this equipment shall not relieve the Bidder of any warranty period obligations under and in accordance with this Contract; and
- v. Any other related services as the Purchaser may require and deem fit.

11. CHANGE ORDERS / ALTERATION / VARIATIONS

11.1. The Bidder agrees that the requirements given in specifications, charts, etc. in the Bid Documents are minimum requirements of mere indicative nature and are in no way exhaustive. It shall be the responsibility of the Bidder to meet all the requirements of specifications, charts, etc. and other criteria contained in the Bid Documents and any upward revisions and/or additions of quantities, specifications sizes given in specifications, charts, etc., of the Bid Documents required to be made during execution of the works shall not constitute a change order and shall be carried out without a change order as forming part of the Services agreed hereunder and shall be carried out without any time and cost effect to Purchaser. Further upward revisions and or additions required to make Bidder's selected equipment and installation procedures to meet Bid Documents requirements expressed and to make entire facilities safe, operable and as per specified codes and standards shall not constitute a change order and shall be carried out without any time and cost effect to Purchaser. Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the specification etc. of the Bid Documents which the Bidder had not brought out to the Purchaser's notice in his Bid shall not constitute a change order and such upward revisions and/or addition shall be carried out by Bidder without any time and cost effect to Purchaser.

11.2. Purchaser may at any time, by a written order given to the Bidder, make changes within the general scope of the Contract in any one or more of the following:

- i. Functional specification
- ii. The Services to be provided by the Bidder

11.3. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance or observance of any provisions under the Contract, an equitable adjustment shall be made in the Contract price or delivery schedule, or both, and the Contract shall accordingly be amended as may be decided by Purchaser. Any claims by the Bidder for adjustment under this clause must be asserted within 30 (Thirty) days from the date of knowledge of Purchaser's change order by the Bidder.

11.4. Change order as stated above comprising an alteration which involves change in the cost of the works (which sort of alteration is hereinafter called a "Variation") shall be the subject of an amendment to the Contract by way of an increase or decrease in the Contract Price and adjustment of the implementation schedule if any.

11.5. If the Contract provides applicable rates for the valuation of the variation in question, the Contract price shall be increased or decreased in accordance with those rates.

11.6. Any change order shall be duly approved by the Purchaser (including any modification / change in the Contract Price) in writing.

11.7. If there is a difference of opinion between the Bidder and Purchaser whether a particular work or part of the work constitutes a change order or not, the decision of the Purchaser shall be final, conclusive and binding on the Bidder.

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12. CONTRACT AMENDMENT

12.1. No variation in or modification of the terms of the Contract shall be made, except by prior written amendment after obtaining prior written approval from both the Parties and shall be signed by the Parties. The Successful Bidder, however, agrees it shall be bound to amend the Contract, if so required by IDBI Bank, for giving effect to any amendment, modification etc. in the applicable laws including but not limited to amendment / modification etc. in the Reserve Bank of India Act, 1934 / the Banking Regulations Act, 1949 and / or to give effect to any modifications, amendments or fresh guidelines issued/imposed by RBI.

13. LIQUIDATED DAMAGES

13.1. If the Successful Bidder fails to meet the requirements under Service Level Agreement like delays / or defaults / deficiency of services in delivery / installation / replacement / repair of any or all of the Systems and equipment's mentioned in the Purchase order (PO), Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract, deduct from the Contract price, as liquidated damages, not construed as penalty, a sum equivalent to 0.5% per week or part thereof of the value of P.O. subject to maximum deduction of 10% (ten percent) of the P.O. value.

13.2. If the Bidder consistently fails to meet the requirements under Service Level Agreement (SLA) or complete the services as per the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the contract / services, the Purchaser may without prejudice to any other right or remedy (i.e. penalties) available to the Purchaser as under the Contract, recover from the Bidder, liquidated damages over and above the penalties.

13.3. The Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the Purchaser's right to claim such amount against Bidder's performance Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the works / Services or from any other obligations and liabilities under the Contract.

13.4. IDBI Bank reserves the right to impose / waive off the Liquidated Damages.

14. DEFICIENCY IN THE BIDDER'S PERFORMANCE

14.1. Delivery, Installation & Maintenance of the equipment shall be made by the Successful Bidder strictly in accordance with the scope of work prescribed by the Bank. Time is of the essence of Contract.

14.2. If at any time during the performance of the Contract, the Successful Bidder encounters conditions / situations impeding adherence to the scope of work, the Successful Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and the cause(s) thereof. After receipt of the Successful Bidder's notice, the Bank shall at the earliest evaluate the condition / situation, and consider, extending the Successful Bidder's time for performance, with or without penalty, in which case, the extension shall be ratified by the Parties by written amendment of the Contract or through an email.

14.3. Except as provided in the above clause, a delay by the Successful Bidder in the performance of its delivery obligations shall render the Successful Bidder liable to the imposition of penalty, unless an extension of time is agreed upon without levying penalty.

14.4. A delay by the Successful Bidder in the performance of its Contract obligations shall render the Successful Bidder liable to any or all the following sanctions:

- i. Forfeiture of its performance security
- ii. Termination of the Contract for default

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Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

15. DISPUTE RESOLUTION

15.1. The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with this Contract in the following manner:

- i. The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within ten (10) days of receipt of the notice.
- ii. The matter will be referred for negotiation between CGM (ITD) of the Purchaser and Mr. _____ of the Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of thirty (30) days.

15.2. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within thirty (30) days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one (1) arbitrator each and the two (2) arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

15.3. The Vendor shall not be entitled to suspend the provision of the Services or the completion of the job, pending resolution of any disputes between the Parties and shall continue to render the Services in accordance with the provisions of the Contract notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

15.4. The provision under this section survives the contract.

16. ADDRESS FOR NOTICE

16.1. All notices, requests, consents, waivers or other communication required or permitted hereunder shall be in writing and shall be deemed properly served:

- (i) if delivered by hand and received by an authorized employee or officer of the Party,
- (ii) upon receipt of confirmation receipt when sent by facsimile; or
- (iii) 14 (fourteen) days after the date of dispatch by certified or registered mail, postage prepaid, return receipt requested;
- (iv) when sent by electronic mail. All notices and other communication shall be addressed as follows:

In the case of Purchaser	IDBI Bank Limited IDBI Building, Plot No.39-41, Sector-11, CBD Belapur, Navi Mumbai – 400 614, Maharashtra Attn: Shri. -----, Dy. General Manager, Vendor Management Group, Information Technology Department Tel: +91-22 6740 1738, Email: dgm.itvmg@idbi.co.in
In the case of the Bidder	<..... company name & Address >

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for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

	Attn: Shri _____ Tel: +91- _____ Fax: +91- _____ Email: _____
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16.2. A party may change its address and/or addressee for notification purposes at any time during the term hereof by giving the other Party written notice in accordance with the terms hereof and the date on which such change will become effective.

17. TAXES & DUTIES

17.1. The Successful Bidder will be entirely responsible for all applicable taxes, duties, levies, imposts, costs, charges, license fees, road permits etc., in connection with delivery & transportation of equipment at the delivery locations including incidental services and commissioning. Payment of entry tax, if applicable, will be made at actual, on production of suitable evidence of payment by the Bidder.

17.2. Wherever the laws and regulations require deduction of such taxes at the source of payment, Purchaser shall effect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

17.3. The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price quoted in the Bid by the Bidder shall include all such taxes in the Contract Price.

17.4. The Bidder's staff, personnel and labor will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Bidder shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

17.5. The Bidder shall also be responsible for having his sub-Bidder(s) under this sub-contract(s) on account of payment received by the sub-Bidder(s) from the Bidder for works done under the sub-Bidder(s) for which Purchaser will in no case bear any responsibility. It shall be the responsibility of the Bidder to submit to the concerned Indian authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the Purchaser such information, as it may be required in regard to the Bidder's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The Bidder and his sub-Bidder(s) or their personnel shall bear all the taxes if any, levied on the Bidder's, sub-Bidder's and Bidder's personnel. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Bidder original certificates (Challans) for tax deduction at source and paid to the Tax Authorities.

17.6. The Bidder agrees that he and his sub-Bidder(s) shall comply with the Income-tax Act in force from time to time and pay Income -tax, as may be imposed / levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Contract.

17.7. The Bidder fail to submit returns/pay taxes in times as stipulated under the Income -tax Act and consequently any interest or penalty is imposed by the Income-tax authority, the Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the Purchaser/ Bidder.

17.8. The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

18. SUCCESSFUL BIDDER INTEGRITY

18.1. The Successful Bidder is responsible for and obliged to conduct all contracted activities strictly in accordance with Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

19. SUCCESSFUL BIDDER OBLIGATION

19.1. The Successful Bidder is obliged to work closely with Purchaser's staff, act within its own authority and abide by directives / instructions issued by Purchaser from time to time. The Successful Bidder will abide by the job safety measures prevalent in India and will free / indemnify Purchaser from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Successful Bidder will pay all indemnities arising there from and will not hold Purchaser responsible or obligated.

19.2. The Successful Bidder would be required adhere to the scope of work defined in the RFP / bid document to enable the Purchaser to meet the operational objectives. It will be the Successful Bidder's responsibility to ensure the proper and successful implementation and continued operation of the proposed branch / sites / hardware / software.

19.3. The Successful Bidder is responsible for managing the activities of its personnel and / or personnel working pursuant to its instructions and will hold itself responsible for any misdemeanors. The Successful Bidder will treat as confidential all data and information about Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Purchaser.

20. SURVIVAL

20.1. Any provision of this Contract which, either expressly or by implication, survive the termination or expiration of this Contract, shall be complied with by the Parties including that of the provisions of indemnity, confidentiality, non-disclosure in the same manner as if the present Contract is valid and in force.

20.2. The provisions of the clauses of this Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless the Purchaser notifies the Bidder of its release from those obligations.

21. NO SET-OFF, COUNTER-CLAIMS, CROSS-CLAIMS

21.1. In case the Bidder has any other business relationship with Purchaser, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract to the Bidder for any payments receivable under and in accordance with that business.

21.2. In case the Bidder has any claim, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract to the Bidder for any payments receivable under and in accordance with that business.

21.3. However, IDBI Bank shall have such rights against the successful Bidder up to maximum of 100% of the contact value.

22. THE TRI-PARTITE AGREEMENT

22.1. The Bidder shall enter into relevant agreement covering all related Parties at a later date, if required, incorporating the requisite terms and conditions herein in the form and manner and to the satisfaction of Purchaser.

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23. ADHERENCE TO SAFETY PROCEDURES, RULES, REGULATIONS AND RESTRICTIONS

23.1. Bidder shall comply with the provision of all laws including labor and industrial laws, rules, regulations and notifications issued there under from time to time. All safety and labor and industrial laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and Bidder shall abide by these laws. The Bidder shall indemnify and keep indemnified and hold harmless the Purchaser for any loss, damage, claims, costs, charges, expenses, etc. arising out of and/or suffered on account of actions, litigations, proceedings, suits, arising out of breach of the above laws.

23.2. Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions.

23.3. The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

23.4. Bidder shall also adhere to all security requirement/regulations of the Purchaser during the execution of the work.

24. STATUTORY REQUIREMENTS

24.1. During the tenure of this Contract nothing shall be done by the Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and shall keep Purchaser indemnified in this regard.

24.2. Successful Bidder undertakes to promptly produce all records and information relating to the Contract/this RFP for the purpose of inspection and audit of IDBI Bank. Successful Bidder shall provide access, to officers / employees / representatives / agents or auditors of the Bank to the premises / places where such records are kept / maintained. The Bank shall not be duty bound to give any prior notice to Successful Bidder before carrying out the said inspection or audit.

24.3. The Successful Bidder agrees to allow officers of IDBI Bank to inspect and make copies at their own cost, of the records relating to the Services performed / delivered by the Successful Bidder, maintained by Successful Bidder pursuant to the Contract/this RFP.

24.4. In regards to the above, the Regulators and Government Authorities including RBI officials shall be entitled to conduct audits of the Successful Bidder at any point of time.

25. PURCHASER'S RIGHT OF INSPECTION AND PERIODIC AUDIT

25.1. The Purchaser reserves the right to inspect and monitor/assess the progress of the project at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the project.

25.2. The Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser/ any other agency appointed by the Purchaser, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Bidder failing which the Purchaser may, without prejudice to any other rights that it may have, issue a notice of default.

25.3. Purchaser's right to inspect, test and, where necessary, reject the Goods / Services after the Goods / Services' arrival at the destination shall in no way be limited or waived by reason of the goods / services

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

having previously been inspected, tested, and passed by Purchaser or its representative prior to the Goods / Services shipment from the place of origin.

25.4. It is expressly agreed that nothing stated herein above shall in any way release or discharge the Bidder from any warranty or other obligations / liabilities under and in accordance with this Contract.

26. CONTRACT PRICE

26.1. Prices payable to the bidder as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.

26.2. The Empanelment period will be valid for a period of **5 (Five) year** from the date of issue of LOI / First PO / Contract date whichever is earlier. The Bank with mutual consent may extend the Empanelment period.

26.3. The Bidder will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies viz. sales tax, excise duty, custom duty, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

26.4. Further, Bank shall be entitled to make adjustment in the payment of Contract price in the event of levying penalty on the Bidder.

27. INFORMATION SECURITY

27.1. The Bidder and its personnel shall not carry any written material, layout, diagrams, floppy diskettes, hard disk, storage tapes or any other media out of Purchaser's premise without written permission from the Purchaser.

27.2. The Bidder personnel shall follow Purchaser's information security policy and instructions in this behalf.

27.3. Bidder acknowledges that Purchaser's business data and other Purchaser proprietary information or materials, whether developed by Purchaser or being used by Purchaser pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to Purchaser; and Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Bidder to protect its own proprietary information. Bidder recognizes that the goodwill of Purchaser depends, among other things, upon Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Bidder could damage Purchaser. By reason of Bidder's duties and obligations hereunder, Bidder may come into possession of such proprietary information, even though Bidder does not take any direct part in or furnish the Services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by this Contract. Bidder shall use such information only for the purpose of performing the Services.

27.4. Bidder shall, upon termination of this Contract for any reason, or upon demand by Purchaser, whichever is earliest, return any and all information provided to Bidder by Purchaser, including any copies or reproductions, both hardcopy and electronic.

27.5. Bidder shall provide certificate/assurance from application providers/OEMs that the application is free from embedded malicious / fraudulent code."

27.6. The Bidder shall ensure that the equipment / application / software being supplied shall be free from malicious code (Viruses, Trojan, Spyware etc.) and shall be liable for any loss (information, data, equipment, theft of Intellectual Property Rights, network breach, sabotage etc.) incurred to the bank arising

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

due to activation of any such embedded malware / malicious code. The Bidder shall further supply a certificate to the bank in the form Appended herewith.

27.7. The bidder shall ensure that subsequent patch, hotfixes and upgrades are also free from malicious code.

27.8. The bidder shall abide to the Information Security Policy (ISP) and Cyber Security Policy (CSP) of the Bank (as amended from time to time), which will be shared by the Bank with the L1 Bidder on need to know basis. The L1 Bidder shall ensure that the equipment/application/software supplied under the RFP shall be compliant with the ISP and CSP at all times.

27.9. The bidder shall submit the background verification and provide the training on information security awareness for their employees, in the case of deputing them to work in our Bank premises.

27.10. The bidder shall make sure that the sensitive data (such as password, financial information, biometric information, personal information etc.) shared by the Bank should be kept within the geographical boundaries of India. The Bidder shall further supply a certificate to the bank in the form Appended in [Annexure 11](#).

28. OWNERSHIP AND RETENTION OF DOCUMENTS

28.1. The Purchaser shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.

28.2. Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Bidder shall deliver to the Purchaser all documents provided by or originating from the Purchaser and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Bidder shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.

29. DATA AND HARDWARE

29.1. By virtue of this Contract, the Bidder's team may have access to personal and business information of the Purchaser and/or a third party or any taxpayer, any other person covered within the ambit of any Income tax legislation. The Purchaser have the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber that may be in the possession of the Bidder or Bidder's team in the course of performing the Services under this Contract.

30. REPRESENTATIONS AND WARRANTIES

In order to induce the Purchaser to enter into this Contract, the Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

30.1. That the selected Bidder is a company which has the requisite qualifications, skills, experience and expertise in providing Information and Communication Technology (ICT) and other services contemplated hereunder to third Parties, the technical know-how and the financial wherewithal, the power and the authority that would be required to successfully set up the required infrastructure and to enter into this Contract and provide the Services/Systems sought by the Purchaser, under and in accordance with this Contract.

30.2. That the Bidder is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Services /Systems under the Contract.

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

30.3. That the representations made by the Bidder in its Bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract and the Bid Documents and unless the Purchaser specifies to the contrary, the Bidder shall be bound by all the terms of the Bid.

30.4. That the Bidder has the professional skills, personnel and resources/authorizations that are necessary for providing all such services as are necessary to perform its obligations under the Bid and this Contract.

30.5. That the Bidder shall ensure that all assets including but not limited to equipment, licenses, etc. developed, procured, deployed and created during the term of this Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary requirements.

30.6. That the Bidder shall use such assets of the Purchaser as the Purchaser may permit for the sole purpose of execution of its obligations under the terms of the Bid, Tender or this Contract. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.

30.7. That the Bidder shall procure insurance policies for all its present and future property and assets that are developed, procured and created during the term of this Contract with financially sound and reputable insurers to the satisfaction of the Purchaser and shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable. The Bidder shall also furnish to the Purchaser a certificate evidencing such insurance, risks covered, names of beneficiaries, expiration dates, names of insurers and all other features of the insurance policy, both original and renewed and shall keep the same alive during the term of this Contract.

30.8. That the Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the Purchaser indemnified in relation thereto.

30.9. That all the representations and warranties as have been made by the Bidder with respect to its Bid and Contract, are true and correct, and shall continue to remain true and correct through the term of this Contract.

30.10. That the execution of the Services herein is and shall be in accordance and in compliance with all applicable laws

30.11. That there are – (a) no legal proceedings pending or threatened against Bidder or any sub Bidder/third party or its team which adversely affect/may affect performance under this Contract; and (b) no inquiries or investigations have been threatened, commenced or pending against Bidder or any sub-Bidder / third part or its team members by any statutory or regulatory or investigative agencies.

30.12. That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of this Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.

30.13. That all conditions precedent under the Contract has been complied.

30.14. That neither the execution and delivery by the Bidder of the Contract nor the Bidder's compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the Bidder, (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Bidder is a Party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the Bidder or other constitution a documents as the case maybe.

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

30.15. That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.

30.16. That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of the Purchaser, which may directly or indirectly have a bearing on the Contract or the project.

30.17. That the Bidder owns or has good, legal or beneficial title, or other interest in, to the property, assets and revenues of the Bidder on which it grants or purports to grant or create any interest pursuant to the Contract, in each case free and clear of any encumbrance and further confirms that such interests created or expressed to be created are valid and enforceable.

30.18. That the Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the project and the Bidder does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the Bidder or which the Bidder is licensed to use, which are material in the context of the Bidder's business and operations are being infringed nor, so far as the Bidder is aware, is there any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the Bidder by any person. All Intellectual Property Rights (owned by the Bidder or which the Bidder is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Purchaser indemnified in relation thereto.

31. CONFIDENTIALITY

31.1. The Parties agree that they shall hold in trust any Confidential Information received by either Party, under this Contract, and the strictest of confidence shall be maintained in respect of such Confidential Information. The Parties also agree:

31.1.1. to maintain and use the Confidential Information only for the purposes of this Contract and only as permitted herein;

31.1.2. to only make copies as specifically authorized by the prior written consent of the other party and with the same confidential or proprietary notices as may be printed or displayed on the original;

31.1.3. to restrict access and disclosure of Confidential Information to such of their employees, agents, vendors, and Bidders strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this Clause and

31.1.4. to treat Confidential Information as confidential for a period of five (5) years from the date of receipt. In the event of earlier termination of this Contract, the Parties hereby agree to maintain the confidentiality of the Confidential Information for a further period of [two (2)] years from the date of such termination.

31.2. Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within 30 days of such disclosure. Confidential Information does not include information which:

31.2.1. the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality;

31.2.2. is independently developed by the recipient without breach of this Contract;

31.2.3. information in the public domain as a matter of law;

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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

31.2.4. is received from a third party not subject to the obligation of confidentiality with respect to such information;

31.2.5. is released from confidentiality with the written consent of the other party.

31.3. The recipient shall have the burden of proving that Clauses (i) or (ii) above are applicable to the information in the possession of the recipient.

31.4. Notwithstanding the foregoing, the Parties acknowledge that the nature of the services to be performed under this Contract may require the Bidder's personnel to be present on premises of the Purchaser or may require the Bidder's personnel to have access to computer networks and databases of the Purchaser while on or off premises of the Purchaser. It is understood that it would be impractical for the Purchaser to monitor all information made available to the Bidder under such circumstances and to provide notice to the Bidder of the confidentiality of all such information. Therefore, the Bidder agrees that any technical or business or other information of the Purchaser that the Bidder's personnel, sub-Bidders, or agents acquire while on the Purchaser premises, or through access to the Purchaser computer systems or databases while on or off the Purchaser premises, shall be deemed Confidential Information.

31.5. Confidential Information shall at all times remain the sole and exclusive property of the disclosing Party. Upon termination of this Contract, Confidential Information shall be returned to the disclosing Party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the Parties. Nothing contained herein shall in any manner impair rights of the Purchaser in respect of the Systems, Services, and Documents etc.

31.6. In the event that any of the Parties hereto becomes legally compelled to disclose any Confidential Information, such Party shall give sufficient notice to the other Party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Contract without the prior written consent of the other Party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving Party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this Clause shall survive the expiration, cancellation or termination of this Contract.

31.7. The provision of this clause shall survive termination of the Contract till such Confidential Information enters public domain.

32. TERM AND EXTENSION OF THE CONTRACT

32.1. The term of the Contract shall be for a period of **five years** from the date of empanelment of the LOI / First Purchase Order (PO) / Contract date whichever is earlier.

32.2. The rate contract may be extended by one year which affects the extension of overall contract by six months.

32.3. The Bank shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing / email to the Bidder, at least 3 (three) months before the expiration of the term hereof, whether it will grant the Bidder an extension of the term. The decision to grant or refuse the extension shall be at the discretion of Bank.

33. CONFLICT OF INTEREST

33.1. Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification The Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Performance Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Bank under the Bidding Documents and/ or the Concession Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

33.1.1. the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

- i. where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and
- ii. subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

33.1.2. A constituent of such Bidder is also a constituent of another Bidder; or

33.1.3. Such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or

33.1.4. Such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or

33.1.5. Such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's' information about, or to influence the Bid of either or each other; or

33.1.6. Such Bidder or any Associate thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the Project.

34. FRAUD & CORRUPT PRACTICES

34.1. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the Bidding Process.

34.2. Without prejudice to the rights of the Bank, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt / fraudulent / coercive / undesirable or restrictive practices during the Bidding Process, such Bidder shall not be eligible to participate in any RFP

Signature of Bidder Representative

Duly authorized to sign

for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

Page 43 of 101

31-Dec-2022

issued by the Bank during a period of 2 (two) years from the date if such Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.

34.3. For the purposes of this Clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

- i. **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Bank who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Bank, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Bank in relation to any matter concerning the Project;
- ii. **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- 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 with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

35. TERMINATION

35.1. The Purchaser may, terminate this Contract by giving the Bidder a prior and written 30 (thirty) days’ notice indicating its intention to terminate the Contract under the following circumstances:

- i. Where it comes to the Purchaser’s attention that the Bidder (or the Bidder’s team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder’s Bid or this Contract.
- ii. Where the Bidder’s ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Bidder, and to ensure business continuity.

Signature of Bidder Representative
Duly authorized to sign
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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

- a. **Termination for Insolvency:** The Purchaser may at any time terminate the Contract by giving written notice of 30 (thirty) days to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.
- b. **Termination for Default:** The Purchaser, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Successful Bidder / Vendor, may terminate the Contract in whole or in part.
- c. **Termination for Convenience:** Notwithstanding the provisions of the Contract and/or the Bid Documents, the Bank at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 30 days' notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective.

35.2. The payments will be made for all services rendered up to the date the termination becomes effective, at the contracted terms and prices.

36. CONSEQUENCE OF TERMINATION

36.1. In the event of termination of this Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise] the Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of this Contract.

36.2. In the event that the termination of this Contract is due to the expiry of the term of this Contract / a decision not to grant any (further) extension by the Purchaser, the Bidder herein shall be obliged to provide all such assistance to the successor Bidder or any other person as may be required and as the Purchaser may specify including training, where the successor(s) is a representative/personnel of the Purchaser to enable the successor to adequately provide the Services hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

36.3. Where the termination of the Contract is prior to its stipulated term on account of a default on the part of the Bidder or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, the Purchaser shall pay the Bidder for that part of the equipment procured which have been authorized by the Purchaser and satisfactorily performed by the Bidder up to the date of termination, without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the Bidder as may be required to offset any direct losses caused to the Purchaser as a result of any act/omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the scope of work under this Contract [as laid down in the Service Specifications,] the Bidder shall compensate the Purchaser for any such direct loss, damages or other costs, incurred by the Purchaser. (The Bidder shall not be liable for any indirect or consequential losses). Additionally, the sub Bidder / other members of its team shall continue to perform all its obligations and responsibilities under this Contract in an identical manner as were being performed hitherto before in order to execute an effective transition and to maintain business continuity.

36.4. All third Parties shall continue to perform all/any functions as stipulated by the Purchaser and as may be proper and necessary to execute the Services under the Contract in terms of the Bidder's Bid and this Contract.

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

36.5. Nothing herein shall restrict the right of the Purchaser to invoke the bank guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Purchaser under law or otherwise.

36.6. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

36.7. Termination survives the Contract.

36.8. In the event of termination of this Contract for any reason whatsoever, IDBI Bank shall have the right and it may publicize such termination to caution the customers/public from dealing with the Successful Bidder.

37. PUBLICITY

37.1. The Bidder is not permitted to make any public announcement or media release about any aspect of this Contract unless the Purchaser first gives the Bidder its written consent.

38. NO ASSIGNMENT

38.1. The Contract cannot be transferred or assigned by the Bidder without the prior written approval of the Purchaser.

39. RELATIONSHIP BETWEEN THE PARTIES

39.1. Nothing in this Contract constitutes any fiduciary relationship between the Purchaser and Bidder/Bidder's Team or any relationship of employer - employee, principal and agent, or partnership, between the Purchaser and Bidder.

39.2. No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of this Contract.

39.3. The Purchaser has no obligations to the Bidder's team except as agreed under the terms of this Contract.

40. ENTIRE CONTRACT

40.1. The terms and conditions laid down in the Bid and all its Annexures thereto as also the Bid document and any attachments / annexes thereto shall be read in consonance with and form an integral part of this Contract. This Contract supersedes any prior contract, understanding or representation of the Parties on the subject matter.

41. JURISDICTION OF COURT

41.1. The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subject to the exclusive jurisdiction of courts at Mumbai to determine any proceeding in relation to this Contract. These provisions shall survive the Contract.

42. "NO CLAIM" CERTIFICATE

42.1. The Bidder shall not be entitled to make any claim, whatsoever against the Purchaser, under or by virtue of or arising out of, this Contract, nor shall the Purchaser entertain or consider any such claim, if made

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

by the Bidder after he shall have signed a “No claim” certificate in favor of the Purchaser in such forms as shall be required by the Purchaser after the works, Services/Systems are finally accepted.

42.2. In case the Bidder has any other business relationship with the Purchaser, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract to the Bidder for any payments receivable under and in accordance with that business.

43. COMPLETION OF CONTRACT

43.1. Unless terminated earlier, the Contract shall terminate on the successful completion of the Service Period as specified in the Contract.

44. INSURANCE

44.1. The Bidder shall:

- i. take out and maintain at their own cost but on terms and conditions approved by Purchaser, insurance against the risks, and for the coverage, as shall be specified below.
- ii. at the Purchaser’s request, provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid.

44.2. Third party motor vehicle liability insurance as required under Motor Vehicles Act, 1988 in respect of motor vehicles operated in India by the Bidder or their personnel for the period of the Contract.

44.3. Third party liability insurance with a sufficient coverage for the period of the Contract.

44.4. Professional liability insurance, with a minimum coverage equal to estimated remuneration and reimbursable.

44.5. Employer's liability and workers' compensation insurance in respect of the personnel of the Bidder, in accordance with the relevant provisions of the applicable law, as well as, with respect to such personnel, any such life, health, accident, travel or other insurance as may be appropriate; and

44.6. Insurance against loss of or damage to (i) equipment(s) purchased in whole or in part with funds provided under this Contract or otherwise, (ii) the Bidder’s property used in the performance of the Services, and (iii) any documents prepared by the Bidder in the performance of the Services.

44.7. The Bidder shall not use these documents for purposes unrelated to this Contract without the prior written approval of the Purchaser.

44.8. All obligations of the Bidder under the Contract / Bid Documents survive the Contract / Bid Documents, subject to the provisions stipulated therein.

44.9. Appropriate insurance to cover the System(s) for the transit period till the time of its delivery, installation / testing and acceptance by the Purchaser at the respective site is to be taken by the Bidder.

45. LIMITATION OF LIABILITY

45.1. The Parties acknowledge that circumstances may arise where on account of a breach by Successful Bidder of the terms of this RFP and subsequent Agreement, or other contractual or tortious claim, the Bank may be entitled to damages from Successful Bidder. Successful Bidder’s aggregate liability shall be subject to an overall limit of the Total Contract price during the execution of the Project (Service period).

45.2. The limits specified in Sub-Clause (45.1) above shall not apply to:

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

- i. claims made by the Bank for claims relating to the loss of or damage to real property and tangible personal property and for bodily injury or death which is caused by sole gross negligence or sole willful misconduct of the Bidder or its employees;
- ii. claims against the Bank resulting from misconduct, fraud or negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations;

45.3. The Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP. The Bank may be entitled to damages from Bidder on account of this. In no event shall the Bank be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this RFP and subsequent agreement or the hardware or the software delivered hereunder, howsoever such liability may arise, provided that the claims against customers, users and service providers of the Bank would be considered as a direct claim.

45.4. In circumstances where the Bidder indemnifies the Bank against any claims of infringement of any Intellectual Property rights, the Bidder must at its own expense promptly;

- i. Procure the unrestricted right for the Bank to continue using and receiving the same; or
- ii. Make or procure on Bank's behalf such alterations, modifications, adjustments or substitutions to all or any parts of the same so that it becomes non-infringing without affecting the relevant part of Deliverables or Services or prejudice their compliance with their terms of the specifications or requirements of RFP; or
- iii. Substitute a non-infringing version of the infringing item of at least functional equivalence conforming to applicable requirements under the RFP.
- iv. If Bidder is unable to provide any of the forgoing alternatives, the Bank may at its own option terminate forthwith the subsequent Agreement to be entered into with the Bidder.
- v. The Parties hereby acknowledge that Bidder shall not be responsible for any special, incidental, indirect and consequential damages.
- vi. Bidder will, upon payment or satisfaction of such indemnity in full, be subrogated to all rights of the Bank with respect to the claims to which such indemnification relates.
- vii. The Parties hereby acknowledge that Bidder shall not be responsible for any special, incidental, indirect and consequential damages.
- viii. This limitation of liability shall not apply for indemnity at clause 6 of this RFP.

SECTION 4**1. TECHNICAL BID FORM (ANNEXURE-1)**

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Date: _____ (DD/MM/YYYY)

To
Dy. General Manager
Vendor Management Group, Information Technology Department
IDBI Bank Limited,
IDBI Annex Building, Plot No: 39-41,
Sector 11, CBD Belapur,
Navi Mumbai - 400614.

Dear Sir,

**Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)**

After going through the Bid Documents, the receipt whereof is hereby duly acknowledged, we the undersigned, absolutely, unconditionally and irrevocably offer **for Empanelment of IT Service Providers** for IDBI Branches in conformity with the said Bid Documents.

If our Bid is accepted, we agree and undertake that, to deliver and commission the Services in accordance with the delivery schedule specified in the schedule of requirements.

We agree and undertake to abide by the bid terms of Bank including the rates quoted therein for the orders awarded by Bank up to the period prescribed in the Bid, which shall be final and conclusive and remain binding upon us.

We agree and undertake to supply upgraded model of the product in case of technological obsolescence / non-availability of contracted product/model. The supply of upgraded product, subject to the Bank's approval, will be at the same contracted price as the obsolete model.

Until a formal contract is finalized and executed, this Bid Documents, together with relevant documents as amended, modified, supplemented, revised, modified by addendum, etc., if any, at the sole discretion of Bank duly initialed/executed shall constitute a binding Contract between us.

We agree and undertake that, in competing for (and, if the Bid is accepted by you) the above contract, we will strictly observe the laws inter alia, in particular, against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988" and similar laws and also strictly abide by and observe all applicable laws.

We agree and confirm that you are not bound to accept the lowest or any Bid you may receive and you also have the right to re-issue/re-commence the Bid. Any decision in this regard by you shall be final and binding on us.

We enclose a demand draft / pay order of **Rs. 10, 00,000 /- (Rupees Ten Lakh Only)** towards EMD, in favor of "IDBI Bank Limited" drawn on _____, _____ Branch payable at Mumbai.

We understand that the EMD will be refunded after the Bidder signing the Contract and furnishing of the Performance Bank Guarantee in case of successful Bidder and within a period of 30 (Thirty) days after the

Signature of Bidder Representative

Duly authorized to sign

for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

Page 49 of 101

31-Dec-2022

conclusion of the contract for unsuccessful Bidders. We have noted that Bid Security shall not carry any interest.

Dated this _____ Day of _____ 2022

Sign

Name:

Designation:

(Company Seal)

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

2. FORMAT OF POWER-OF-ATTORNEY (ANNEXURE – 2)

(On Stamp Paper of relevant value)

POWER OF ATTORNEY

Know all men by these presents, we M/s _____, _____ (name of the Bidder and its address) do hereby appoint and authorize Shri _____ (full name and residential address) who is presently employed with us and holding the position of _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for _____, in response to the RFP (Request for Proposal) floated by IDBI Bank Ltd (hereinafter referred to as IDBI Bank), including signing and submission of all documents and providing information/responses to IDBI Bank in all matters in connection with our Bid.

We hereby agree, declare and undertake that all the acts, deeds and things lawfully done by our said attorney shall be construed as acts, deeds and things done, performed and executed by us and we hereby agree to ratify and confirm all acts, deeds and things lawfully done by our said attorney pursuant to this irrevocable Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2022

For or on behalf of M/s _____

(Authorised Signatory)
(Name, Designation and Address)

Accepted

(Authorised Signatory)
(Name, Title and Address of the Attorney)

Date:

Witnesses:

1) (Name, Signature & Address)	2) (Name, Signature & Address)
---------------------------------------	---------------------------------------

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
- In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

3. UNCONDITIONAL ACCEPTANCE OF TERMS & CONDITIONS OF THE RFP (ANNEXURE – 3)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Date: _____ (DD/MM/YYYY)

To,
Dy. General Manager
Vendor Management Group, Information Technology Department
IDBI Bank Limited,
IDBI Annex Building, Plot No: 39-41,
Sector 11, CBD Belapur,
Navi Mumbai - 400614.

Dear Sir,

**Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)**

This is to confirm that we absolutely & unconditionally accept all the terms and conditions (including scope of work) as mentioned in various parts of the said RFP/Bid Document floated by IDBI Bank Limited regarding **Empanelment of IT Service Providers**

(Authorized Signatory)

Name of the signatory _____

Designation _____

(Company Seal)

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

4. SELF DECLARATIONS (ANNEXURE – 4)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Date: _____ (DD/MM/YYYY)

To,
Dy. General Manager
Vendor Management Group, Information Technology Department
IDBI Bank Limited,
IDBI Annex Building, Plot No: 39-41,
Sector 11, CBD Belapur,
Navi Mumbai - 400614.

Dear Sir,

**Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)**

We, _____ (name and designation) on behalf of M/s _____ having its registered office at _____ have submitted a Bid proposal to IDBI Bank for _____ in response to the Request for Proposal (RFP) dated _____ (DD/MM/YYYY) issued by IDBI Bank.

- i. We are duly authorized persons to submit this undertaking.
- ii. We have read and understood the aforesaid RFP and we hereby convey our absolute and unconditional acceptance to the aforesaid RFP.
- iii. We do not have any business relationship with IDBI Bank including its directors and officers which may result in any conflict of interest between us and IDBI Bank. We shall on occurrence of any such event immediately inform the concerned authorities of the same.
- iv. We have submitted our Bid in compliance with the specific requirements as mentioned in this RFP.
- v. We declare and confirm that on award of the Contract, we shall not make any request for modifications in the prescribed formats of legal documents.
- vi. We have provided with all necessary information and details as required by IDBI Bank and shall provide with such additional information's may be required by IDBI Bank from time to time.
- vii. Neither we nor any of our employee / director has been barred from providing the Services nor are we in negative list/blacklisted by any public sector banks, statutory or regulatory or investigative agencies in India or abroad in the last 5 years.
- viii. There are no vigilance and / or court cases pending against us / company and no inquiry or investigation pending against us from any statutory regulatory and / or investigation agency.
- ix. All the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and are aware that we would be liable to any punitive action in case of furnishing of false information / documents.

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

- x. We also undertake that, we were/are never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to bank.

It is further certified that we have not modified or deleted any text/matter in this RFP / Bid Document.

Dated this _____ day of _____ 2022

(Authorized Signature)

(Company Seal)

Name: Shri _____

In the capacity of _____

Duly authorized to sign bids for and on behalf of: M/s _____

5. NON-DISCLOSURE AGREEMENT (ANNEXURE – 5)

(To be submitted by the Successful Bidder
On Rs.100/- stamp paper)

This Non-Disclosure Agreement entered into at _____ this _____ day of _____ Two Thousand Twenty-Two

Between

IDBI Bank Limited, a company incorporated and registered under the Companies Act, 1956 (1 of 1956) and a banking company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) with CIN L65190MH2004GOI148838 and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai – 400 005 (hereinafter called “the Purchaser/Bank” which expression shall unless it be repugnant to the subject, context or meaning thereof be deemed to mean and include its successors and assigns) of the **ONE PART**

AND

M/s _____ (Name of Vendor) of _____ (Please specify the registered office of the Vendor) (Hereinafter called “the Vendor/Contractor” which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and permitted assignees) of the **OTHER PART**;

WHEREAS, Bank called for the bids for engagement of Bidder for Empanelment of IT Service Providers for use at branches / Offices/ Other locations of the Bank. M/s _____ (hereinafter referred to as "Bidder"), after going through the Bid Documents and being interested to act as Vendor and provide the services for product / service / solution for IDBI Bank branches/offices/other locations has submitted its bid hereafter referred to as the “Services”.

WHEREAS, the vendor is aware and confirms that the information, data, drawings and designs, and other documents made available in the Bid Documents / the Contract and thereafter regarding the Services as furnished by the vendor in their Request for Proposal or otherwise and all the Confidential Information under the Bid Documents/the Contract is privileged and strictly confidential and/or proprietary to Bank,

NOW THEREFORE, in consideration of the foregoing, the vendor agrees to all of the following conditions, for Bank, to grant the vendor specific access to Bank’s property/information and other data.

In connection with this Agreement,

““ Confidential Information” means all intellectual property information; technical or business information or material not covered; proprietary or internal information related to the current, future and proposed products or services of the Parties including, financial information, process/flow charts, business models, designs, drawings, data information related to products and services, procurement requirements, purchasing, customers, investors, employees, business and contractual relationships, business forecasts, business plans and strategies, information the Bank provide regarding third parties; information disclosed pursuant to RFP & other documents; documents, accounts, business plans, information or documents whatsoever, concerning business, policies, strategy, property, contracts, trade secrets, transactions, or interested parties of IDBI Bank or its Subsidiaries or Affiliates and/or any other information whether disclosed to the other Party in oral, graphic, written, electronic or machine readable form, and whether or not the information is expressly stated to be confidential or marked as such, all Trade Secrets and other proprietary information including but not limited to customer list, financial information, and pricing information.

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

It is hereby agreed as under:

- a) The parties agree that they shall hold in trust any Confidential Information received by either party, under this Contract, and the strictest of confidence shall be maintained in respect of such Confidential Information. The parties also agree and undertake to:
 - i. maintain and use the Confidential Information only for the purposes of this Contract and only as permitted herein;
 - ii. make copies as specifically authorized by the prior written consent of the other party and with the same confidential or proprietary notices as may be printed or displayed on the original;
 - iii. restrict access and disclosure of confidential information to such of their employees, agents, vendor, and contractors strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and
 - iv. Treat Confidential Information as confidential for a period of five (5) years from the date of receipt. In the event of earlier termination of this Contract, the Parties hereby agree to maintain the confidentiality of the Confidential Information for a further period of [two (2)] years from the date of such termination.
- b) Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within 30 (thirty) days of such disclosure. Confidential Information does not include information which:
 - i. the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
 - ii. is independently developed by the recipient without breach of this Contract;
 - iii. is the public domain;
 - iv. is received from a third party not subject to the obligation of confidentiality with respect to such information;
 - v. is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient.

- c) Notwithstanding the foregoing, the parties acknowledge that the nature of the Services to be performed under this Contract may require the vendor's personnel to be present on premises of Bank or may require the vendor's personnel to have access to computer networks and databases of Bank while on or off premises of Bank. It is understood that it would be impractical for Bank to monitor all information made available to the vendor's personnel under such circumstances and to provide notice to the vendor's of the confidentiality of all such information. Therefore, the vendor agrees and undertakes that any technical or business or other information of Bank that the vendor's personnel, or agents acquire while on Bank premises, or through access to Bank computer systems or databases while on or off Bank premises, shall be deemed Confidential Information.
- d) Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Contract, confidential information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties. Nothing contained herein shall in any manner impair or affect rights of Bank in respect of the Confidential Information.
- e) In the event that any of the parties hereto becomes legally compelled to disclose any Confidential Information, such party shall give sufficient notice to the other party to enable the other party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

Confidential Information or the contents of this Contract without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this clause shall survive the expiration, cancellation or termination of this Contract.

f) The provisions hereunder shall survive termination of the Contract.

Sign

Name _____

Designation _____

Company Seal

Place:

Date:

Accepted (Bank)

Sign _____

Name _____

Designation _____

Company Seal

Place:

Date:

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

6. DEED OF INDEMNITY (ANNEXURE – 6)

(To be submitted by the Successful Bidder
On Rs.500/- stamp paper)

This Deed of Indemnity executed at Mumbai on the _____ day of _____ two thousand twenty-two by M/s _____ <insert name of the Successful Bidder> (hereinafter referred to as “the Obligor” which expression shall unless it be repugnant to the context, subject or meaning thereof, shall be deemed to mean and include successors and permitted assigns);

IN FAVOUR OF

IDBI Bank Limited, a company registered and incorporated under the Companies Act, 1956 (1 of 1956) and a banking company within the meaning of section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Colaba, Mumbai – 400 005 (hereinafter referred to as “Bank” which expression shall, unless it be repugnant to the subject or context or meaning thereof, be deemed to mean and include its successors and assigns)

Now, the Bank and Successful Bidder wherever the context so permits, shall hereinafter collectively refer to as the “Parties” and individually as a “Party”.

WHEREAS, Bank vide RFP No. IDBI-Bank/ITD/VMG/RFP/22-23/50 dated December 31, 2022 called for the bids for engagement of Vendor for **Empanelment of IT Service Providers** for IDBI Branches PAN India. M/s _____ have been appointed as the Successful Vendor.

1) The Obligor has

- a) offered to supply product / service / solution & provide / carry out their commissioning for existing and proposed new branches /offices/ other locations of IDBI Bank (“Services”) as inclusively stated under Service Level Expectations and Specifications Systems & Solutions;
- b) represented and warranted that they have obtained all permissions, consents, licenses, registrations, confirmations, approvals from all authorities, both regulatory and non-regulatory, including statutory or otherwise, local, municipal, governmental, quasi-governmental, as are required under Applicable Laws for executing the Services to the Bank and also represented and covenanted that all above approvals shall remain in force during contract period;
- c) represented and warranted that the aforesaid Services offered to Bank do not violate any provisions of the applicable laws, regulations or guidelines including legal and environmental. In case there is any violation of any law, rules or regulation, which is capable of being remedied the same will be got remedied immediately to the satisfaction of Bank;
- d) represented and warranted that they are authorized and legally eligible and otherwise entitled and competent to enter into such contract(s) with Bank;

2) Bank, relying and based on the aforesaid representations and warranties of the Obligor, has agreed to avail the services of the Obligor on the terms and conditions contained in its Contract dated _____(DD/MM/YYYY) (the Contract) with the Obligor;

3) One of the conditions of the aforesaid Contract is that the Obligor is required to furnish an indemnity in favor of Bank indemnifying the latter against any loss, damages or claims arising out of any violations of the applicable laws, regulations, guidelines during the execution of its services to Bank over the contract

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

period as also for breach committed by the Obligor on account of misconduct, omission and negligence by the Obligor.

- 4) In pursuance thereof, the Obligor has agreed to furnish an indemnity in the form and manner and to the satisfaction of Bank as hereinafter appearing;

NOW THIS DEED WITNESSETH AS UNDER:

In consideration of Bank having agreed to award the aforesaid contract to the Obligor, more particularly described and stated in the aforesaid Contract, the Obligor do hereby agree and undertake that:

1. The Obligor shall, at all times hereinafter, save and keep harmless and indemnified Bank, including its respective directors, officers, and employees and keep them indemnified from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said contract and any damage caused from and against all suits and other actions that may be instituted taken or preferred against Bank by whomsoever and all losses, damages, costs, charges and expenses that Bank may incur by reason of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws, regulations, guidelines and also from the environmental damages, if any, which may occur during the contract period.
2. The Obligor further agrees and undertakes that the Obligor shall, during the Contract period, ensure that all the permissions, authorizations, consents are obtained from the local and/or municipal, statutory, regulatory and/or governmental authorities, as may be required under the applicable laws, regulations, guidelines, orders framed or issued by any appropriate authorities.
3. The Obligor further agrees to provide complete documentation of all sub-systems, operating systems, systems software, utility software and other software, they are having. The Obligor shall also provide licensed software for all software services, whether developed by it or acquired from others for performing the obligations under the Contract. The Obligor shall also indemnify and keep indemnified IDBI against any levies / penalties / claims / demands litigations, suits, actions, judgments, and or otherwise on account of any default and or breach and or otherwise in this regard.
4. If any additional approval, consent or permission is required by the Obligor to execute and perform the Contract during the currency of the Contract, they shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.
5. The obligations of the Obligor herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Contractor the insolvency, bankruptcy, re-organization, dissolution, liquidation or change in ownership of Bank or Obligor or any other circumstance whatsoever which might otherwise constitute a discharge of or defense to an indemnifier.
6. The obligations of the Obligor under this deed shall not be affected by any act, omission, matter or thing which, would reduce, release or prejudice the Obligor from any of the indemnified obligations under this indemnity or prejudice or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it, or to Bank).
7. This indemnity shall survive the aforesaid Contract.

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

8. Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address stated in the aforesaid Contract and or as stated above.
9. This indemnity shall be governed by, and construed in accordance with, the laws of India. The Obligor irrevocably agrees that any legal action, suit or proceedings arising out of or relating to any this indemnity may be brought in the Courts/Tribunals at Mumbai. Final judgment against the Obligor in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by suit on the judgment, a certified copy of which shall be conclusive evidence of the judgment, or in any other manner provided by law. By the execution of this indemnity, the Obligor irrevocably submits to the exclusive jurisdiction of such Court/Tribunal in any such action, suit or proceeding.
10. Bank may assign or transfer all or any part of its interest herein to any other person. Obligor shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of the Bank.

The words and expressions not specifically defined shall have the same meanings as are respectively assigned to them in the Bid Document.

IN WITNESS WHEREOF the Obligor has signed these presents on the day, month and year first above written.

Signed and Delivered on behalf of (M/s _____)

by the hand of Mr/Ms/Mrs _____ (Designation _____),

the authorized official of the obligor

7. LETTER FOR REFUND OF EMD (ANNEXURE – 7)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Date: _____ (DD/MM/YYYY)

To,
 Dy. General Manager
 Vendor Management Group, Information Technology Department
 IDBI Bank Limited,
 IDBI Annex Building, Plot No: 39-41,
 Sector 11, CBD Belapur,
 Navi Mumbai - 400614.

Dear Sir,

Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)

We _____ (Company Name) had participated in the **RFP for Empanelment of IT Service Providers** and are unsuccessful bidder.

or

We _____ (Company Name) had participated in the **RFP for Empanelment of IT Service Providers** and are successful bidder and we had submitted all the legal Documents.

Kindly refund the EMD submitted for participation. Details of EMD submitted are as follows:

Sr. No.	Bidder Name	NEFT UTR No.	Bank Name	Transaction Date	Amount Rs.

Bank details to which the money needs to be credited via NEFT are as follows:

1.	Name of the Bank with Branch	
2.	Account Type	
3.	Account Title	
4.	Account Number	
5.	IFSC Code	
6.	PAN no.	
7.	GST No:	

Signature : _____

Name : _____

Designation : _____

Company seal : _____

Signature of Bidder Representative
 Duly authorized to sign
 for and on behalf of the company.

8. TECHNICAL SPECIFICATIONS (ANNEXURE – 8)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)

SHEET 1 - Technical specifications for Application Development, Maintenance and Support Services

Sr. No.	Particulars	Maximum Marks	Name of the document and the page number to be mentioned	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22.</p> <p>Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.</p> <p>Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.

Signature of Bidder Representative
 Duly authorized to sign
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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

4.	<p><u>Depth in Experience</u></p> <p>Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type.</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to be provided .</p>
5.	<p><u>No of customer serviced</u></p> <p>Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>Certification to be considered</p> <p>Certified Programmer or Expert or Architect or equivalent on Java, .Net, Fullstack, Adobe XD, Angular , React , JQuery, API, VMware, Android, iOS, SAS, SAP CRM, Oracle ERP, Oracle HRMS, SAS, Teradata, OFSAA, Finacle</p> <p>Less than 10 will not in eligible for the service.</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of</p>

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

	10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks			table B below.
Total Marks		100		

SHEET 2 - Technical Specifications for User Interface Design and Development Services

Sr. No.	Particulars	Maximum Marks	Name of the document and Page number to be mentioned	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22.</p> <p>Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.</p> <p>Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p><u>Depth in Experience</u></p> <p>Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p>	25		Mention in brief the project details and the reason for the correlation with the service

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

	<p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>			<p>type in Table A mentioned below. Proof of the PO to be provided .</p>
5.	<p><u>No of customer serviced</u> Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation.</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>Certification to be considered</p> <p>Certified Programmer or Expert or Architect or equivalent on Java, .Net, Fullstack, Adobe XD, Angular , React , JQuery, API, VMware, Android, iOS, SAS, SAP CRM, Oracle ERP, Oracle HRMS, SAS, Teradata, OFSAA, Finacle</p> <p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

SHEET 3 - Technical Specifications for Core Banking System (CBS) related Development, Maintenance And Support Services

Sr. No.	Particulars	Maximum Marks	Name of the document and Page number to be mentioned	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22.</p> <p>Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.</p> <p>Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p><u>Depth in Experience</u></p> <p>Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall</p>	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below.

Signature of Bidder Representative
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Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

	<p>not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>			<p>Proof of the PO to be provided .</p>
5.	<p><u>No of customer serviced</u></p> <p>Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>Certification to be considered</p> <p>Certified Programmer or Expert or Architect or equivalent on Java, .Net, Fullstack, Adobe XD, Angular , React , JQuery, API, VMware, Android, iOS, SAS, SAP CRM, Oracle ERP, Oracle HRMS, SAS, Teradata, OFSAA, Finacle</p> <p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

SHEET 4 - Technical Specifications for Hardware Infrastructure Services

Sr. No.	Particulars	Maximum Marks	Name of the document and page number to be mentioned	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22. Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.</p> <p>Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p>Depth in Experience</p> <p>Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to be provided .

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

5.	<p><u>No of customer serviced</u> Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>						
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>Certification to be considered</p> <table border="1" data-bbox="248 1167 890 1677"> <tr> <td data-bbox="248 1167 421 1350">Database</td> <td data-bbox="421 1167 890 1350">Certified Programmer or Administrator or equivalent on Oracle RDBMS, Microsoft SQL, No-SQL DB, Redis, Postgres DB, Mongo DB</td> </tr> <tr> <td data-bbox="248 1350 421 1496">Operating System</td> <td data-bbox="421 1350 890 1496">Certified System Administrator or equivalent on Operating System such as Windows, Linux, AIX, Unix, Ubuntu.</td> </tr> <tr> <td data-bbox="248 1496 421 1677">Hardware</td> <td data-bbox="421 1496 890 1677">Certified Hardware Engineer or Administrator or equivalent or other certifications from OEM such as Intel, IBM, Oracle, NetApp, HP, Dell, Teradata, Fujitsu, Cisco</td> </tr> </table> <p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	Database	Certified Programmer or Administrator or equivalent on Oracle RDBMS, Microsoft SQL, No-SQL DB, Redis, Postgres DB, Mongo DB	Operating System	Certified System Administrator or equivalent on Operating System such as Windows, Linux, AIX, Unix, Ubuntu.	Hardware	Certified Hardware Engineer or Administrator or equivalent or other certifications from OEM such as Intel, IBM, Oracle, NetApp, HP, Dell, Teradata, Fujitsu, Cisco	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Database	Certified Programmer or Administrator or equivalent on Oracle RDBMS, Microsoft SQL, No-SQL DB, Redis, Postgres DB, Mongo DB									
Operating System	Certified System Administrator or equivalent on Operating System such as Windows, Linux, AIX, Unix, Ubuntu.									
Hardware	Certified Hardware Engineer or Administrator or equivalent or other certifications from OEM such as Intel, IBM, Oracle, NetApp, HP, Dell, Teradata, Fujitsu, Cisco									
Total Marks		100								

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SHEET 5 - Technical Specifications for Network Infrastructure Services

Sr. No.	Particulars	Maximum Marks	Name of the document and page number to be mentioned	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22.</p> <p>Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.</p> <p>Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p><u>Depth in Experience</u> Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p>	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of

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	<p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>			the PO to be provided .
5.	<p><u>No of customer serviced</u> Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not be considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>Certification to be considered</p> <p>Certified Network Engineer or Administrator or equivalent or other certifications from OEM such as Cisco, Juniper, Brocade, HP, CheckPoint, PaloAlto, Citrix, Radware, Fortinet</p> <p><u>Less than 10 will not be eligible for the service.</u></p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.
Total Marks		100		

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SHEET 6 - Technical Specifications for Security Operations Services

Sr. No.	Particulars	Maximum Marks	Name of the document and document name	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22.</p> <p>Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.</p> <p>Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p><u>Depth in Experience</u></p> <p>Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO</p>	25		Mention in brief the project details and the reason for the correlation with the service type in

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	<p>pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not be considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>			<p>Table A mentioned below. Proof of the PO to be provided .</p>
5.	<p><u>No of customer serviced</u></p> <p>Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not be considered for further evaluation for the service type.</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p><u>Certifications to be considered</u></p> <p>CISA, CISSP, CISSM , CCSP , CDPSE, CEH</p> <p><u>Less than 10 will not be eligible for the service.</u></p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

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SHEET 7 - Technical Specifications for Enterprise Solution Services

Sr. No.	Particulars	Maximum Marks	Name of the document	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22.</p> <p>Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.</p> <p>Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p><u>Depth in Experience</u></p> <p>Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks</p>	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to be provided .

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	above 5 assignments: 25 marks			
5.	<p><u>No of customer serviced</u></p> <p>Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not be considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p><u>Certifications to be considered</u></p> <p>Certified Programmer or Expert or Architect or equivalent on Java, .Net, Fullstack, Adobe XD, Angular , React , JQuery, API, VMware, Android, iOS, SAS, SAP CRM, Oracle ERP, Oracle HRMS, SAS, Teradata, OFSAA, Finacle</p> <p><u>Less than 10 will not be eligible for the service.</u></p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

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SHEET 8 - Technical Specifications for IT Consulting and Technology Evaluation Services

Sr. No.	Particulars	Maximum Marks	Name of the document and page number to be mentioned.	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22. Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years. Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p><u>Depth in Experience</u> Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p>	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to

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	1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks			be provided .
5.	<p><u>No of customer serviced</u> Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p><u>Certifications to be considered</u></p> <p>Certified Programmer or Expert or Architect or equivalent on Java, .Net, Fullstack, Adobe XD, Angular , React , JQuery, API, VMware, Android, iOS, SAS, SAP CRM, Oracle ERP, Oracle HRMS, SAS, Teradata, OFSAA, Finacle.</p> <p><u>Less than 10 will not in eligible for the service.</u></p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.
Total Marks		100		

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SHEET 9 - Technical Specifications for PROJECT MANAGEMENT SERVICES

Sr. No.	Particulars	Maximum Marks	Name of the document and page number	Additional details required
1.	Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22. Average of the turnover of the three years shall be considered for evaluation purpose 5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks	15		Specify the turnover and the nature of the document attached.
2.	Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years. Evidence of the 1st Assignment to be enclosed as a proof of Experience. <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks (Marks on cumulative basis)	10		Specify the nature of the document attached and the document name and Page number.
3.	ISO 9001 certification received by the bidder.(should be valid)	10		Please mention from and to of the validity of the certificate.
4.	<u>Depth in Experience</u> Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below. The entity to which the assignment is delivered should have the number of branches 500 and above. In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type.. 1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to be provided .

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5.	<p><u>No of customer serviced</u> Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>Certificate to be considered.</p> <p>PMP or Prince2</p> <p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

SHEET 10 - Technical Specifications for Software Testing Services

Sr. No.	Particulars	Maximum Marks	Name of the document and page number	Additional details required
1.	Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards	15		Specify the turnover

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	<p>Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22. Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>			and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.</p> <p>Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p><u>Depth in Experience</u></p> <p>Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5assignments: 25 marks</p>	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to be provided .
5.	<p><u>No of customer serviced</u></p> <p>Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should</p>	25		Mention in brief the project details and the reason for the correlation

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	<p>have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>			<p>with the service type. Proof of the PO to be provided in Table A.</p>
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>The bidder to submit the CV with relevant experience. The experience should in the service type should be more than 3 years, minimum. Bank will decide the resource based on the CV submitted.</p> <p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

SHEET 11 - Technical Specifications for Techno-Functional Domain Services

Sr. No.	Particulars	Maximum Marks	Name of the document	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22. Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		<p>Specify the turnover and the nature of the document attached.</p>
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum</p>	10		<p>Specify the nature of</p>

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	<p>period of 3 (three)years. Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>			the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
4.	<p><u>Depth in Experience</u> Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to be provided .
5.	<p><u>No of customer serviced</u> Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.

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6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>The bidder to submit the CV with relevant experience. The experience should in the service type should be more than 3 years, minimum. Bank will decide the resource based on the CV submitted.</p> <p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

SHEET 12 - Technical Specifications for Site Reliability Engineering (SRE) Services

Sr. No.	Particulars	Maximum Marks	Name of the document and page number	Additional details required
1.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22. Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
2.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years. Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
3.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of

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				the certificate.
4.	<p><u>Depth in Experience</u> Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to be provided .</p>
5.	<p><u>No of customer serviced</u> Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
6.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>The bidder to submit the CV with relevant experience. The experience should in the service type should be more than 3 years, minimum. Bank will decide the resource based on the CV submitted.</p>	15		<p>Mention the name of the resource, total experience and certified or no, if</p>

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

	<p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>			certified provide the proof of the certification and provide the details in the format of table B below.
Total Marks		100		

SHEET 13 - Technical Specifications for IT Helpdesk Support Services

Sr. No.	Particulars	Maximum Marks	Name of the document	Additional details required
7.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22. Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
8.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years. Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
9.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
10.	<p><u>Depth in Experience</u> Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p>	25		Mention in brief the project details and the reason for the correlation with the

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	<p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>			<p>service type in Table A mentioned below. Proof of the PO to be provided .</p>
11.	<p><u>No of customer serviced</u> Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>	25		<p>Mention in brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
12.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>(i) the Bidder should be an ISO 9001-2015 certified company.</p> <p>(ii) the bidder shall arrange for qualified resident engineers (Graduate, IT Diploma Holder, Microsoft / Cisco certified) with at least two years' experience in Desktop/LAN/Server support to meet the pre- defined & agreed service levels.</p> <p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

SHEET 14 - Technical Specifications for Patch Governance and Management Services

Sr. No.	Particulars	Maximum Marks	Name of the document and page number	Additional details required
13.	<p>Bidder should have minimum annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22. Average of the turnover of the three years shall be considered for evaluation purpose</p> <p>5-10 crore: 5 marks 10-20 crore: 10 marks Above 20 crore: 15 marks</p>	15		Specify the turnover and the nature of the document attached.
14.	<p>Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years. Evidence of the 1st Assignment to be enclosed as a proof of Experience.</p> <ul style="list-style-type: none"> • 3 years – 5 Marks • 3-5 years – 2 Marks • above 5 years – 3 Marks <p>(Marks on cumulative basis)</p>	10		Specify the nature of the document attached and the document name and Page number.
15.	<p>ISO 9001 certification received by the bidder.(should be valid)</p>	10		Please mention from and to of the validity of the certificate.
16.	<p><u>Depth in Experience</u> Total number of assignments in the same service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above. In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not considered for further evaluation for the service type..</p> <p>1-2 assignments: 5 marks 3-5 assignments : 15 marks above 5 assignments: 25 marks</p>	25		Mention in brief the project details and the reason for the correlation with the service type in Table A mentioned below. Proof of the PO to be provided .
17.	<u>No of customer serviced</u>	25		Mention in

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

	<p>Total number of customers in the specific service type (defined in Service Types) carried out in BFSI sector in the past five years (from 01.04.2017) as declared by the bidder in the format mentioned in TABLE A below.</p> <p>The entity to which the assignment is delivered should have the number of branches 500 and above.</p> <p>In case the bidder does not furnish even 1 PO pertaining to the Service category for which the bid has been submitted, then the bid shall be summarily rejected for that specific Service category and shall not be considered for further evaluation for the service type..</p> <p>1-2 customers: 5 marks 3-10 customers : 15 marks 11-15 customers: 20 marks Above 15 customers: 25 marks.</p>			<p>brief the project details and the reason for the correlation with the service type. Proof of the PO to be provided in Table A.</p>
18.	<p>Total number of certified resources available in the applied service type as declared by the bidder in Annexure-10</p> <p>The bidder to submit the CV with relevant experience. The experience should in the service type should be more than 3 years, minimum. Bank will decide the resource based on the CV submitted.</p> <p>Less than 10 will not in eligible for the service.</p> <p>10 resources: 5 marks 11 to 20 resources: 10 marks Above 20 resources: 15 marks</p>	15		<p>Mention the name of the resource, total experience and certified or no, if certified provide the proof of the certification and provide the details in the format of table B below.</p>
Total Marks		100		

TABLE A

Sr. No	Name, Address & Contact details of clients	Particulars of the order	Month & year of order	Description of services (relevant to Scope of Work in this RFP, give reference number only)	Domestic/ Foreign	Value of order	Document Name (PO copy to be provided)	Page Number to be mentioned

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

TABLE B

Sr. No.	Name of the resource	Academic Qualification	Certification(s)	No. of years in IT	No. of years in present company	No. of years in Banking sector or projects	Resource Level (L1/ L2/ L3/ L4)	document Name
1								
2								
3								
..								

Dated this _____ day of _____ 2022

(Authorized Signature)

(Company Seal)

Name: Shri _____

In the capacity of _____

Duly authorized to sign bids for and on behalf of: M/s _____

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

9. STATEMENT OF VENDOR (ANNEXURE-9)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

**Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)**

The bidder needs to submit the below statement for the assignment done during the financial years 2019-2022 only. Supporting documents such as Work Orders, letters from clients on their letter head, contacts of clients etc. should be enclosed. Only such assignments should be described in above table which is directly related to Scope of Work of this RFP. Brochures/emails attached shall not be considered for evaluation. Documentary evidence must be furnished against criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Table A: Experience

Sr. No	Name, Address & Contact details of clients	Particulars of the order	Month & year of order	Description of services (relevant to Scope of Work in this RFP, give reference number only)	Domestic/ Foreign	Value of order	Period of engagement	Date of completion (as per contract)	Date of completion (actual)	Remarks for extended completion, if any
A. SCHEDULED COMMERCIAL BANKS										
1.										
2.										
3.										
B. NBFCs										
1.										
2.										
3.										
C. Govt. Companies/ PSUs										
1.										
2.										
3.										

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

Sr. No	Name, Address & Contact details of clients	Particulars of the order	Month & year of order	Description of services (relevant to Scope of Work in this RFP, give reference number only)	Domestic/ Foreign	Value of order	Period of engagement	Date of completion (as per contract)	Date of completion (actual)	Remarks for extended completion, if any
D. Private Companies										
1.										
2.										
3.										
...										

Table B: Certification or Accreditation or Award

List of certification or accreditation or awards received from Government or PSU or International Forum or Industry Analysts, for the services provided in the field of Information technology

Sr. No	Particulars	Received from	Date of Issue
1.			
2.			
3.			
...			

Table C: Priority of Service Types

The bidder needs to submit the below statement for their priority of offering the service types as defined in this RFP.

Sr. No.	Service Type	Have Capability (Yes/ No)	If yes, then indicate priority of offering the service type (1 is top priority)	Remarks
1.	Application Development, Maintenance and Support Services			

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Sr. No.	Service Type	Have Capability (Yes/ No)	If yes, then indicate priority of offering the service type (1 is top priority)	Remarks
2.	User Interface Design and Development Services			
3.	CBS related Development, Maintenance and Support Services			
4.	Hardware Infrastructure Services			
5.	Network Infrastructure Services			
6.	Security Operations Services			
7.	Enterprise Solution Services			
8.	IT Consulting and Technology Evaluation Services			
9.	Project Management Services			
10.	Software Testing Services			
11.	Techno-Functional Domain Services			
12.	Site Reliability Engineering (SRE) Services			
13.	IT Helpdesk Support & Services			
14.	Patch Governance and Management			

Dated this _____ day of _____ 2022

(Authorized Signature)

(Company Seal)

Name: Shri _____

In the capacity of _____

Duly authorized to sign bids for and on behalf of: M/s _____

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

10. SPECIFIC WORK EXPERIENCE OF THE VENDOR IN BANK (ANNEXURE-10)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)

The bidder needs to submit the below statement for the assignment done during the financial years 2019-2022 in bank(s) only. Please write "Yes" or "No" in the box along with name of the bank. Blank will be considered as 'No'. The Resource Level have to be classified as defined in this RFP.

Table A: List of Resources

Sr. No.	Name of the resource	Academic Qualification	Certification(s)	No. of years in IT	No. of years in present company	No. of years in Banking sector or projects	Resource Level (L1/ L2/ L3/ L4)
1							
2							
3							
..							

Table B1: Resource experience in bank(s)

Sr. No.	Name of the resource	Experience in the defined Service Types (Yes/ No and name of the bank)					
		Application Development, Maintenance and Support Services	User Interface Design and Development Services	CBS related Development, Maintenance and Support Services	Hardware Infrastructure Services	Network Infrastructure Services	Security Operations Services
1							
2							
3							
..							

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

Table B2: Resource experience in bank(s)

Sr. No.	Name of the resource	Experience in the defined Service Types (Yes/ No and name of the bank)					
		Enterprise Solution Services	IT Consulting and Technology Evaluation Services	Project Management Services	Software Testing Services	Techno-Functional Domain Services	Site Reliability Engineering (SRE) Services
1							
2							
3							
..							

Table B3: Resource experience in bank(s)

Sr. No.	Name of the resource	Experience in the defined Service Types (Yes/ No and name of the bank)	
		IT Helpdesk Support & Services	Patch Governance and Management
1			
2			
3			
..			

Dated this _____ day of _____ 2022

(Authorized Signature)

(Company Seal)

Name: Shri _____

In the capacity of _____

Duly authorized to sign bids for and on behalf of: M/s _____

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

11. INFORMATION SECURITY CERTIFICATE (ANNEXURE – 11)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

**Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)**

This is to certify that–

1. Hardware and the software/future upgrades being offered do not contain any kind of malicious code such as Viruses, Trojan, Spyware that would:
 - (a) Obstruct the desired and the designed function of hardware.
 - (b) Cause physical damage to the user or their equipment during the usage of the equipment.
 - (c) Tap the information regarding network, users and information stored on the network of the Bank or in its CBS Platform or otherwise.
 - (d) Culminate into software attack, theft of intellectual property rights, identity theft, theft of equipment or information, sabotage & information extortion;
2. We undertake to be liable in case of any loss that may be caused to the Purchaser due to the breach of any of the aforesaid assurances & representations and also for any physical damage, loss of information, loss of reputation and those relating to copyright and Intellectual Property Rights (IPRs), caused due to activation of any such malicious code in the hardware / software supplied.
3. We shall make sure that the sensitive data (such as password, financial information, biometric information, personal information etc.) shared by the Bank will be kept within the geographical boundaries of India

Signature : _____

Name : _____

Designation : _____

Company seal : _____

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

12. PRE – BID QUERIES (ANNEXURE – 12)

(To be submitted in excel file format at dgm.itvmg@idbi.co.in)

Bidder Name :

Contact Person :

Contact no / email id:

S. No	RFP Ref Page no	RFP Clause no	Existing clause Details	Query
1				
2				
3				
4				
5				
6				

Signature : _____

Name : _____

Designation : _____

Company seal : _____

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

13. ELIGIBILITY CRITERIA COMPLAINT SHEET (ANNEXURE – 13)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)

Sr. No	Criteria	Supporting documents	Compliance (Y/ N)						
1	Bidder should be an Indian company registered in India under Companies' Act 1956 and / or 2013.	<ul style="list-style-type: none"> Bidder Profile as per Annexure 14 along with its supporting documents 	Yes/No						
2	Bidder should have annual average turnover of Rs.10 crore (Rs.5 crore for MSE) towards Information Technology Service in the past three financial year i.e. 2019-20, 2020-21 and 2021-22.	<ul style="list-style-type: none"> Copy of Audited Financial Sheet/Report of the last three financial years to be provided. For F.Y. 2021-22, If Audited financial statement is not available then bidder may submit provisional certificate duly signed by CA/Statutory Auditor. 	<table border="1" style="width: 100%;"> <tr> <td>F.Y. 2019-20</td> <td></td> </tr> <tr> <td>F.Y. 2020-21</td> <td></td> </tr> <tr> <td>F.Y. 2021-22</td> <td></td> </tr> </table>	F.Y. 2019-20		F.Y. 2020-21		F.Y. 2021-22	
F.Y. 2019-20									
F.Y. 2020-21									
F.Y. 2021-22									
3	Bidder should have positive Net Worth in the past three financial years i.e. 2019-20, 2020-21 and 2021-22.	<ul style="list-style-type: none"> As per Annexure- 4 	<table border="1" style="width: 100%;"> <tr> <td>F.Y. 2019-20</td> <td></td> </tr> <tr> <td>F.Y. 2020-21</td> <td></td> </tr> <tr> <td>F.Y. 2021-22</td> <td></td> </tr> </table>	F.Y. 2019-20		F.Y. 2020-21		F.Y. 2021-22	
F.Y. 2019-20									
F.Y. 2020-21									
F.Y. 2021-22									
4	Bidder should not have been blacklisted by any Govt. bodies / PSB / PSU during the last five years. The Bidder have to submit a self-declaration that there are - (a) no vigilance and / or court cases pending against it (b) no inquiry or investigation pending against it from any statutory regulatory and / or investigation agency.	<ul style="list-style-type: none"> As per Annexure- 4 	Yes / No						
5	Micro and Small Enterprises (MSE): Micro & Small Enterprises (MSEs) under Single Point Registration scheme (SPRS) are eligible to get the benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012 and amendment vide order no. S.O. 5670(E) dated 9th November 2018. Please note that Traders are not eligible for this Scheme. MSEs will have to meet all other eligibility criteria laid down in this RFP.	<ul style="list-style-type: none"> Micro and Small Enterprises (MSEs) involved in manufacturing & Services to submit a valid SPRS Certificate received from NSIC along with Udyog Aadhaar Memorandum (UAM) / Udyam Registration. 	Yes/No						
6	Bidder should have been in Information Technology Service Providers (ITSP) business for a minimum period of 3 (three)years.	Self-declaration	Yes/ No						
8	Minimum one BFSI experience to be possessed in the last of 3 (three)years. The								

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

Sr. No	Criteria	Supporting documents	Compliance (Y/ N)
	BFSI entity severed by the vendor should be having more than 500 branch .		
9	<p>In terms of Notification No. F.No.6/18/2019-PDD dated July 23, 2020 issued by Public Procurement Division of Department of Expenditure, Ministry of Finance, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.</p> <p>A copy of the aforesaid Notifications can be downloaded from Department of Expenditure website i.e. URL https://doe.gov.in/procurement-policy-division-0 . The Guidelines may be treated as an integral part of the tender documents.</p>	<ul style="list-style-type: none"> Both OEM and Bidders have to submit the approval from Competent Authority. <p>Alternatively, Bidders should provide Certificate “<i>Model Certificate for Tenders</i>”, on their stamp paper, as indicated on Annexure III at Page 11 of the Notification No. F.No.6/18/2019-PDD dated July 23, 2020 issued by Public Procurement Division of Department of Expenditure, Ministry of Finance.</p>	

Signature : _____

Name : _____

Designation : _____

Company seal : _____

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

14. BIDDER PROFILE (ANNEXURE – 14)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Date: _____ (DD/MM/YYYY)

To,
Dy. General Manager
Vendor Management Group, Information Technology Department
IDBI Bank Limited,
IDBI Annex Building, Plot No: 39-41,
Sector 11, CBD Belapur,
Navi Mumbai - 400614.

Dear Sir,

Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)

Sr. No	Particulars	Response
1.	Name & Registered Office Address of the Bidder	
2.	Type of organization & year of incorporation / Registration. (Copy of certificate of registration / incorporation to be submitted)	
3.	PAN No (Copy of PAN card to be submitted)	
4.	GST No (Copy of GST reg. to be submitted)	
5.	Correspondence address at Mumbai with contact person/s Details: Name: Telephone No.& Mobile No. Email Id: etc.	
6.	Contact person/s Details for the purpose of this RFP: Details: Name: Telephone No & Mobile No.: Email Id: etc.	
7.	Name and designation of the person authorized to sign the Bid / proposal and all other documents incidental to the RFP.	

Please find enclosed the supporting documents for above response.

Signature:
Name of the Authorized Person:
Designation:
(Company Seal)

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

15. LIST OF DOCUMENTS TO BE SUBMITTED IN RESPONSE TO THE RFP (ANNEXURE-15)

(To be submitted on the Company's Letter Head and included in the Technical Bid)

Reference: RFP for Empanelment of IT Service Providers
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/50 : December 31, 2022)

#	Documents to be submitted	Supporting Documents	Submitted (Yes / No)
1.	Copy of NEFT receipt/UTR details (EMD and Bid Cost)	<ul style="list-style-type: none"> EMD Bid document fee MSME Certificate / NSIC / Other Supporting document for waiver for EMD / Bid Fee 	Yes / No
2.	Technical Bid Form	<ul style="list-style-type: none"> As per Annexure-1 	Yes / No
3.	Power of Attorney as per format provided in RFP (accompanied by certified true copy of Board Resolution)	<ul style="list-style-type: none"> Certified true copy of Board Resolution POA as per format at Annexure-2 (If sub delegates the power by the authorized signatory whose nominated by the board) 	Yes / No
4.	Unconditional Acceptance of Terms and Conditions of RFP	As per Annexure-3	Yes / No
5.	Self-Declarations by Bidder	As per Annexure-4	
6.	Letter for Refund of EMD	<ul style="list-style-type: none"> As per Annexure-7 	Yes / No
7.	Technical Specification	<ul style="list-style-type: none"> As per Annexure-8 	Yes / No
8.	Statement of Vendor	<ul style="list-style-type: none"> As per Annexure-9 	
9.	Specific Work Experience	<ul style="list-style-type: none"> As per Annexure-10 	
10.	Information Security Certificate	<ul style="list-style-type: none"> As per Annexure-11 	Yes / No
11.	Eligibility Criteria Compliance (accompanied by all the supporting documents)	<ul style="list-style-type: none"> As per Annexure-13 	Yes / No
12.	Bidder's Profile	<ul style="list-style-type: none"> As per Annexure-14 Incorporation Certificate GST PAN 	Yes / No
13.	Contact details along with escalation matrix of Central Helpdesk / support center (Bidder and OEM)	<ul style="list-style-type: none"> Contact details along with escalation matrix of Central Helpdesk / support center (Bidder and OEM) 	Yes / No
14.	Signed Copy of RFP, Bank's Response to pre-Bid queries and Corrigendum (if any)	<ul style="list-style-type: none"> Signed copy of RFP (all the pages to be signed). Signed copy of Bank's Responses, Corrigenda and addenda, if, any, to be submitted 	Yes / No

Signature of Bidder Representative
Duly authorized to sign
for and on behalf of the company.

Ref: IDBI-Bank/ITD/VMG/RFP/22-23/50

16. INSTRUCTIONS TO BIDDER – ONLINE MODE (ANNEXURE-16)

16.1. DEFINITIONS:

16.1.1. e-Procurement Technologies Ltd.(Auction Tiger): Service provider to provide the e-Tendering Software.

16.1.2. IDBI Bank e-Procurement Portal: An e-tendering portal of IDBI Bank introduced for the process of e-tendering which can be accessed on <https://eauction.auctiontiger.net/EPROC/>

16.2. ACCESSING / PURCHASING OF BID DOCUMENTS :

16.2.1. It is mandatory for all the bidders to have Class-II or Class-III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) from any of the licensed Certifying Agency under CCA, Ministry of Electronics and Information Technology, Government of India to participate in e-tendering portal of IDBI Bank. Bidders can see the list of licensed CA's from the link www.cca.gov.in. **e-Procurement Technologies Ltd.(Auction Tiger):** also facilitate Class II or Class III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) to the bidders. Bidder may contact **e-Procurement Technologies Ltd. (Auction Tiger):** at mobile no. +91-9099090830 for DSC related queries or can email at dsc@abcprocure.com.

16.2.2. To participate in the e-bid, it is mandatory for the Applicants to get themselves registered with the IDBI Bank e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>) to have a user ID & Password with no registration fee.

16.2.3. The amendments / clarifications to the tender, if any, will be posted on the IDBI Bank e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>).

16.2.4. The Bidder may modify or withdraw their bid after submission prior to the Bid Due Date. No Bid shall be modified or withdrawn by the Bidder after the Bid Due Date and Time.

16.2.5. For helpdesk, please contact e-Tendering Cell and Help Desk Support Monday to Friday
Landline Numbers: 079 6813 6857/ 6848/ 6842/ 6820/ 6880/ 6837/ 6895
Primary Contact Numbers:- M:- 9081000427/ 09904406300
E-mail ID: nandan.v@eptl.in, fahad@eptl.in, devendra.r@eptl.in, nikhil@eptl.in

Note: It is highly recommended that the bidders should not wait till the last date of bid submission to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither IDBI Bank nor e-Procurement Technologies Ltd. (Auction Tiger) will be responsible for such eventualities.

***** END OF RFP DOCUMENT *****