



Project Details Scope of Work

1. Detailed Scope of Work:

The successful bidder shall supply and install network routers as per Bank requirement and provide maintenance support for a period of 5 years.

Description of the envisaged scope is enumerated below. However, the Bank reserves the right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

The bidder needs to quote as per the Commercial format mentioned under Annexure 15. Technical Specifications details mentioned in the table given below are minimum, however, bidder may quote for the same or higher specifications.

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea from the Bidder later for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

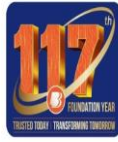
The brief scope of Work of the successful bidder is to Supply, Commission, Installation, Configuration and Maintenance of Network router as per Bank requirement. The services covered as part of the vendor includes, but not limited to the following:

- a) Service Provider should be capable of providing the Network router that is specified under Technical Specifications mentioned in RFP.
- b) The Network router must be capable of upgrading at a later stage as and when required by the Bank.
- c) Service Provider should supply, commission, install, test, configure and maintain the Network router at various locations identified by the bank. Service Provider will also coordinate with existing MSP (Managed Services Provider) and/or networking vendors and ensure for successful installation, integration and functioning of Network connectivity.
- d) Break-fix support of supplied Network router.
- e) Bank's identified team will provide locations for delivery of Network router and configuration details & other inputs to the vendor for delivery, configuration, and support of the Network router.
- f) Service Provider should liaison with Bank's identified team / Managed Service Provider and should provide service & support of the Network router. The service calls will be logged by the Bank's identified team / Managed Service Provider & the vendor need to support & service the same in coordination with them.
- g) Service Provider must provide Escalation Matrix and SPOC details for the delivery, installation and service support for the entire project and ensure timely completion of all the activities as per the schedule.



- h) The Bank reserves the right to shift the equipment to a suitable location depending upon the need. Service Provider will arrange to install and commission the same at the shifted location. The warranty / AMC of the equipment will continue from the new location as the case may be & Service Provider needs to provide service & support of the same from the new location.
- i) All the parts of items supplied would be covered under comprehensive warranty. If there is any gap between Bank's requirement and OEM warranty then it will be the responsibility of Service Provider to fill up the gap.
- j) Service Provider should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 5 years for Network router from the date of its delivery.
- k) Service Provider should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, UPS, environmental conditions, illumination etc.
- l) To ensure that the installation & configuration of the Network router supplied are in line with the banks technical document.
- m) If any services, functions or responsibilities not specifically described in this scope but are an inherent, necessary or customary part of the services and are required for proper performance or provision of the services in accordance with the scope, they shall be deemed to be included within the scope of the services, as if such services, functions or responsibilities were specifically required and described in this scope and shall be provided by Service Provider at no additional cost to the Bank.
- n) For installation & commissioning work, it shall be the responsibility of Service Provider to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job industry practice and safety norms.
- o) Service Provider shall ensure that no other equipment / structure / setup get damaged due to their activities. Any damages caused to Bank property due to Service Provider's negligence shall be passed on Service Provider's account
- p) Service Provider shall complete the entire work and make all the systems operational (Supply, Installation, Commissioning, Acceptance of the Network router equipment and handing over to Bank within stipulated timeline mentioned in the delivery & installation section of this Contract.
- q) The OEM support shall be on 24*7*365 basis.
- r) The successful vendor shall deliver Network Routers 10 no's at Mumbai and 5 No's at Gujarat location/s.

Bank under the existing contract will have the right to order Network Routers for its sponsored Regional Rural Banks (RRBs) / Bank subsidiaries and Service Provider should be in a position to supply, install and support the Network Routers as per the requirement of Bank RRBs/subsidiaries.



The scope of work mentioned above is indicative in nature and the bank may, at its discretion, ask the Service Provider to carry out any other activity which is deemed to be necessary for delivery & installation of Network router.

2. Technical Specifications of Active Components:

The proposed product should comply with the following technical specifications requirement as mentioned under:

S No	Required Minimum Specifications	Bidder's Compliance (Yes/No)	Detail description how the solution /component would be compliant
1.	The following are the functional requirements to be met by the access router: -		
2.	Router shall have 1:1/1:N PSU redundancy from day one		
3.	The processing engine architecture must be multi-processor / multi-core based for enhanced processing		
4.	The router must support traffic management and QoS features to allocate network resources on application needs and QoS priorities.		
5.	The router must support flow-based traffic analysis feature.		
6.	The router must have hardware assisted Network Address Translation (NAT) capability as per RFC 1631.		
7.	Rack mounting kit for securing the router in standard rack are to be provided.		
8.	The router should provide 10 Gbps throughput.		
9.	The router must have redundant power supply module. The router must support 220V AC or -2 48V DC power supply module. There should not be any impact on the router performance in case of one power supply fails. Router should be proposed with AC power supply. Power Supply: The router must have redundant		



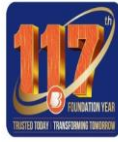
	power supply module. The router must support 220V AC power supply module. There should not be any impact on the router performance in case of one power supply fails.		
10.	The router processing engine architecture must be multi-processor / multi-core based for enhanced processing.		
11.	Redundancy Feature: The router must support Operating System (OS) redundancy or dual control module in 1:1 mode or able to store dual software image to ensure uptime of the system. The router in the event of failure of any one OS or control module It should be possible to boot router from redundant OS or redundant control module.		
12.	Hot Swapability: The router must support online hot insertion and removal of cards or SFP transceivers. Any insertion line card or transceivers should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way.		
13.	The router must sync to the Network Time Protocol (NTP) server.		
14.	The router must have support for flash memory for configuration and OS backup.		
15.	The router must have minimum 8 GB DRAM for configuration and OS backup in Centralized architecture or minimum 8 GB of DRAM on line card in case of De-Centralized architecture (chassis based)		
16.	Router Performance Parameter		
17.	The router must support minimum 1,500,000 IPv4 or 1,500,000 IPv6 routes entries in the routing table and should be scalable.		
18.	The router should support uninterrupted forwarding operation for OSPF, IS-IS routing protocol to ensure high-availability during primary controller card failure.		



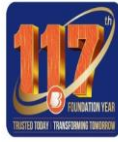
19.	Router must support 5 Gbps of Crypto throughputs for IPSEC performance and minimum of 4000 IPSEC tunnels from day 1 (Site to Site - internal/external).		
20.	The Router solution must be a enterprise grade Equipment supporting the following:		
21.	a) In-band and out-band management via console		
22.	b) Graceful Restart for OSPF, BGP, LDP, MP-BGP etc.		
23.	The proposed router should support modular OS upgrade mechanism		
24.	The router should be able to select a WAN/LAN path based on interface parameters such as reachability, load, throughput, and link cost of using a path		
25.	Physical Parameters		
26.	The router must have the following interface as defined in the IEEE, ITU-T or equivalent		
27.	The Router should support 4x 1G Copper SFP / Port and 4 X 10G SFP+ port multimode and should be populated with all ports from day one Router should have free slots / interfaces to add additional Ethernet ports in future.		
28.	Router should support variety of interface like Ethernet 1Gig, 10Gig.		
29.	Layer 3 Routing Protocols		
30.	The router must support the IPv4 and IPv6 stack in hardware and software. It must support		
31.	both IPv4 and IPv6 routing domains separately and concurrently. It must also support the ability to bridge between IPv4 and IPv6 routing domains.		
32.	The router must support RIPv1 / RIPv2, OSPF, BGPv4 and IS-IS routing protocol.		
33.	The router should support minimum 100 VRF instances from day one		



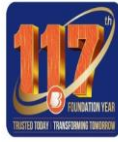
34.	The Router should have at-least 8 GB of DRAM from day one in Centralized architecture or 8 GB of DRAM on line card in case of De-Centralized architecture (chassis based)		
35.	IPv6 Support		
36.	Should support IP version 6 in hardware.		
37.	Should support IPv6 static route, OSPFv3, IS-IS support for IPv6, Multiprotocol BGP extensions for IPv6, IPv6 route redistribution.		
38.	The router shall support dual stack IPv6 on all interfaces and IPv6 over IPv4 tunnelling, IPv6		
39.	Multicast protocols – Ipv6 MLD, PIM-Sparse Mode, and PIM – SSM,Pv6 Security Functions – ACL, SSH over IPv6		
40.	Support for IPv6 security – Access Control lists (standard & extended), SSH over IPv6.		
41.	The router should support for IPv6 Multicast.		
42.	Should support IPv6 stateless auto-configuration, IPv6 neighbour discovery and, Neighbour Discovery Duplicate Address Detection.		
43.	Should support IPv6 Quality of Service		
44.	Should support IPv6 dual stack		
45.	Should perform IPv6 transport over IPv4 network (6to4 tunnelling).		
46.	Should support SNMP over IPv6 for management.		
47.	The router must perform GRE tunnelling as per RFC 1701 and RFC 1702..		
48.	The router must support router redundancy protocol like VRRP/ HSRP		
49.	Multicast		
50.	The router must support Protocol Independent Multicast Dense Mode (PIM-DM) or Sparse Mode (PIM-SM) or similar		



51.	The multicast implementation must support source specific multicast.		
52.	The router must support multicast load balancing traffic across multiple interfaces.		
53.	The router must support Any cast Rendezvous Point (RP) mechanism using PIM and Multicast Source Discovery Protocol (MSDP)		
54.	Quality of Service		
55.	The router must be capable of doing Layer 3 classification and setting ToS/Diffserve bits on incoming traffic using configured guaranteed rates and traffic characteristics. The marking of the ToS/Diffserve bits should be non-performance impacting.		
56.	The router shall perform traffic Classification using various parameters like source physical interfaces, source/destination IP subnet, protocol types (IP/TCP/UDP), source/destination ports, IP Precedence, 802.1p, DSCP .		
57.	The router shall support Strict Priority Queuing or Low Latency or similar Queuing to support real time application like Voice and Video with minimum delay and jitter.		
58.	The QoS policy in the router shall support dual Strict Priority Queue or Low Latency Queue per policy so that voice and video traffic can be put in different queue.		
59.	The router shall support congestion avoidance through WRED and selective packet discard using WRED through IP Precedence and DSCP.		
60.	The router should have support for minimum 8 queues per port		
61.	Scheduling should allow for round robin and weighted round robin or similar		
62.	The scheduling mechanism must allow for expedited or strict priority routing for all high priority traffic.		



63.	The scheduling mechanism must allow for alternate priority routing traffic necessary to keep from starving other priority queues.		
64.	All network based keep alives (PPP keep alives, OSPF LSAs, BGP updates etc) must be given the highest priority and route before any traffic type		
65.	The traffic must be able to be prioritized into 8 class types. Class types must be able to be mapped into 1 of 8 bandwidth constraints. Bandwidth Constraints should be assignable to in individual hardware queues.		
66.	The router shall support at least 8 queues to offer granular QoS, policing and shaping capabilities or similar features.		
67.	Queuing and Scheduling must be able to be configured on a per physical port or logical port		
68.	IPSec packets should be marked with QoS security feature		
69.	The router shall meet the following requirements for security –		
70.	The router shall support Access Control List to filter traffic based on Source & Destination IP Subnet, Source & Destination Port, Protocol Type (IP, UDP, TCP, ICMP etc) and Port Range etc.		
71.	The router shall support unicast RPF (uRPF) or similar feature to block any communications and attacks that are being sourced from Randomly generated IP addresses.		
72.	The router shall support firewall service in hardware on all interfaces.		
73.	The router should have support for Network Address Translation (NAT) or Port Address Translation (PAT) to hide internal IP addresses while connecting to external networks.		
74.	The router shall support AAA features through RADIUS or TACACS+.		



75.	The router shall support Control Plane Policing to protect the router CPU from attacks.		
76.	The router shall provide MD5 hash authentication mechanism for RIPv2, OSPF, IS-IS,BGP.		
77.	The proposed router should have embedded support for 4000 IPsec tunnels from day one, which should be activated from day 1.		
78.	Router shall support 256-bit encryption		
79.	System Management and Administration		
80.	Routers should support configuration rollback		
81.	Support for accounting of traffic flows for Network planning and Security purposes		
82.	Should support extensive support for SLA monitoring for metrics like delay/latency/ jitter/ packet loss or RTP-Based VoIP traffic		
83.	Routers should support Software upgrades		
84.	Routers should support SNMPv2 and SNMPv3		
85.	Device should have Console, Telnet, SSH1 and SSH2 support for management		
86.	The management software should integrate with EMS (Microfocus) product suite.		
87.	Built-in troubleshooting		
88.	Extensive debugs on all protocols		
89.	Shall support Secure Shell for secure connectivity		
90.	Should have to support Out of band management through Console and an external modem for remote management		
91.	Pre-planned scheduled Reboot Facility		
92.	Real Time Performance Monitor – service-level agreement verification probes/alert		
93.	Certifications		



94.	The proposed router should be NDPP/EAL3/EAL4, or FCC certified or equivalent		
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3. Delivery Period

The successful vendor shall deliver the hardware within a period of 6 weeks from the date of placing of purchase order by the Bank.

Vendor will have to pay late delivery charges to Bank @ 0.5% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds the maximum percentage of 5%, Bank reserves the right to cancel the entire order.

Vendor shall be responsible for ensuring proper packing, delivery and receipt of all deliverables. All sealed packs boxes to be opened in the presence of Bank of Baroda officials only.

All accessories as part of the hardware / software to make the devices operational should be delivered together with the equipment. Any component has not been delivered or if delivered is not operational on account of which the equipment is not functioning, will be deemed / treated as non-delivery of the equipment thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of equipment is not acceptable, and payment would be released as per terms only after full delivery.

All Network router items to be delivered at Bank's locations as per Bank's requirement mentioned under project scope.

4. Installation

Network router Installation at Bank's locations, including unpacking of cartons/ boxes, will be the responsibility of the vendor. Successful vendor will have to install the Network router and hand it over to Bank for acceptance testing within 2 weeks from the date of deliver of the Network router at Bank locations or Bank's notification for installation of the same.

Vendor will have to pay late installation / implementation charges to the Bank @ 0.5% of the total Purchase Order Value per week or part thereof subject to maximum of 10% of the total purchase order value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.

5. TRANSPORTATION AND INSURANCE

The commercial proposal submitted by bidder should be inclusive of cost for insurance and freight (c.i.f.) etc. However, the vendor has the option to use transportation and insurance cover from any eligible source. Insurance cover shall be sole responsibility of the vendor till the acceptance of the Hardware items by Bank. The vendor should also assure that the product would be replaced with no cost to Bank in case insurance cover is not taken by them.



6. Warranty

The Hardware covering all components will remain under, onsite, comprehensive maintenance warranty for a period of five years. The service support during warranty period shall be for complete accessories supplied.

Bidder will have to provide a post-installation warranty as per the terms mentioned below:

- Comprehensive Warranty for 60 Months from the date of installation or 61 months from the date of the delivery whichever is earlier.

Bidder will have to upgrade the Hardware/ Software (in case of requirement) during warranty period at no cost to Bank. Patch updation, security patch updates etc to be done (as and when required) preferably quarterly / half yearly in coordination with the Bank / MSP team.

In event of any equipment / part is replaced or any defect in respect of any equipment / part is corrected for more than one instance of any quarter during the base warranty period of 5 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects.

In case of significant failures of specific component entire hardware/ equipment has to be replaced with new ones in a proactive manner. Proactive action must be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. Bidder is required to ensure that this kind of situation never arises.

The Bidders warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract.

The Bidder further warrants that all Goods supplied or Works carried out under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and /or material is required by the Bank's specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods or Works in the conditions prevailing in the country.

The warranty should not become void if the Bank buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty will not apply to such hardware items installed.

Warranty should cover the following:

- a) The equipment should be attended to within 4 hours of receipt of complaint (exclusive of travelling time). In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed by the bidder at no extra cost to the Bank, so that normal job of the Bank may not get hampered.
- b) Warranty would cover updates/maintenance patches/bug fixes (available from the original equipment manufacturer) for system software & firmware patches/bug fixes, if any, for hardware.



- c) Providing of all deliverables including warranty services etc. under this contract shall be the sole responsibility of the bidder. Bank will not be responsible for any delays/violation from third party OEMs.

7. Payment Terms

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

Wherever applicable, the Bank may require the following documents to be presented at the time of payment:

- i) Supplier's Invoice indicating, inter alia description and specification of the goods, quantity, unit price, total value;
- ii) Packing list;
- iii) Insurance certificate;
- iv) Receipt/consignment note;
- v) Manufacturer's guarantee certificate and in-house inspection certificate;
- vi) Inspection certificate issued by purchaser's inspector; and
- vii) Any other document(s) as and if required in terms of the contract.

The payment will be released as per the payment structure below:

(i) Cost of Network Router:

- 70% of the Router cost plus 100% of taxes including GST at actuals after successful delivery. The invoices for claiming the payment should be submitted along with the following documents:
 - a. Original delivery Challans dully stamped and signed by the Bank Official.
 - b. Bill of Materials (BOM) verification report signed by Bank Official.
 - c. Performance Bank Guarantee of 5% of Contact value (As per RFP format)
 - d. Confirmation letter from the OEM mentioning the serial number of Hardware and additional components along with underlying software, licenses, allied components (i.e. Operating System etc. if any) and warranty details.
 - e. Back-to-back support arrangement certificate from the respective OEM.
- 20% of the cost after one month of successful installation and satisfactory functioning or after two month post-delivery in the case of Site Not Ready (SNR).

SNR case - Wherever installation could not be carried out by the vendor due to the Bank's dependencies like Site not ready etc. even after 60 days beyond date of delivery then the payment would be released, upon the vendor submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority on the Bank's dependencies like site is not ready etc. However, in such a case, vendor shall provide undertaking to complete installation within a week of being informed that the site is ready. In such a case, payment of 20% will be released after two months post-delivery.



The invoices for claiming the payment should be submitted along with the following document:

- a) Installation signoff report (dully stamped and signed by the Bank Official along with the signature of the engineers from vendor / OEM) after one month of successful installation and satisfactory functioning.
 - b) Submission of certificate from Bank Authority in case site is not ready (SNR) along with letter of undertaking by vendor to complete installation within a week of being informed that the site is ready
 - c) Complete inventory details along with serial numbers of hardware delivered against PO with address.
- 10% of the cost would be payable on completion of warranty period or against Bank Guarantee (BG) as per format mentioned under Annexure 19. The BG value should be of equivalent amount issued by a scheduled commercial bank in India other than Bank of Baroda with validity till warranty period plus additional 3 months.

(ii) Installation Cost:

100% Installation charges will be released after one month of successful installation and satisfactory functioning on submission of invoice & signoff report from Bank Authority.

There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the Bidder. Payment will be released by IT Dept., as per above payment terms on submission of mentioned supporting documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved.

8. Acceptance Test (AT)

AT shall comprise of completion of following activities:

- i. For each installed equipment and IR template should be prepared along with the technical specifications and its value as per quoted product.
- ii. Bank personnel will check the working system value against the product value before signing the acceptance of the installation of equipment
- iii. In case Bank is not satisfied with installation / configuration, party must reinstall and / or reconfigure the entire / partial solution.
- iv. Running of AT Schedule as per agreed AT Plan for systems

All the License document along with Manual of the equipment's installed should be duly submitted.

9. Right to Alter Quantities

The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions of the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder



would be proportionately adjusted with such additions or deletions in quantities/items.

10. Affixing Asset Tags on the Equipment's

It will be the responsibility of the vendor to affix the Asset tags on each Hardware component being supplied to Bank and share the details with the Bank team. The Asset Tags printed by vendor must have the company's logo of vendor along with other details like call logging no., mail id etc. The asset tag details for the Hardware component would be mutually decided by the Bank and vendor. Complete asset inventory (under the scope of this RFP) including replacement of Hardware component on account of failure is the responsibility of Vendor.

11. Handover Services

The handover services are the services provided by the bidder to Bank during the handover period of 15 days which will start after completion of operationalization of devices to facilitate an orderly transfer of the Services to Bank and/ or Managed Service Provider of the Bank. Handover Services of Network router which will be provided by the bidder after installation. The handed over shall include the following but not limited to:

- ▶ The bidder should ensure training for the user and bidder should be flexible to give training in the form of knowledge transfer to the users as and when required/demanded by the bank at any point contract period.
- ▶ The Bidder shall provide such necessary information, documentation to the Bank or its designee, for the effective management and maintenance of the deliverables under this assignment. The Bidder shall provide all updated documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required.
- ▶ The Bidder shall provide licenses details.
- ▶ The Bidder must consult with Bank on any Third Party Contracts between the Bidder and Third Parties that are necessary or useful for Bank or a Third Party to perform the Services and arrange for transfer or assignment of such Third Party Contracts that Bank wishes to have transferred or assigned to Bank or a Third Party designated by Bank on commercially reasonable terms mutually acceptable to both Parties.
- ▶ All the warranties held by or in the name of the Bidder shall be assigned or transferred "As is" in the name of the Bank. The Bidder shall execute any and all such documents as may be necessary in this regard.
- ▶ The Parties shall return confidential information.
- ▶ The Bidder shall provide all other Services as may be agreed by the Parties in connection with the assignment.
- ▶ The Bidder recognizes that considering the enormity of the Assignment, the Handover Services listed herein are only indicative in nature and the Bidder agrees to provide all assistance and services required for fully and effectively handing over the Services provided by the Bidder under this assignment and subsequent Agreement, upon termination or expiration thereof, for any reason whatsoever.
- ▶ Handover Process of hardware directly done by the Bidder / OEM. During this handover the Bidder would transfer all knowledge, knowhow, and other things



necessary for the Bank and / or its MSP to take over and continue to manage the Network router.

- ▶ The Bidder agrees that in the event of cancellation or exit or expiry of the contract it would extend all necessary support to the Bank as would be required.

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this assignment, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder later for omission of services on the pretext that the same was not explicitly mentioned in the Project Scope.

12. Inspections and Tests

The Bank or its representative shall have the right to inspect and/or to test the Goods and Materials and the Works carried out by the Bidder to confirm their conformity to the Contract specifications at no extra cost to the Bank.

Should any inspected or tested Goods fail to conform to the specifications or requirements set out in the Contract, the Bank may reject the Goods, and the Bidder shall either replace the rejected Goods or make alterations necessary to meet specifications or requirements free of cost to the Bank.

The Bidder shall have the manufacturer, before making delivery, carry out a precise and comprehensive inspection of the Goods regarding quality, specification, performance, quantity and weight and issue a quality certificate certifying that the Goods are in conformity with the stipulations in the Contract. The quality certificate shall not be regarded as final with respect to quality, specification, performance, quantity and weight. Particulars and results of the tests made by the manufacturer shall be shown in a statement to be attached to the quality certificate.

If, during the warranty period, it is found that the quality or specifications of the Goods or Works are not in conformity with the Contract or if the Goods or Works are proven to be defective for any reason, including latent defects or the use of unsuitable materials, the Bank shall promptly notify the Bidder of the existence of a claim.

No clause in "Inspection and Tests" clause shall in any way release the Bidder from any warranty or other obligations under this Contract.

13. Equipment Movement/Replacement

Bank reserves the right to shift any hardware / equipment to new location/s and warranty will continue to be in force at the new location also. The bidder will be informed about old and new location/office details and when the Bank decides to shift the hardware due to operational requirements. The bidder will deploy resource(s) for decommissioning of respective equipment's at old location and Commissioning of equipment's at new location at no additional cost to the Bank. The vendor is required to update their database and provide support, Warranty/AMC etc., for the shifted devices at the new location. The bidder should also provide support for un-mounting, mounting and cabling and other components from the rack in the event of reallocation of racks or changes made in sites based on Banks requirements. No additional cost whatsoever would be paid by the Bank for all the above activities.

Component / Equipment replacement in the event of any failure / critical alert / Critical warning necessitating replacement of the equipment without impacting application



services to end - Any Infrastructure component / equipment which is not available or found to be faulty which requires replacement although it is not impacting the service i.e. availability to end users, then such components should be replaced as per SLA terms.

14. Preventive Maintenance

Team is required to send periodic intimations on latest bug fixes and new versions/ firmware/ IOS/ Signatures/ License/ Patches/ Upgrades etc which should be implemented in Production, any failure in intimation which caused any sort of outage in BANK will be taken under SLA/Penalty.

Periodic preventive maintenance of hardware, once in QUARTER during warranty period. During the preventive maintenance the bidder should check the firmware / operating system running and upgrade to the same to latest version as released by OEM.

The bidder should also support the Bank in implementation of guidelines related to equipment, closure of audit comments.