



Online Request for Proposal (e-RFP)

For

Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model

e-RFP Ref. No: JKB/CHQ/T&D/SD-WAN/2025-1489
Dated: 07-08-2025

Issued By
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SCHEDULE OF RFP

e-RFP Reference No.	JKB/CHQ/T&D/SD-WAN/2025-1489 Dated: 07-08-2025
Date of Issue of RFP	11-08-2025
RFP Description	Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank
Issuer of the RFP-Department	Technology & Development Department
Bank's Communication Details	J&K Bank Technology & Development, Ground Floor, Air India Building, Residency Road, Srinagar Mr. Adil Ayub Phone No: +91-7006911877 email id -adil.ayub@jkbmail.com
RFP Application Fee (Non - Refundable)	Rs. 10,000/- (Rupees Ten Thousand Only) to be deposited through Transfer / NEFT to the below detailed A/c: Account Name: Tender Fee/ Cost Account 16-digit Account No: 9931530300000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters
Earnest Money Deposit (EMD) (Refundable)	Rs. 3,00,00,000/- (Rupees Three Crores Only) to be deposited through transfer / NEFT to the following A/c with Bank details given as: Account Name: Earnest Money Deposit (EMD) 16-digit Account No: 9931070690000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K - 190001 (EMD is exempted for all Start-ups as recognized by DPIIT/DIPP)
Performance Bank Guarantee	5% of the Total Contract Value
Bid Document Availability including changes/amendments, if any to be issued	Document can be downloaded Bank's e-Tendering Service Portal https://jkbank.abcpocure.com/w.e.f August 11, 2025 16.00 Hrs. to September 01, 2025 17.00 Hrs.
Last date for pre-Bids queries & submission Mode	on-line through the prescribed e-Tendering portal https://jkbank.abcpocure.com

	August 18, 2025 17.00 Hrs.										
Pre-bid Queries Response date	All communications regarding points / queries requiring clarifications shall be given online on August 25, 2025										
Pre-Bid Meeting	Prebid Meeting shall be held online through Banks Online Meeting Platform. Bidders to submit a maximum of 2 Participants names, Contact Numbers, Designations and email ids on mail id:adil.ayub@jkbmail.com by the date of prebid query submission. Meeting invite link shall be sent by Bank to the bidder's email id.										
Last date and time for Bid	September 01, 2025 17.00 Hrs.										
Submission of online Bids	As prescribed in Bank's online tender portal https://jkbank.abcprocure.com										
Date and time of opening of technical bid	To be notified separately										
Corrigendum	All the Corrigendum will be uploaded on online tender portal https://jkbank.abcprocure.com only										
For e-Tender related Queries	<p>Service Provider:</p> <p>M/s. E-procurement Technologies Limited (Auction Tiger) , B-705, Wall Street- II, Opp. Orient Club, Ellis Bridge, Near Gujarat College, Ahmedabad- 380006, Gujarat</p> <p>Help Desk:</p> <table border="1"> <thead> <tr> <th>Sr. No</th><th>Name</th></tr> </thead> <tbody> <tr> <td>1</td><td>Sandhya Vekariya – 6352631968</td></tr> <tr> <td>2</td><td>Suraj Gupta – 6352632310</td></tr> <tr> <td>3</td><td>Ijlalaehmad Pathan – 6352631902</td></tr> <tr> <td>4</td><td>Imran Sodagar - 9328931942</td></tr> </tbody> </table>	Sr. No	Name	1	Sandhya Vekariya – 6352631968	2	Suraj Gupta – 6352632310	3	Ijlalaehmad Pathan – 6352631902	4	Imran Sodagar - 9328931942
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DISCLAIMER

The information contained in this RFP document, or any information provided subsequently to bidder(s) whether verbally or in documentary form/email by or on behalf of the J&K Bank is provided to the bidder(s) on 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 is only an invitation by the J&K 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. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice/clarifications. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. 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. The Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on it.

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 Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.

The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

The Bidder shall, by responding to the Bank with a bid/proposal, be deemed to have accepted the terms of this document in totality without any condition whatsoever and accepts the selection and evaluation process mentioned in this RFP document. The Bidder ceases to have any option to object against any of these processes at any stage after submission of its responses to this RFP. All costs and expenses incurred by interested bidders in any way associated with the development, preparation, and submission of responses, including but not limited to the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by J&K BANK, will be borne entirely and exclusively by the Bidder.

The bidder shall not assign or outsource the works undertaken by them under this RFP assignment awarded by the Bank without the written consent of the Bank. The Bidder hereby agrees and undertakes to Indemnify the Bank and keep it indemnified against any losses, damages suffered and claims, action/ suits brought against the Bank on account of any act or omission on part of the Bidder, its agent, representative, employees and sub-contractors in relation to the performance or otherwise of the Services to be provided under the RFP.

List of Abbreviations

ACL	Access Control List
API	Application Program Interface
ATM	Automated Teller Machine
BG	Bank Guarantee
BGP	Border Gateway Protocol
BoM	Bill of Materials
CPE	Customer Premises Equipment
DC	Data Centre
DR	Disaster Recovery
DRE	Defect Removal Efficiency
EMD	Earnest Money Deposit
FMS	Facility Management Services
HA	High Availability
HLD	High Level Diagram
IOS	iPhone Operating System
IP	Internet Protocol
IPSec	Internet Protocol Security
IPv4	Internet Protocol Version 4
IPv6	Internet Protocol Version 6
LAN	Local Area Network
LLD	Low Level Diagram
MPLS	Multiprotocol label switching
MTTR	Maximum Time to Resolve
MUX	Multiplexing
NDA	Non-Disclosure Agreement
NLS	Near Line Site
NMS	Network Management System
NOC	Network Operations Center
OEM	Original Equipment Manufacturer
OEM	Original Equipment Manufacturer
OFC	Optical Fiber Cable
OS	Operating System
OSPF	Open Shortest Path First
PBG	Performance Bank Guarantee
PMR	Preventive Maintenance Reports
PO	Purchase Order
POC	Proof Of Concept
POP	point of Presence
POST	Power ON Self-test

QoS	Quality of service
RF	Radio Frequency
RFP	Request For Proposal
SCD	Secure Configuration Document
SDWAN	Software Defined Wide Area Network
SI	System Integrator
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SP	Service Provider
SVI	Switch Virtual Interface
TAC	Technical Assistance Centre
TAM	Technical Account Manager
TCO	Total Cost of Ownership
TFO	Tactical Fiber-Optics
UPS	Uninterrupted Power Supply
UTM	Unified Threat Management
VA/PT	Vulnerability Assessment and Penetration Testing
VPN	Virtual Private Network
VSAT	Very Small Aperture Terminal
WAN	Wide Area Network

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A-INTRODUCTION

1. Brief About Bank:

The Jammu and Kashmir Bank Limited (J&K Bank / Bank) having its Corporate Headquarters at M.A Road Srinagar, J&K -19001 has its presence throughout the country with 1000+ Branches and more than 1400 ATMs. The Bank uses Information Technology in all spheres of its functioning by connecting all its branches and offices through its WAN. J&K Bank functions as a universal Bank in Jammu & Kashmir and as a specialized Bank in the rest of the country. Bank functions as a leading bank in the Union Territories of Jammu & Kashmir and Ladakh and is designated by Reserve Bank of India as its exclusive agent for carrying out banking business for the Government of Jammu & Kashmir and Ladakh. J&K bank caters to banking requirements of various customer segments which includes Business enterprises, employees of government, semi-government and autonomous bodies, farmers, artisans, public sector organizations and corporate clients. The bank also offers a wide range of retail credit products, including home, personal loans, education loan, agriculture, trade credit and consumer lending, a number of unique financial products tailored to the needs of various customer segments. The Bank, incorporated in 1938, is listed on the NSE and the BSE. Further details of Bank including profile, products and services are available on Bank's website at <https://www.jkbank.com>

2. Purpose of RFP

The Bank seeks to modernize its Wide Area Network (WAN) infrastructure with the adoption of a Software-Defined WAN (SD-WAN) solution to enhance the performance, security, and scalability of its data centers, branch offices, and ATMs. The scope of this RFP includes the supply, implementation, and management of the SD-WAN solution, along with the replacement of legacy network switches at branch offices, which have reached end-of-support status, with modern, scalable network switches.

In addition to the SD-WAN implementation, the Bank requires the establishment and operation of a comprehensive Network Operations Center (NOC) that will provide 24x7 monitoring, management, and maintenance services for its entire network infrastructure. This includes but is not limited to, WAN, LAN, and network security appliances across the Bank's data centers and branch offices. The NOC will serve as a central point of contact for all network-related issues, ensuring timely resolution of incidents, proactive monitoring, and the overall health of the Bank's network.

As part of this engagement, the selected bidder will be responsible for the following:

1. **SD-WAN Implementation:** Design, supply, deployment, configuration, and optimization of SD-WAN solution across the Bank's locations, ensuring seamless integration with the existing network infrastructure.
2. **Branch Office Network Switch Replacement:** Replacing outdated network switches at branch offices with new, future-proof switches that meet the performance, security, and operational requirements of the Bank.
3. **NOC Operations:** Providing a robust NOC solution that supports round-the-clock monitoring, troubleshooting, and maintenance of the entire Bank's network infrastructure, including but not limited to, WAN links, network devices, and security appliances. The bidder will ensure all necessary activities related to configuration, upgrades, troubleshooting, and liaising with vendors and internal teams for continuous network health and security.

The Bank may, during the contract term, place additional orders for hardware and software upgrades, new installations, or network expansions as required. All such orders will be processed according to the rates provided in the commercial bill of materials, on a pro-rata basis for any equipment or services procured or upgraded during the contract period.

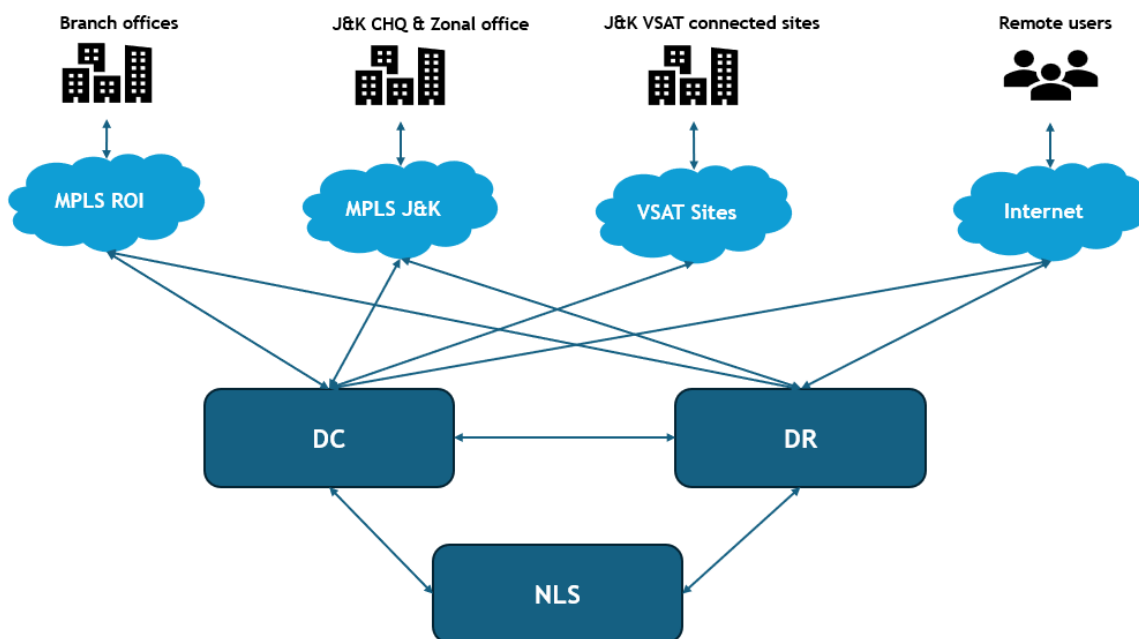
The selected bidder will be responsible for the complete lifecycle of the network infrastructure, ensuring consistent availability, performance, and security of the Bank's networks, both in terms of physical hardware and virtualized services. The proposal must account for all necessary costs associated with these services, including setup, maintenance, and any associated expenses for the duration of the contract.

By selecting the most suitable bidder, the Bank intends to leverage cutting-edge SD-WAN technologies to improve connectivity, ensure high availability, enhance network security, and streamline overall network operations, all while optimizing cost efficiency under an OPEX-based commercial model.

3. Existing Network Infrastructure Overview:

The Bank's current network infrastructure is designed to support seamless connectivity across its Data Center (DC), Disaster Recovery (DR) site, Near line site (NLS), branches, ATMs, and corporate offices. The network is structured with high availability, redundancy, and security to ensure operational continuity and compliance with industry best practices.

HLD WAN Diagram



The Bank's Primary Data Center (DC) is in Noida, with a Disaster Recovery (DR) site in Mumbai and a Near-Line Site (NLS) in Noida. These facilities host critical applications, databases, and security infrastructure to support the Bank's operations.

The Bank operates two distinct MPLS clouds to ensure reliable connectivity:

- One MPLS cloud serves branches across India.
- A separate MPLS cloud is dedicated to the CHQ and Jammu Zonal office

Most branch offices are connected via dual MPLS links, ensuring redundancy and failover capabilities. However, certain remote branches rely exclusively on VSAT connectivity with static routing. Additionally, some branch offices also use VSAT as secondary connectivity.

To optimize connectivity for remote branches, aggregation sites are configured as follows:

- Bengaluru: VSAT traffic is backhauled to the Data Center over MPLS.
- Chandigarh: A high-speed satellite HTS VSAT solution backhauls traffic over MPLS.

All MPLS and internet links at the DC and DR are currently implemented with dual links and device-level redundancy to ensure uninterrupted connectivity.

The Bank's ATM infrastructure consists of onsite and offsite ATMs, each with different connectivity models. Onsite ATMs are connected via the branch LAN, while offsite ATMs leverage dedicated MPLS or VSAT links for secure connectivity to aggregation sites in Bengaluru and Chandigarh.

4. Eligibility Criteria

J&K Bank shall scrutinize the Eligibility bid submitted by the bidder(s). A thorough examination of supporting documents to meet each eligibility criteria (Annexure D) shall be conducted to determine the Eligible bidders. Bidders not complying with the eligibility criteria are liable to be rejected and shall not be considered for Technical Evaluation.

The bidders meeting the Eligibility Criteria as per Annexure D will be considered for technical evaluation. Any credential/supporting detail mentioned in "Annexure D - Compliance to Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

5. Scope of Work

The Bank is inviting proposals from qualified bidders for the supply, implementation, and management of the following components:

1. SD-WAN Solution Deployment

The bidder will be responsible for the design, implementation, and management of an SD-WAN solution across the Bank's branch offices, data centers, and ATMs. The solution should integrate with the existing network infrastructure while ensuring security, scalability, and high availability.

2. Network Hardware Refresh

As part of this RFP, the bidder is required to replace End-of-Support (EOS) routers and switches across the Bank's network. The refresh should be executed seamlessly, with minimal impact on business operations and service availability.

3. Establishment of a Network Operations Center (NOC)

The bidder shall establish and operate a 24x7 Network Operations Center (NOC) to manage and monitor the Bank's WAN, LAN, and network security appliances. The NOC shall serve as the single point of contact (SPOC) for all link and device-related issues and will be responsible for:

- Proactive monitoring, troubleshooting, and maintenance of network devices.
- Configuration management, firmware updates, and performance optimization.
- Incident management, escalation handling, and coordination with ISPs/vendors.
- Regular reporting, analytics, and recommendations for network enhancements.

The Bank reserves the right to place additional orders for the proposed hardware and software during the contract tenure. Any purchases, upgrades, or relocations shall be executed based on the pro-rata rates specified in the commercial bill of materials.

The bidder is required to factor all associated costs into the proposal, ensuring a comprehensive and transparent pricing structure under an OPEX-based commercial model.

By responding to this RFP, bidders acknowledge their ability to provide an end-to-end managed service that ensures the Bank's network infrastructure remains secure, resilient, and future-ready.

The SD-WAN solution and the network switches do not need to be from the same OEM. The bidder has the flexibility to propose SD-WAN and switches from different OEMs, provided that both OEMs meet the respective qualification criteria outlined in this RFP. The bidder must ensure that the proposed network architecture does not introduce vendor lock-in and supports open protocols for scalability and future expansions.

While the bidder is allowed to source SD-WAN and switches from different OEMs, the bidder shall remain fully responsible for end-to-end integration, configuration, operations, and SLA compliance as per the defined scope of work. The bidder must ensure that both the SD-WAN and switching components are covered under a unified support model, with aligned SLAs, warranty coverage, and escalation mechanisms to the respective OEMs as required.

A. Procurement, Installation, Commissioning, Integration and operations & Management of SD WAN Solution & Branch Network switches

1. Bidder will supply, Installation, Configuration Integration, Implementation, Backlining with OEM, Testing, Maintenance, Management, Co-ordination, Uptime/SLA of 1750 + Secure SD WAN ready equipment for Branches & Offices of Bank as per the technical specifications mentioned the RFP for a period of 5 years on OPEX model as per Banks' requirement.
2. Bidder will Supply, Installation, Integration, Operations & Management of Switching Equipment at the identified locations of the Bank (477) as per the specifications, terms, conditions and scope given in detail in this RFP.
3. The selected bidder will design and configure based on the industry best practices and the finalized architecture should be certified by the OEM on its letter head before proceeding for installation of the proposed solution.
4. Bidder's proposed solution should comply with the functional and technical requirements as per the specifications defined in the RFP along with all required licenses, accessories etc. and necessary documentation for branches/offices/ATMs of Bank.
5. The bidder should propose storage for control plane data and analytics logs for SD-WAN, ensuring live monitoring logs are retained for 180 days. Older logs should be archived to the bank's archival storage.
6. The bidder shall ensure that any required scalability of throughput for the SDWAN solution are provided **without any additional cost** to the bank during the contract period.
7. The bidder shall study and understand the existing setup at Branches, Data Center, DR site, NLS Site and prepare detailed implementation plan for integration and migration to SDWAN solution. The bidder shall create a Unified Project Plan and ensure that configuration and integration of the SDWAN solution with the bank's network / tools etc., should be seamless and within stipulated timelines where none of the banking operations are impacted adversely and adequate skilled resources are available to support 24*7 operations.
8. Since the Bank has, as a best practice, provided dual MPLS Links with varied Bandwidths / Roundtrips with combinations Like MPLS, MPLSo4G, MPLSoRF, VSATs etc. with Ethernet over Copper as hands-off from different Service providers. The SDWAN device thus proposed at Bank ATMs / Branches / Offices should have the capacity to handle the data traffic in HA for all the links terminated on the CPE Device while enabling the entire required feature including but not limited to VPN, Firewall and IPS etc.

9. As the Bank has, in line with its business objectives, expand the footprint across the geography and thus the number of locations may increase over the time. The solution / technology services thus would be required to further extend to increased number of Bank branches/ offices across the country with the same rates and terms and conditions in phased manner. The headend equipment must be proposed to accommodate future growth based on the expected expansion of the existing inventory over the next five years.
10. The bidder will have to provide managed SDWAN services to Bank as a part of deliverables at Bank branch/offices across India. In the managed model the bidder resources shall completely manage the SD WAN solution and shall be entirely responsible for the smooth operations of the entire SD WAN and allied services as a part of the scope of this RFP.
11. The Data in transit has to be encrypted between all scenarios like Hub-Spoke or Spoke-Spoke. In case bank opt to implement Full Mesh/partial mesh topology, all the communication between branches should be through encrypted IPsec Tunnels. It is also to be noted that all such tunnels should be formed dynamically without any kind manual intervention/configuration and the solution must support encryption using industry standard encryption & hashing algorithms without any noticeable performance degradations.
12. Bidder shall supply the brand-new and genuine equipment's procured through this RFP at the Bank Locations as per the delivery schedule or as part of the replacement policy during the contract period.
13. The bidder shall ensure that the equipment is stocked at its end for Pre-Delivery Inspection. On Delivery of the equipment, Bidder shall verify the equipment's delivery as per the Bill of Material approved by the Bank. Bidder shall unpack and perform physical verification of the supplied equipment.
14. From Deployment perspective, the Bidder Deployment Team shall ensure that all the implementation activities like Rack-Stacking the Equipment, Passive Cabling with the Racks / Inter-Equipment Cabling including but not limited to labelling the equipment for Identification, dressing the wires etc., documenting the post-built layouts are factored in the scope of work.
15. The bidder shall perform the POST (Power ON Self-Test) for all supplied equipment's. It must be noted that the power cables / Sockets required for the functioning of the Solution / Equipment must comply with Indian Standard.
16. Any other miscellaneous requirements or extra work required to be performed due to existing hardware/software/structure limitation shall be provided by the successful bidder at no extra cost to the bank even if those items are not mentioned explicitly in this RFP related to the scope described in the RFP. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.
17. Bidder shall ensure interoperability of the proposed network devices and the complete solution in response of this RFP with various other OEMs at hardware level and software level.
18. Bidder shall be responsible to carry out all required changes/ configurations as per requirement of the Bank at no extra cost to bank. This shall include but not limit to upgrade of OS of the devices, Vulnerability Management Process and enablement of security features as released by the OEM and applicable to the Bank.
19. The bidder shall devise Implementation Plan with OEM Implementation methodology duly signed by OEM and Bidder. The OEM shall not subcontract the design and implementation services to any third party. The OEM engineers designing, deploying and implementing shall have to be on the payroll of the OEM and must be certified on the technology being proposed for deployment in the Bank. Bidder shall as well submit the escalation matrix for the overall project.

20. The bidder shall ensure to involve the OEM Professional Services for Design of the SDWAN Solution and its implementation at least for Head-end at DC/DR and selected branches (Group of first 50 Business Units) thereof bringing the ownership of OEM in the project.
21. The solution proposed by the bidder must be SDWAN Ready from day one and can further support SASE as and when opted by Bank.
22. The SDWAN Licensing of the CPEs must be equivalent to the committed throughput of the Box from Day one. Suppose the box supports 100Mbps WAN Throughput, the License for SDWAN must be for 100Mbps from day one.
23. The bidder shall ensure the entire solution supplied and deployed as part of the RFP is under the comprehensive Support of the bidder for 5 Years from the date of Installation. The bidder must certify that the product/s supplied as part of this RFP shall not go end of support / End of Life for at least 7 years from the date of delivery.
24. The successful bidder should submit the design document, Network Migration Plan, Network Implementation Plan, Network Ready for use (NRFU) Test plan, Method of Procedure, Architecture Design, detailed Project plan, configuration of the scope of services, User Acceptance Testing (UAT) and rollback plan along with the documentation, low-level and high-level diagram.
25. Any coordination with the OEM for support should be carried out by the bidder engineer only.
26. Provide 24x7 OEM support for the equipment and software components supplied as part of this tender.
27. During warranty period, bank may, shift the equipment to other location(s) within the Country. The bidder needs to ensure that the OEMs and bidders' warranty and support is valid across India. Further, bidder should undertake to continue to provide warranty and support for the supplied inventory at the new location at no additional cost to bank. Bidder will be informed about old and new location details as and when company decides to shift the hardware due to operational requirements. Bidder will deploy resource(s) for decommissioning of respective equipment at old location and Commissioning of equipment at new location at no additional cost. For such shifting, the charges towards packing, physical shifting and insurance would be borne by Company.
28. The Original Equipment Manufacturer (OEM) for both SDWAN and switches shall maintain a spare warehouse or depot in at least **50 cities** across India. The Bidder shall ensure that at least **10% of the total spare stock** is maintained in **Jammu and Srinagar** to support critical operations and meet SLA uptime commitments. The Bidder must maintain spare equipment and parts in all major cities and at least one location in each state across India to facilitate prompt replacement and minimize downtime. The Bidder shall provide details of the number of devices and spare parts reserved in the commercial bid.
29. The Bidder must ensure that adequate stock of spare equipment, including but not limited to power cords, interface cards, cables, and other related accessories, is maintained at appropriate locations to meet the required SLA uptime commitments. The Bidder must ensure that spare parts for all network equipment provided under this contract shall remain available for a minimum period of seven (7) years from the date of installation and acceptance.
30. In case of non-availability of the required spare parts, the Bidder shall provide an equivalent or upgraded replacement at no additional cost to the Bank, ensuring compatibility with the existing infrastructure.

31. The Bidder shall provide a list of warehouse locations, including complete addresses and contact details, along with the number of spare devices reserved at each location. This stock shall be subject to periodic inspection by the Bank, and any non-compliance may result in penal action.
32. Online Comprehensive Preventive maintenance of all applicable branch devices, and accessories on yearly basis and onsite comprehensive Preventive maintenance of Central devices and accessories at central location and critical sites on quarterly basis and sensitization of end user for avoiding upcoming hazards on regular basis. The Bidder shall submit a detailed PM report to the designated Bank officials after each PM activity, ensuring adherence to maintenance schedules. Failure to conduct timely PM or submit reports as required shall attract penal action, including financial penalties or contract disqualification, as determined by the Bank.

Preventive maintenance applies to the in-scope devices (SD-WAN and switches) supplied by the bidder as part of the RFP, as defined for both central and branch office devices, following the specified frequency.

Additionally, the bidder must coordinate with existing AMC providers to ensure preventive maintenance is carried out for other network devices as per their respective contracts. Details of these existing contracts will be shared with the successful bidder.

The bidder must also submit preventive maintenance reports for all network devices, including reports from existing AMC providers, in accordance with their respective contracts

33. OEM Professional services

Bidder will engage with OEM professional services for the SDWAN solution in delivering the below,

Design & Planning

- Conduct a Design Workshop with the Bank's IT team.
- Provide an SD-WAN Solution Design Document and a Migration Plan ensuring business continuity.
- Develop a Method of Procedure (MOP) Document with roll-forward and rollback plans.
- Implementation & Configuration

Deploy SD-WAN Controllers, Headend Equipment at Data Centers, CHQ, and Jammu Zonal Office.

- Verify and validate software/firmware versions.
- Ensure DC zoning, traffic flows, and integration with network services (but not limited to Load Balancers, Firewalls, VPNs, IDS/IPS, WAF, DNS, NTP etc.,).
- Integrate with Bank's tools (but not limited to AAA, RADIUS, Syslog, NMS etc.,).

Testing & Migration

- Execute Network Ready for Use (NRFU) testing with the Bank's IT team.
- Migrate the first 50 branches and headend devices before handing over to the Bidder.

Handover & Documentation

- Conduct a Handover Workshop with the Bank and Network Integrator.
- Provide final documentation: Solution Requirements, HLD, LLD, and NRFU Test Results.

Post Implementation Audit

- The bidder will engage the OEM to conduct a Best Practices Audit once a year, starting one year after the first branch rollout.

GENERAL SCOPE APPLICABLE TO ALL SCOPE SECTIONS OF RFP

1. Bidders must ensure that all proposed solutions align with the bank's functional, operational, and warranty requirements as defined in the RFP. Any change in the traffic flow including but not limited to SVI migrations, Routing changes etc. shall form scope of the bidder.
2. The use of existing equipment (if applicable and useable) shall however must not become a chokepoint / impediment in the design or the performance of the entire solution and should not hamper the objectivity of the project as stipulated in the RFP.
3. The bidder shall provide the following for end-to-end design, planning, functioning, documentation and implementation of the following features without any extra cost to the bank from day 1:
 - Designing and Configuring IP Addressing Scheme for the End-to-End Network.
 - Applying QoS policy on the Networking interfaces based on the traffic classification as defined by the Bank.
 - Configuring Network based application recognition and exporting application statistics using Net Flow (or equivalent mechanism) to the NMS Station (Management Tool)
 - Designing and identifying application requirements and then optimizing using Application aware QoS or similar optimization techniques such as TFO, LZ, DRE.
 - Configuring NW sys log messages and alerts and exporting to Management Tool.
 - Configuring and Monitoring the WAN Links in HA as required.
 - Designing VPN framework in such a way that any traffic which is leaving from WAN link, should be encrypted and decrypted.
4. The bidder needs to mandatorily backline all equipment's/products/components/software-upgrades etc. with the respective OEMs for service support-line items. The bidder should have a back-to-back contract with OEMs from the date of installation and acceptance by bank, up to end of the contract period for each ordered equipment in the name of the Bank.
5. Login-IDs shall be created by the bidder for bank team for logging into the OEMs portal for the support and logging/viewing the status of calls/OEM Technical Support cases raised by/for the Bank. The support mechanism should permit the Bank to log the calls directly with OEM on if and as required basis.
6. Successful bidder shall provide a declaration at the time of participating in the RFP that they have in adequate stock in their stores for fulfilling the requirement and delivery timelines under this tender, else their bid shall be liable for rejection.
7. The bidders shall ensure that solution should support all the existing applications of Bank and also any other new applications which bank may implement in future.
8. The Bidder shall coordinate with the existing service provider and all other stakeholders for smooth migration and setting up of new equipment on existing network at branches/ offices. The bidder shall maintain the inventory of all network devices mentioned in this RFP and share with Bank time to time.
9. The Bidder shall ensure to:
 - Configure the solution as per the Secure Configuration Document (SCD) and as per IS policy of the Bank and preserve/record the same,

- Configure the new devices as per bank's existing setup as bank is replacing existing devices by new devices, the syntax/policies/access rules/routes/NAT/Object group etc. of existing devices needs to be checked properly and converted as per the new devices configuration format.
 - Mitigate various audit points, Compliance and Mitigation of VA/PT points at no cost to the Bank within four weeks as and when any advisory released/ suggested by competent authority/organization/Bank at any point of time during the validity of the contract period.
 - Take prompt action on the advisories shared by the Bank at any point of time during the validity of the contract period.
10. Disaster Recovery plan should be prepared with step-by-step procedure of the network recovery, time taken for each operation and dependencies. The DRP must be in alignment with the Banks Business Continuity Plan.
 11. The proposed Network Equipment, Management Console etc. should be must seamlessly integrate with the Bank's existing IT ecosystem, including but not limited to ITSM, SIEM, IAM (AD, 2FA), NAC, network performance and configuration management tools, and security frameworks, ensuring comprehensive visibility, automation, and policy enforcement across SD-WAN and network infrastructure. The integration shall be done by the vendor at no additional cost to the bank.
 12. Bidder should be able to log direct call with the proposed OEM. All technical related issues including configuration and breakdowns related troubleshooting shall be lodged by bidder directly with the OEM and OEM should provide direct Level 1 (L1), Level 2 (L2) & Level 3 (L3) or above OEM Technical Support to Bank. An Undertaking need to submit on OEM letter head stating that during and post implementation all the technical related issues can be raised directly by bidder with OEM and OEM will provide direct OEM Technical Support of L1, L2 and L3 or above to Bank.
 13. Bank should be able to log calls directly by web/email or over phone to the OEMs 24X7 during the contract period without any dependencies on the bidder.
 14. Bidders need to submit the Service/Support Part Code of proposed devices on the OEM letter head along with the technical bid.
 15. The Bidder shall closely coordinate with Bank or Bank designated SI / Consultant and extend all required support in designing any new network solution, expansion of network as and when required and also for the network architecture/network devices refresh during the contract period without any extra additional cost to the bank in a time bound manner after intimation to the bidder by Bank or Bank designated SI. The bidder shall submit the requirements along with proper justification. The report should contain the recommendation as per regulatory guidelines and best standard industry practice while considering scalability as well as provisioning of future requirements including bandwidth/device requirement of various applications. The bidder shall have to handover the system to the Bank or Bank designated SI in 100% working condition on termination or at the end of the contract.
 16. The bidder shall conduct comprehensive network audits at least once a year, covering network security, performance, capacity planning, and compliance with regulatory and industry best practices. The audit report shall include findings, gaps, vulnerabilities, and recommendations for remediation, along with an implementation roadmap. The bidder shall support the Bank in addressing the audit findings and ensuring compliance with regulatory guidelines.

17. The bidder shall proactively analyze, propose, and implement necessary changes/upgrades to the network architecture to enhance performance, security, and scalability. Any design or architecture changes shall be aligned with business needs, regulatory requirements, and emerging technology trends. The bidder shall ensure minimal disruption during design modifications, conducting necessary testing and validation before rollout.
18. The bidder shall assess and recommend upgrades for network devices, security appliances, and infrastructure components in line with end-of-life (EOL) and end-of-support (EOS) timelines. All upgrades shall be planned and executed in coordination with the Bank, ensuring compatibility with existing infrastructure and future scalability. The bidder shall provide a roadmap for technology refresh and assist in seamless migration to newer technologies as per industry best practices.
19. The bidder shall maintain updated documentation of network design, configurations, policies, and audit reports throughout the contract period. A complete set of documentation, along with handover procedures, shall be provided to the Bank or Bank-designated SI upon contract termination or at the end of the contract.
20. The equipment's proposed should not go 'Out of Support' in 7 years from the date of delivery. In case of equipment's provided to bank under this project declared "Out of support" by OEM, Bidder will deploy the similar or next available higher version of the equipment during the contract period without any additional cost to the Bank up to the remaining period of the contract. Payment & period of the contract and residual value for that equipment will be followed as a continuity of the earlier equipment which is replaced because of 'Out of Support'.
21. The selected Bidder is responsible for taking backup of all in-scope solution/device. The backup shall include but not limited to configuration backup, Log backup and same needs to be stored for minimum 6 months. Bidder should integrate with bank's Backup solution including hardware software & licenses for taking Backup without any additional cost to the bank. Also, the solution shall be integrated with Bank's existing SIEM or syslog server. Please note that the Backups are to be taken in encrypted mode.
22. The Bank shall use the network devices procured in this RFP with the full capacity, with all available features/functionalities (whether explicitly mentioned or not in this RFP) of the devices and the bidder shall be responsible for all the necessary arrangements and support during the contract period.
23. This contract shall initially be awarded for a period of five (5) years from the date of signing. Prices quoted will remain same during the contract period of 5 years. Six (6) months prior to the contract's expiration, the Vendor shall engage with the Bank to confirm whether the Bank intends to extend the contract. If the Bank opts for an extension, the Vendor shall mandatorily extend the contract for up to two (2) additional years, ensuring uninterrupted service delivery. The terms and conditions for service delivery shall remain unchanged; however, the Bank reserves the right to negotiate and finalize the commercial rates for the extended period through mutual discussion. The Vendor shall not unilaterally withdraw from or refuse the extension if exercised by the Bank. In the event the Bank decides not to extend the contract, the Vendor shall provide all necessary support, documentation, and assistance to ensure a smooth and structured transition.

B. Disconnection of site

In case bank decides to disconnect any of the Branch/office/ATM/SD wan equipment or switch under this contract, Bank shall give a notice period of 30 days for discontinuation and the billing should be discontinued accordingly for that device/site.

C. Project Acceptance:

A four-week test period will be used by J & K Bank to evaluate the selected SDWAN Solution. After the selected SDWAN Solution has been successfully implemented, J & K Bank and the Vendor shall agree on the start date of the test period. Acceptance of the SDWAN Solution shall be based on the results of the test period and strictly in line with the scope defined in this RFP. If during the test period, the SDWAN Solution experiences no failures and functions according to the requirements of the RFP, as determined by J & K Bank, the SDWAN Solution shall be considered accepted and UAT (user Acceptance Test) report signed which will form basis of submission of Payment related invoices etc.

D. Training to Bank Staff:

The following arrangements shall be done by the bidder at their own expenses without any extra cost to Bank.

The bidder shall provide a comprehensive training plan and study materials for designated bank officials who will manage the project during and after implementation, as advised by the Bank. The bidder shall ensure that the involved bank staff acquire knowledge of fundamental technologies related to routing, switching, and network infrastructure, enabling them to effectively support and manage the deployed solutions. Necessary training sessions, including hands-on workshops and knowledge-sharing sessions, shall be conducted to equip bank staff with the required skills to operate and manage the network infrastructure efficiently. The bank will inform the bidder annually about the number of bank staff requiring training in network technologies, with a total of thirty candidates to be trained over the five-year contract period. Additionally, the bidder shall arrange periodic training sessions and workshops to keep bank staff updated on emerging network technologies and industry best practices. All training-related activities shall be conducted by the bidder at their own expense, without any additional cost to the Bank.

E. Support

1. The bidder should have Comprehensive back-to-back support from Original Equipment Manufacturer (OEM) during the contract period. A certificate from OEM has to be furnished for this purpose.
2. The bidder represents and shall warrant that:
 - The bidder possesses necessary experience, expertise and ability to undertake and fulfill its obligations under this RFP and it shall always perform the Contract by qualified personnel. The names of the persons with qualifications who will actually perform the work and sign the report will be informed in writing to the Bank before the start of work. Any change in personnel shall also be intimated promptly to the Bank in writing.
 - The Deliverables & Services shall confirm to and meet the service level standards and time frames set out in this RFP.
 - The Deliverables & Services provided by the bidder and/or use of the same by the Bank in any manner will not violate or infringe the intellectual property rights of any third party or the laws or regulations of any governmental or judicial authority or any regulatory authority.
 - The bidder shall have all necessary rights, title, and interest to provide the Deliverables & Services and grant other the rights set forth herein to the Bank, free of any claims, encumbrances, liens, or conflicting rights in favor of any Person.
 - The Deliverables & Services shall be provided in a competent manner in accordance with the professional standards in trade or industry, and shall meet the descriptions, specifications and the performance standards stated in this RFP.

- The bidder has all the permissions, licenses, authorities whatever required from the appropriate Government, Statutory/Regulatory authorities to render the Services / Deliverables stated herein to Bank.
 - The bidder recognizes that the Bank owns the data in the Banks system and that such data is confidential to the Bank. The bidder undertakes to provide adequate levels of security to protect the non-public data and other technology resources and ensure to maintain it as confidential.
3. The bidder further agrees and recognizes that:
- The Bank shall have full authority to control and manage access to its information, including defining and granting access rights to the bidder's employees as deemed necessary.
 - The Bank reserves the right, along with its designated auditors, and regulatory authorities, including the Reserve Bank of India, to conduct security reviews and other audit procedures to review controls and test compliance for security and control provisions.
 - The bidder shall take all necessary and commercially reasonable measures to address any deficiencies identified during these reviews, whether by auditors, regulatory bodies, or other internal or external agencies, and shall implement appropriate corrective actions to ensure compliance with regulatory and security standards.
4. The bidder shall not hold the Bank responsible for any assumptions or judgments made by the Company for arriving at any type of sizing or costing for the Contract.
5. All terms and conditions, payments schedules, time frame for implementation, expected service levels etc. will remain unchanged unless explicitly mutually agreed in writing.
6. The bidder further Covenants and represents to the Bank that:
- i. It is duly incorporated, registered, validly existing and in good standing as per the laws of India.
 - ii. It has the power and authority to bid for this RFP and perform its obligations hereunder.
 - iii. The execution, delivery and performance under this RFP by the bidder and the performance of its obligations hereunder have been duly authorized and approved by all necessary actions.
 - iv. The execution, delivery and performance under this RFP by the bidder:
 - Shall not violate or contravene any provision of its constitutional documents.
 - Shall not violate or contravene any law, statute, rule, regulation, licensing requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound.
 - Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental instrumentality or other statutory/regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever.
 - No representation or warranty by the bidder under this RFP, and no document furnished or to be furnished to the Bank, in connection herewith or with the transactions contemplated hereby, contains or will contain, to the reasonable knowledge of Company, any untrue or misleading statement or omits or will omit any material fact.

There have been no events or transactions, or facts or information which has come to, or upon reasonable diligence, shall have come to the attention of the bidder and which have not been disclosed herein or in a schedule hereto, having any direct/ indirect impact on the transactions contemplated hereunder.

7. The Support Services during the contract period shall include but not limited to the following:
- Online Comprehensive Preventive maintenance of all applicable branch devices, and accessories on yearly basis and onsite comprehensive Preventive maintenance of Central devices and accessories on quarterly basis and sensitization of end user for avoiding upcoming hazards on regular basis.
 - Bidder shall share the preventive maintenance reports in digital form/soft copy (in CD or pen Drive or email) and hard copies shall be shared with bank on demand by bank. If any part/ item/ accessories of the branch equipment/central device/ controller viz. power cable, or any part thereof, is found non-working/ defective (due to whatsoever reason) during online preventive maintenance
 - Bidder shall arrange engineer for onsite preventive maintenance and device/ accessories/ part of it will be replaced by the bidder at no extra cost to the Bank.
 - The online/onsite PM reports of each device shall be duly recorded in two copies and produced as and when required. If any part/ item/ accessories viz. power cable, or any part thereof, of the branch equipment/ Central device is burnt/damaged and Preventive Maintenance activity not carried out during the stipulated time, will be replaced free of cost by the Bidder.
 - Bidder shall provide the Preventive maintenance starting from the date of commissioning of the devices (i.e. during the entire contract period) failing which penalty will be levied as per the applicable clause of this RFP during the payment of contract charges`.
 - Providing software upgrades in time for the devices supplied by the bidder from the Original Equipment Manufacturer (OEM)
 - Arranging for the replacement of defective equipment / faulty parts (due to whatsoever reason) of Routers, Central devices on time basis as per SLA and the necessary coordination with OEM for the same during the whole contract period.
 - During contract, it will be mandatory on the part of the supplier to attend and resolve breakdown calls if any, as per the parameters/ timeframe defined in the "Service Level Agreement". The bidder shall be responsible for non- compliance of SLA, due to delayed replacement of defective equipment /faulty parts/ software upgrades.
 - The bidder will attend to all breakdowns (due to whatsoever reason) in the Equipment/Systems and rectify problems thereof and replace the faulty components of the systems with serviceable components. Such replacements will be free of cost on exchange basis. In the event the maintenance/ repair of any unit is to be carried out at any of the workshops, the bidder shall make all arrangements for removal and transportation of equipment to the respective workshop and back to site at their risk and cost and will hand over the equipment in 100% working condition after repair/maintenance/rectification.
 - The bidder shall ensure a smooth handover of services during the exit or transition phase. Any reported breakdown or pending issue before the contract termination shall be rectified

by the bidder before transferring the services to J&K BANK or its authorized service agency.

- This contract shall initially be awarded for a period of five (5) years from the date of signing. Prices quoted will remain same during the contract period of 5 years. Six (6) months prior to the contract's expiration, the Vendor shall engage with the Bank to confirm whether the Bank intends to extend the contract. If the Bank opts for an extension, the Vendor shall mandatorily extend the contract for up to two (2) additional years, ensuring uninterrupted service delivery. The terms and conditions for service delivery shall remain unchanged; however, the Bank reserves the right to negotiate and finalize the commercial rates for the extended period through mutual discussion. The Vendor shall not unilaterally withdraw from or refuse the extension if exercised by the Bank. In the event the Bank decides not to extend the contract, the Vendor shall provide all necessary support, documentation, and assistance to ensure a smooth and structured transition.
- For on-site comprehensive maintenance of equipment, the tools, test equipment and fixtures etc. required (if any) for maintenance shall be provided by the bidder only.
- The contract can be extended at the discretion of the bank at the same rates after the expiry of the contract period. The Vendor shall mandatorily extend the contract beyond the initial term if the Bank opts for an extension for up to two (2) additional years on the same terms and conditions, ensuring continued service delivery without disruption. The Vendor shall not have the right to withdraw or refuse the extension under any circumstances.
- The OEM of the solution must provide for the dedicated TAM (Technical Account Manager) services for the period of contract from the date of deployment.

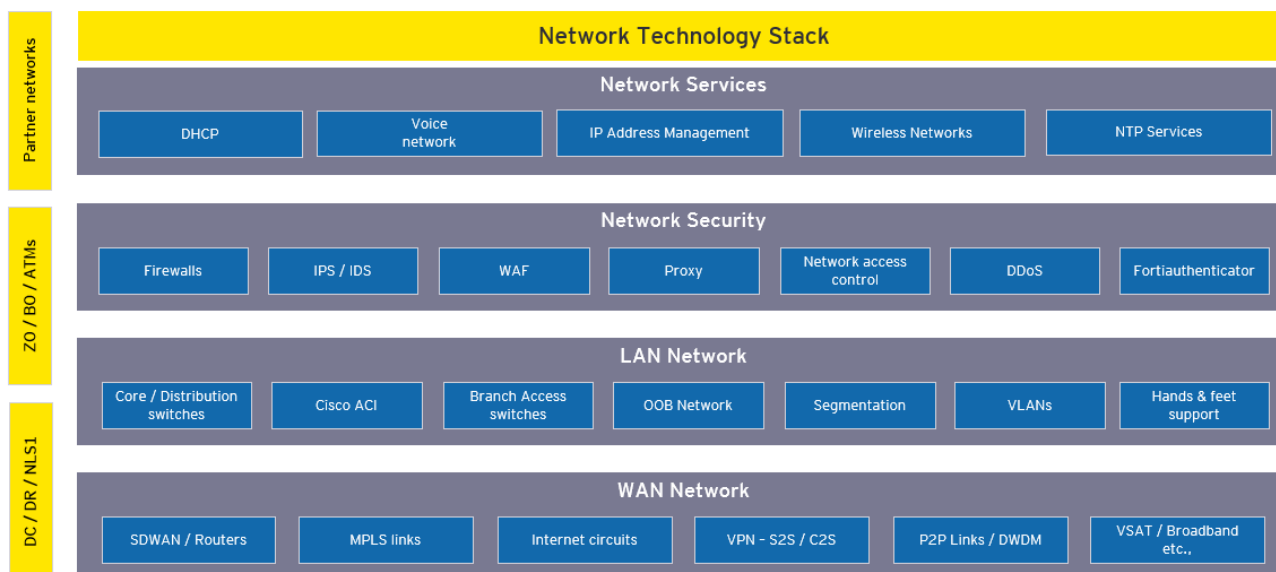
F. SCOPE OF WORK FOR NETWORK INTEGRATOR FOR NETWORK MANAGEMENT AND OTHER NETWORK DEVICE MANAGEMENT

1. High-Level Scope of Work for Network Integrator

- The Network Integrator (NI) shall be responsible for managing the Bank's network by coordinating with all relevant vendors and acting as the single point of contact.
- The NI shall provide NOC services to manage and monitor the Bank's network infrastructure. The dedicated NOC services must be delivered from the Bank's designated premises.
- The NI shall monitor and manage all in-scope network devices to ensure optimal performance and availability.
- The NI shall deploy adequate, qualified, and experienced onsite resources at various designated locations to support network operations.
- The NI shall be responsible for managing and maintaining the IP address scheme across the Bank's network.
- The NI shall configure network devices as per the Bank's requirements, ensuring compliance with industry best practices and security policies.
- The NI shall handle the commissioning of new links, including new installations, shifts, migrations, and upgrades, as per business needs.
- The NI shall ensure the seamless functioning of network modalities, including routing, switching, security, and performance optimization.

- The NI shall actively engage in continual improvement initiatives to enhance network efficiency, security, and reliability.
- The NI shall conduct periodic network audits to assess performance, identify vulnerabilities, and recommend improvements.
- The NI shall provide comprehensive reports and MIS dashboards for network performance, incidents, and overall health monitoring.
- The NI shall implement IT service management best practices for network operations, ensuring efficient incident resolution and change management.
- The NI shall ensure a smooth transition during onboarding, exit, or migration phases, minimizing disruptions to network services.
- The NI shall comply with the Bank's Information Security and Cyber Security policies, ensuring adherence to regulatory and industry standards.
- The NI shall provide training sessions to designated Bank personnel to enhance knowledge and understanding of network operations and best practices.
- The NI shall be responsible for maintaining agreed Service Level Agreement (SLA) uptime, ensuring high availability and reliability of network services.

2. SCOPE OF WORK FOR NETWORK MANAGEMENT



All the above technology stack mentioned above are part of the scope of NI.

Network Support services.

- The Network Integrator (NI) shall be responsible for end-to-end management, maintenance, and monitoring of the Bank's entire Wide Area Network (WAN), ensuring seamless connectivity across all branches, offices, ATMs, Data Centers (DC), Disaster Recovery Sites (DRS), Near line site (NLS), CHQ, Zonal offices and other designated locations.
- The Network Integrator (NI) shall be responsible for logging and tracking all network-related incidents with the respective Telecom Service Provider (TSP). The NI shall ensure resolution of link-related issues within the timelines specified in the Service Level Agreement (SLA) between the Bank and the TSP. The NI shall proactively follow up with the TSP and escalate unresolved issues to ensure minimal disruption to Bank operations.

- The NI shall continuously monitor link utilization and notify the Bank when utilization exceeds the defined threshold. The NI shall provide detailed reports and recommendations for necessary link upgrades to ensure optimal network performance. The Bank reserves the right to evaluate and approve any upgrade recommendations.
- In addition to WAN management, the NI shall oversee and maintain the Local Area Network (LAN) infrastructure at all Bank locations, ensuring smooth integration between WAN and LAN at each site. This includes managing network configurations, optimizing performance, troubleshooting connectivity issues, and ensuring secure communication between internal and external network segments.
- The NI shall be responsible for managing all network devices and appliances, including but not limited to routers, switches, firewalls, network security appliances, SD-WAN controllers, and wireless access points, as outlined in other relevant clauses.
- The NI shall proactively monitor the network, identifying and addressing potential issues before they impact operations. Regular network health assessments, performance optimization, capacity planning, and incident resolution shall be key responsibilities to ensure high availability, security, and compliance with the Bank's IT policies and regulatory guidelines.
- The NI shall work closely with the Bank's designated teams and vendors to implement upgrades, migrations, and technology refreshes while ensuring minimal disruption to operations. The NI shall also ensure that security policies, access controls, and compliance measures are consistently enforced across all network components.
- The selected NI will manage the existing network equipment (i.e. Router, switches, modems, IP phones, Racks) of existing 1800+ locations as per directions of Bank. Further, the selected NI will connect the proposed new branches/offices as and when it will be opened during the contract period. The selected NI will be responsible for monitoring, management and maintenance of entire network for 5 years.
- The selected NI will connect the existing branches, which are connected through various modes including but not limited to MPLS, RF, VSAT, and 4G. The selected NI will also be responsible to connect the additional/new branches proposed to be opened during the contract period.
- The selected NI is responsible for taking backup of all in-scope devices. The backup shall include but not limited to configuration backup, Log backup etc. Bank will provide the required infrastructure for taking Backup.
- The NI will be responsible for coordinating with Telecom Service Providers (TSPs) to ensure the procurement and management of adequate and redundant connectivity links with the required bandwidth across all Bank locations, including the Data Center (DC), Disaster Recovery (DR) site, Near Line Site (NLS), offices, ATMs, and other relevant sites. While the Bank will handle the procurement, the NI shall act on behalf of the Bank in liaising with TSPs for link provisioning, implementation, and ongoing management. If the provided bandwidth is found to be insufficient, the NI shall assess network utilization, generate a detailed report, and share recommendations with the Bank's network team for appropriate action.
- The selected NI should monitor all the WAN network devices and communication links through Bank provided NMS tool and submit the reports as per Bank's requirement.
- The selected NI will be responsible for end-to-end monitoring, maintenance, and management of the Local Area Network (LAN) across all Bank locations, including the Data Center (DC), Near Line Site (NLS), Central Headquarter (CHQ), Branch Offices, and Disaster Recovery (DR) Site. This includes configuration, troubleshooting, performance optimization, and ensuring seamless integration with the Bank's Wide Area Network (WAN). The NI shall proactively monitor network health, resolve connectivity issues, apply necessary security patches, and ensure compliance with the Bank's IT and cybersecurity policies. Additionally,

the NI shall support LAN expansions, upgrades, and modifications as per the Bank's evolving requirements.

- Presently Bank has connected all branches/offices through L3 MPLS network and backup of MPLS link is Wired/RF/4G/VSAT. Bank has also subscribed secondary MPLS link from Other Telecom Service provider for maintaining BCP. In case Bank make any change in links, ISPs, Mode of connectivity, the selected NI has to make, manage, deploy the configuration.
- The selected NI must ensure regular testing and validation of backup links to maintain network resilience and high availability wherever required. NI must validate the redundancy mechanisms in place, ensuring adhering to the Bank's performance and SLA requirements. A detailed report on link performance, failover testing results, and recommendations for improvements shall be submitted to the Bank's network team monthly.
- Selected NI should develop a Standard Operating Procedure (SOP) for day-to-day operation for management and monitoring of in-scope devices which shall be approved by bank. SOP shall cover step by step illustrative guide with required screenshot for carrying out any operation.
- Selected NI is responsible for reporting and logging of network incidents using appropriate automated ticketing tools (to be provided by the Bank). NI should Track and monitor the closure of these incidents and escalation of these incidents to appropriate ISP/teams/ individuals in the Bank.
- NI is responsible for preparing, maintaining and updating network documents/diagrams/inventory as per the Bank's requirement. The documents/ diagrams should be updated with proper version /application with adequate license needs to be provided by NI for creation controls. Tool and maintaining network diagram.
- The NI is required to work in tandem with other vendors with whom the Bank is having an AMC agreement for installation/ support/ implementation /management/ maintenance of existing / proposed devices. NI has to support other activities outsourced like Security Management/Patch Management/AV management etc. which have dependency on Bank's Network infrastructure.
- On behalf of Bank, NI shall be responsible for testing new and/or emerging technology such as 5G/LTE/NFV (Network Function Virtualization), etc. in the networking field. Based on the outcome of test result, NI shall appraise Bank on adoption of same.

Connecting DC, NLS, DRS, CHQ, ZOs

- Availability of LAN network of the DC, NLS, DRS, CHQ, ZOs are very critical for Bank operation. The selected NI will manage and monitor the LAN network of DC, NLS, DRS, CHQ, ZOs and ensure the high availability of the network at these centers.
- The Bank has deployed Cisco Nexus core and distribution network switches, and other critical network equipment at key locations such as the Data Center (DC), Near Line Site (NLS), Disaster Recovery Site (DRS). The selected NI shall be responsible for the end-to-end management, monitoring, and maintenance of these network devices to ensure seamless operations, optimal performance, and high availability at all the locations of the bank. This includes configuration management, proactive monitoring, firmware upgrades, security hardening, fault detection, troubleshooting, and coordination with OEMs for support and replacement as required. The NI must also ensure compliance with the Bank's security policies and industry best practices while managing these devices. List of high level in-scope network equipment is provided in Annexure-S of the RFP.

Connecting the branches / offices to MPLS/Point-to-point leased lines.

- The selected NI should implement and maintain the Bank's network topology, the media (such as MPLS, 4G, optic fiber, Broadband etc.) and bandwidth of primary and backup links, as per the network equipment specifications and the IP addressing scheme.

- NI should maintain database of all the links of the Bank's WAN as per the parameters decided by Bank. NI will also be responsible to collect the details of each existing link and new link provided by different service providers and add the details to central database. Bank at its discretion, may add/modify said parameters and NI has to update its database accordingly without any additional cost to Bank.
- Selected NI should ensure at least once a year visit of their field engineers to all Bank Branch/offices to carry out site maintenance activity. As part of site maintenance, field engineer will physically validate deployed network infrastructure, ensure proper dressing and cleaning on deployed network rack and appliance. A report on the same to be submitted to Project manager for compilation and onward submission to Bank's team.

Maintenance and monitoring of network:

- The NI shall do all such configuration as access list, firewall features that are required on the routers or other equipment under their maintenance.
- The NI shall maintain the network equipment inventory and configuration details.
- The NI will be responsible for ensuring the quality of service required by each of the applications running on the network. This activity includes application wise investigation of bandwidth usage, network latency, and identification of congestion points, troubleshooting and capacity planning.
- In case, the network latency/jitter/packet loss is more than expected, it shall be the duty of the NI to investigate the network to find out the cause and rectify the same for achieving the optimal network operation.
- The NI will be responsible for monitoring of Bank's WAN infrastructure and regular checking of network health. Some of the major activities include but not limited to: Daily Networks Health Checklist of all Network Equipment's at data center, DR Site, Near Line Site, CHQ, Branch Office shall include Interface status/errors, equipment uptime, CPU / memory utilization, Logs, power status, Module status for Core Switch, diagnostic result. Finding out status of all links from CHQ, DC, DR, Regional Offices, other offices, ATM and branches. If any link is down, the NI shall initiate steps to resolve the same.
- Capacity/Bandwidth usage monitoring. Need to capture Min/Max/Avg utilization on Daily/Weekly/Monthly basis of all links.
- Monitor port status on network devices.
- Network cabling status and verify connectivity in DC, NLS and DR in Co-ordination with respective teams /vendors.
- The NI using its in-house expertise will be responsible for conducting network audits on yearly basis to review the implementation and ongoing operation regarding protocol usage statistics, Communication Matrix, Bandwidth hoggers. Service Providers will evaluate such parameters against industry best practices and provide suggestion to bank as part of official report. Refer audit clause for details.
- Bandwidth analysis for all applications of the Bank for Link wise (Inbound, Out Bound), Application wise (pre-defined applications), IP wise (Source In, Out and Destination In, Out). Also to track location wise WAN bandwidth.
- Bandwidth utilization analysis for all applications like Core Banking/GBM /AV updates and Patch updates etc. used by the Bank on WAN and suggest bandwidth sizing of these applications and recommend improvements.
- The NI shall be a single point of contact to all branches/offices for any problem related to connectivity, IP issues, NAC issues etc. It would have to analyze the WAN and LAN issues and if related to network or networking equipment would have to initiate steps to resolve the same within the stipulated time.
- Identification and troubleshooting of any network problem faced by the Bank within the defined time frame. Co-ordinate with various service providers for early resolution of links,

including escalation and co-ordination with the Service Provider for resolution of the problem.

- Testing the links for various link errors.
- Identification of Configuration/hardware problem of all Network devices of Data Centre, DR Site, NLS, Branches, Regional Offices, Other offices and resolve the same. This would include escalation and coordination with the supplier for resolution of the problem, if required.
- The selected NI should be able to analyze the problems identified in the network, perform a root cause analysis for the problem and they should troubleshoot network issues, locate network breaches, etc. among captured network packets within stipulated timeframe. The successful NI shall also analyze whether the application slowness is on account of abnormality of Network parameters (High Latency, Bandwidth utilization, CPU utilization of Network devices) and take necessary steps to resolve the slowness issue immediately.
- The selected NI shall provide a NPMD tool as part of the NOC services. The NPMD tool must offer a central dashboard / a single pane of glass for monitoring network, application, and end-user experience across the bank's entire infrastructure (DCs, branches and ATMs) where all the collected network and application performance data is analyzed, visualized, and presented.
- The NPMD tool central dashboard must offer real-time network performance monitoring dashboards, historical reporting, anomaly detection, proactive issue detection, and detailed diagnostics to facilitate rapid problem resolution. This dashboard shall leverage and correlate high-fidelity network traffic data, SNMP device monitoring, and flow-based monitoring across the bank's entire infrastructure (DCs, branches, and ATMs), where all collected network and application performance data is analyzed, visualized, and presented.
- The NPMD tool shall provide automated Root Cause Analysis (RCA) to identify and resolve network issues in the least possible time. root cause analysis capabilities.
- The NPMD tool should be capable to perform real-time, deep packet inspection, 24/7 continuous and automated protocol and application analysis to identify applications, transactions, and derive granular performance metrics (e.g., response time, latency, retransmissions, jitter etc.,) and actionable insights. The deep packet inspection capabilities must extend to application-aware monitoring, enabling the identification and granular performance analysis of critical banking applications and services (e.g., core banking system, ATM transactions, online banking, payment gateways) and their underlying network performance.
- It should generate alerts for performance degradations and can integrate with ITSM systems for automated ticketing. The tool must support comprehensive reporting, historical data analysis, and integration with the vendor's Network Operations Center (NOC) for seamless troubleshooting and performance optimization
- The Bidder's NOC must demonstrate a clear operational model for leveraging the NPMD tool for 24x7x365 monitoring, incident management, escalation, and performance optimization, adhering to ITIL best practices.
- The proposed tool must be provisioned with high availability and disaster recovery for continuous monitoring operations such that there should not be single point of failure of service availability.
- The NPMD tool must be scalable to accommodate future growth in network traffic, number of branches, and new services.
- The NPMD tool must align with regulatory guidelines and requirements and provide relevant features to support compliance requirements.
- The selected Network Integrator (NI) shall be responsible for the end-to-end supply, installation, implementation, ongoing operations, and maintenance of the Network Performance Monitoring and Diagnostics Solution across the Bank's Data Centers and all designated branch and office locations.

- The selected NI shall bear full responsibility for:
 - Supplying all necessary hardware, software, and associated licenses required for the complete deployment and operation of the solution.
 - Performing the comprehensive end-to-end implementation of the NPMD solution, including ensuring full redundancy at the Bank's Data Centers.
 - Documenting all reports to be generated for network fault, performance analysis, and overall network health, tailored to the Bank's specific operational and analytical requirements.
 - Providing comprehensive documentation, which shall include, but not be limited to, Installation Guides, Administration Guides, User Manuals, Product Data Sheets, and detailed Solution Architecture Documents (High-Level Design - HLD and Low-Level Design - LLD). These architecture documents will undergo scrutiny by the Bank's Information Security Department.
 - Addressing and resolving all observations and findings raised by the Bank's Information Security Department during the solution's deployment and subsequent operation.
- All the components of the NPMD solution must be installed On-premises data centers of the Bank sized according to the volumetrics of defined in **Annexure S: Existing Network Volumetrics**.
- The NI must integrate the proposed NPMD solution with various existing Bank systems and applications. These integrations shall include, but are not limited to: SOC, PIMS, NOC, Command centre, ITAM, ITSM / Service desk, AD, SSO, Compliant management system etc.,
- The bidder shall explicitly provide all relevant prerequisites expected from the Bank's side as part of their proposed deployment methodology document.
- The successful NI should use network monitoring tool through which all the core network devices, other network devices and branch network devices are integrated for monitoring purpose.
- The proposed NPMD tool must be proposed in alignment with the data retention policy of the bank.
- The bidder must ensure all major and minor software releases, patches, and security fixes are applied on the NPMD tool.
- The bidder must include a comprehensive support and maintenance plan for NPMD tool that includes 24x7x365 Technical Support.
- Bidder must include a complete Bill of Materials (BoM) with a detailed explanation of the proposed NPMD solution in the technical solution document, including all hardware components, software licenses and service lines, along with their associated quantities and specifications.
- Responding to network complaints of application team and resolving them within given timeframe.
- The NI will also have the responsibility of maintaining all networking resources and equipment which includes but not limited to:
 - Maintaining updated records/documents of all the change request orders, network diagram, bandwidth details and hardware/port details.
 - Maintain up to date inventory of all WAN network hardware assets including information like locations, configuration details, serial number, asset code, warranty and AMC details. NI may, initially co-ordinate with the Bank to set up a base data.
 - Track installation of WAN equipment including routers, switches, modems and any other WAN equipment.
 - The NI shall manage configuration of IP protocol on the Router & Switches and perform periodic password changes on the all-network devices.
 - The NI has to compile the inventory of IP addresses mapped to the Serial Number of the Router, Location and the Branch/Office.

- The NI will also be responsible of closing all Vulnerability Assessment, Audit finding in given timeframe.
- The NI should log calls with the respective supplier of the Networking Equipment for Hardware issues and co-ordinate with the members in the escalation matrix of the supplier.
- The NI is responsible for collecting information (bandwidth capacity, IP details, vendor, location etc.) about existing links in the Wide Area Network of the Bank and adding the information to Central Database.

Maintenance of Third-party links

The Bank has engaged various companies like FSS, NPCI, NFS, IDRBT, SWIFT, etc. for providing various delivery channel services including but not limited to MB, ATMs, Credit Cards, SWIFT, etc. For this purpose, network links have been established connecting Bank's Data Center to various third-party offices with network links. The selected NI is required to maintain these links and deploy suitable network equipment as per Bank requirement. NI has to suggest in tandem with 3rd party link provider for any changes made / bandwidth upgradation / non availability of redundant link if any.

Supporting network at field level

- NI shall provide technical expertise at the site to resolve any type of network problem e.g. Service Provider's exchange/ POP problem, local lead problem, power problem etc. for smooth operation of the bank applications.
- Support should be available during business hours on all working days and during odd hours and holidays on exigency basis for all sites. At CHQ, DC, NLS, DRS support shall be provided on (24X7) on all days including holidays.
- In the event of any problem at any location the support shall be made available immediately irrespective of the locations working on Wired/Wireless connectivity including the links from any service providers.
- To resolve the problem NI shall liaise with all concerned service providers and extend technical and other support to resolve the issue.
- The NI shall be responsible for escalating the unresolved problems by field engineers to his higher authorities and get it rectified within stipulated time period and ensure uptime as defined in this bid document (NI is to provide the call escalation matrix to every location).
- The NI shall arrange manpower as specified in the document at various locations for day-to-day smooth functioning of network.
- If a branch is getting decommissioned, the NI will be responsible for coordinating with the service provider for link termination, handing over the requisite equipment's to service provider / bank officials with detailed report.

Managing & Supporting Network at NOC

- The onsite engineers deployed at the Network Operations Center (NOC) shall be responsible for the end-to-end management, monitoring, troubleshooting, and integration of all network devices (existing and new), WAN links (including MPLS, P2P, SD-WAN, and any other connectivity types), internet links, and LAN connectivity on a 24x7 basis. The NI shall ensure the deployment of adequate resources across different support levels, including L1, L2, and L3 engineers.
- The NI must ensure that sufficient resources are deputed to provide continuous 24x7 on-site support at the Data Center (DC) and Disaster Recovery Site (DRS) to maintain uninterrupted network operations and meet service level requirements.
- Onsite engineers at both the sites will be in charge on the network aspect for any DR drills conducted by the Bank in coordination with Bank's CBS/ application team as and when required even on Bank holidays without any condition or any additional cost to Bank.

- Coordinate with existing network service providers of the Bank for maintaining the uptime of all the links at datacenter and DR location.
- NI should nominate a Program/Implementation Manager immediately on acceptance of the order, who shall be the single point of contact for the implementation project. The Program/Implementation manager nominated by the NI should have prior experience in implementing similar-sized WAN with types of connectivity proposed by the Bank. Similarly, the NI should nominate a representative at other locations who will be the contact person for that location.
- The project manager shall be responsible for all the network related activities in the Wide Area Network of the Bank. Some of the key responsibility areas are:
- Liaise with NI's NOC - L1 team, L2 Team and L3 team, engineers at Regional Offices, with all link service providers and all network device service providers for commissioning, shifting, upgradation and surrendering of links (any service provider) and for configuration, management and maintenance of network devices across all locations of the Bank respectively.
- Have access to the dashboard/ tools and need to fetch necessary MIS reports whenever required.
- Coordinate with the engineers stationed at NOC, regional offices and other locations for any escalation calls.
- Be in charge on the network aspect for any drills conducted by Bank in coordination with other Network team.
- Obtain feasibility report for MPLS/ILL/Leased Line links for bank locations as and when required in liaison with respective local ISP team.
- Liaising for early commissioning / shifting / surrendering/ upgradation/ conversion of links.
- Liaising for cable laying and port/channel allocation, internal cabling inside the Bank's premises up to the network equipment.
- Keep record of all the fault tickets logged with various service providers related to NW devices, WAN links (LL, MPLS, VSAT etc.) based on NMS tool, and report the same to Bank whenever required.

Managing & Supporting Network at Data Centre, Noida and DR Site Mumbai

- The NI should depute necessary resources to ensure that 24X7 on-site support is provided at Data Centre and DRS locations.
- Whenever any issue observed at DC and DR the onsite engineer should inform, escalate and coordinate with appropriate Vendor/Service provider for resolution within the defined time frame as per project scope/ SLA.
- Daily Networks Health checkups of all Network Equipment at Data Centre, DR should be taken regularly. The checkups should include status on Interface errors, reliability, equipment uptime, CPU/memory/Bandwidth utilization, Port Status, Logs, Power/Modules/other hardware components status etc. and report the same to Bank.
- The onsite engineers should provide services for any troubleshooting activities of the datacenter network issues along with the NOC team.
- The onsite engineers stationed will also check the health status of network devices of NLS data center. If situation arises, he/she has to visit NLS for resolution of network issues.

NI operations responsibilities

- NI shall install & configure network equipment for integration of new application, additional network etc., should support for smooth operation of its entire network, or any other location desired by the bank, conduct user training at the location specified by the bank and provide consultation, management and monitoring for other network related problems of any applications.

- NI shall conduct BIA (Business Impact Analysis) of the bank's network & security architecture and prepare Disaster Recovery plan (for network including links, equipment) including step-by-step procedure of the network recovery, time taken for each operation and dependencies.
- The NI shall be assisting the Bank with respect to the network design for new requirements/revamping the existing architecture as per the best practices and implementing the same. The Network Specialist/Network Engineer to be available onsite during such deployments as and when required by the Bank without any additional cost to the Bank.
- The NI is responsible to ensure that the NOC operations (including DR NOC) comply with the Bank's information security policies and industry leading standards (such as mentioned elsewhere in this Tender) and applicable laws and regulations.
- The NI should do necessary configuration changes in the network devices to mitigate the vulnerabilities of the devices. The NI shall provide support to the Bank/security team in doing the vulnerability assessment of the devices on a regular basis. NI may use Bank's NCCM for this purpose.
- In addition, the NI is responsible for impact assessment and modification of NOC operations at no extra cost, on account of any changes to applicable information security policies/procedures / standards/ regulations.
- As per industry practices, selected NI should submit and regularly update following indicative list of documents for all in-scope solutions and operation activities:
- High Level Design Document (HLD), Low Level Design Document (LLD), Standard Operating Procedure (SOP) for all operation activities, Network Diagram for DC, DR, NLS and other application as per requirement of Bank, Admin Guide for various in-scope solutions and any other document as required by Bank.

MONITOR AND MANAGE IN SCOPE DEVICES

NI must take over the management of the in-scope devices from existing service provider as per timeline provided in this RFP. Scope of work for the respective devices including routers, switches, firewalls, IDS / IPS, WAF, NAC, Proxy, links etc., are as follows:

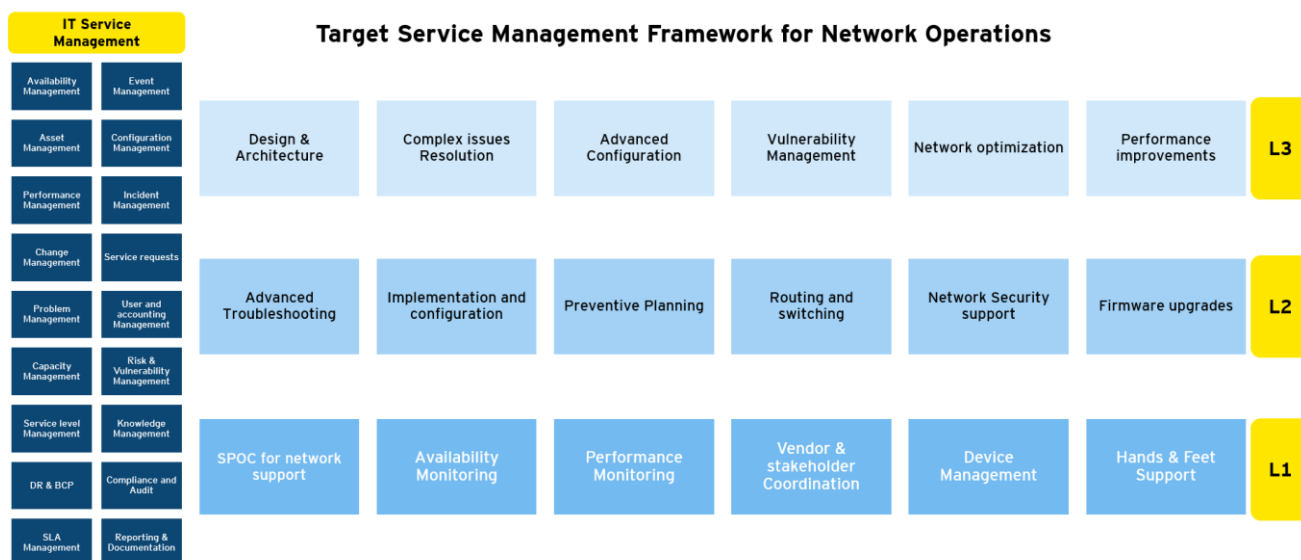
- Should implement patches / upgrades / updates for Routers as and when released by the OEM or as per requirements of the Bank. NI should bring to notice of the Bank all release / version change.
- Should obtain written permission from the Bank before applying any of the patches / upgrades / updates.
- Should provide down call report for all the branches during any period of time as required by the bank and maintain inventory of all network devices including working/spare/faulty maintained at all offices of the bank with serial number, location, the port numbers used for connectivity and any other details that the bank may request for.
- In case hardware vendor is unable to visit the site for replacement/maintenance of network equipment (router/modem/switch etc.), NI to align engineer to the site for replacement/maintenance of the devices without any cost to the Bank.
- Overall management and monitoring of the solution, including the H/W, S/W and application health and utilizations.
- Addition/ Deletion/ Modifications in configuration/ rule sets/ user policies as per bank's requirement.
- Keep back up of log, configuration, data etc.
- Prepare and submit regular reports as required by the bank.
- Call log, follow up and escalation for resolution of all types of h/w or application issue for the solution.

- Promptly alert bank's team in case of any discrepancy observed or any security threat and initiate necessary action in coordination with security vendors of the bank.
- Onsite resources have to document on day today basis for all changes made to firewalls. There should be a predefined process of Change Request (CR) for making any critical changes to the Firewall. Changes to be done post approval.
- The NI should participate and provide necessary support during the DC-DR Drill and during real disaster.
- System hardening for IPS to the satisfaction of the bank will be under the scope of the NI.
- Will diagnose and troubleshoot if assigned level where not worked.
- Monitoring Real-time logs for any unwanted traffic occurs
- Monitoring Database partitions daily for proxy if any logs were not reported in investigative report.
- Create proxy policies if any new request comes for different category.
- If any specific URL comes will block or permit as per bank request.
- If any IOC comes from Bank's SOC, will add in exception to block globally.
- Total responsibility for fault free operation of all IP Phones.
- Resolve any operational issues related to IP Phones (at all locations where IP phone installed), Call Manager Server (at DC & DR), Video issues, Audio issues as per SLA.
- To submit Preventive & Breakdown maintenance report of all devices once in a half year.
- Co-ordinate with all RCC and plan for fault free operation to any IP phone in their region.
- Maintain database of all IP phones with all the physical details of device (i.e. Device no., Make & Model, software version etc.) and to be shared with Network department on monthly basis.
- Shift network equipment to a suitable location/s depending upon the need. NI will arrange for such shifting and subsequent installation, configuration and integration of the equipment/s.
- The NI is responsible for maintaining and managing IP address and VLAN schema for Bank across all locations. NI to manage the Bank's IPAM solution.
- The NI should design the IP addressing scheme for the new branches/offices proposed.
- to be connected in line with the existing IP schema and implement the same at each WAN location after obtaining approval from the Bank.
- If it is felt necessary that the IP design needs to be changed at a later date, the NI should design the new IP scheme based on Bank's requirements and implement the same on the network. The NI shall coordinate with the vendors of LAN, PCs, servers and other equipment and with the help of them migrate old IP addresses to the new scheme. The NI shall submit a comprehensive document for the IP address scheme including implementation details for connecting all the branches/offices/ATMs/other locations of the Bank. The above IP address design, implementation, migration and documentation shall be offered without any extra cost to the Bank.
- Presently Bank is using IPv4 IP address across the network. If it is felt necessary that the IP design needs to be migrated to IPv6 at later date, the NI should design the new IPv6 scheme based on Bank's requirements and implement the same on the network without any additional cost to the Bank. Initially both IPv4 and IP v6 will continue simultaneously. The NI should submit a comprehensive document for the IPv6 address scheme including implementation details for connecting all the branches/offices/ATMs/other locations of the Bank. The IPv6 address design, implementation, migration and documentation shall be offered without any extra cost to the Bank.
- The selected NI will coordinate with MPLS service providers and other third party (TP) vendors for migration of the IP Addresses from IPv4 to IPv6.

CONFIGURATION OF THE DEVICES

- The NI shall prepare the basic configuration template for all devices i.e. router, switch, firewall, Proxy etc. as per the Bank's IT security policy and implement the same across the network to maintain the uniformity of the configuration.
- The NI should implement security policy, QoS policy and traffic reengineering policy that will be decided by the Bank. Bank may change policies as per the requirement of the Bank from time to time. The NI shall coordinate with the service provider for its implementation both at customer-premises-end router and service-provider-edge router.
- The NI will be responsible for hardening of OS and other applications that comes under network infrastructure under this project as per the Bank's IT security policy. Bank conducts the audit of the IT systems by Internal and External auditors on quarterly basis. NI will be responsible for complying with all the audit observations in all respect including but not limited to OS, application, database, etc. under its scope of devices.

ADEQUATE QUALIFIED AND EXPERIENCED ONSITE RESOURCE REQUIREMENT: NI to provide qualified and experienced onsite resources for the entire scope of work. Scope, Qualification Criteria, Minimum requirement etc. are elaborated in subsequent paras:



General Terms and Conditions:

- The Vendor should deploy adequate personnel to cover the activities defined in the scope of work and to meet the respective SLAs. All onsite resources must be deployed at the locations specified by the Bank and should be on the rolls of the Vendor. These resources should possess the necessary expertise to handle all activities outlined in the Scope of Work, including network monitoring, management, troubleshooting, and coordination with service providers. They must have expert knowledge of all network components to ensure efficient network operations and timely issue resolution.
- No outsourcing of FM resources (or) third party contract employees of the Vendor will be entertained.
- The Bank reserves the right to interview and approve the resources proposed by the Vendor before deployment. If any resource is found to be unsuitable, the Vendor shall replace them with a suitable candidate meeting the Bank's requirements.
- The Vendor should provide adequate shadow resources during the absence of regular engineers while on leave/ shift duties/ availing holidays declared by the bank/ availing Compensatory-off. These shadow resources also should have the same qualifications as given in the table and be in the rolls of the VENDOR Company.

- In case of the absence of any deployed resource, the Vendor shall provide a standby resource to ensure uninterrupted service delivery. If the Bank is not satisfied with the performance of the standby personnel, it reserves the right to reject the resource. In such cases, the Bank may deduct charges on an actual basis for the manpower support, subject to adherence to SLA conditions. NI must deploy resourced based on the bank's operational requirements from time to time. The Vendor must comply with such changes and ensure the deployment of resources accordingly.
- NI has also to ensure that the Engineers continue in the setup for a minimum period of one year in case they have to be shifted out of our Bank. The substitute Engineer must be provided a handoff of 1 month duration in Bank's setup.
- Bank reserves the right to shift these support staff to other locations of the Bank, as per its requirement.
- NI to complete the background verification checks for the onsite resources to be deployed. Background verification report should be furnished to the Bank by the Vendor.
- In case of resignation of any resource, a 30-day advance notice is to be provided to Bank, and proper KT should be provided to the incoming resource. Non-adherence of this clause will attract penalty equal to absence of resources.
- All infrastructure required for the support personnel like Desktop PC email etc. shall be provided by the Bank.
- Bank reserves it right to engage/disengage the services of the resident support personnel by giving one month notice to the NI.

Minimum Qualification criteria for onsite resources will be as follows:

- The Bidder shall deploy adequate resources (L1, L2, and L3) with relevant skillsets at the Bank-designated onsite locations to provide proactive network support across all designated locations as part of SLA uptime maintenance, at no additional cost to the Bank.
- All onsite resources of the Bidder must carry their company ID cards at all times while within the Bank's premises.
- The Bank has not specified a minimum number of resources, and the Bidder is responsible for right sizing the resource deployment based on the Scope and SLAs defined in the RFP. If additional resources are required to meet the Scope and SLA commitments, the Bidder must factor in and deploy them at no extra cost to the Bank. All L1, L2, and Technical Project Manager (L3) resources, along with personnel deployed at bank designated location, must be on the payroll of the Bidder.

Location	Facility/NOC Management	Essential Qualification & Experience
Bank's designated operation centers/centralized locations	The Bidder shall deploy adequate L1, L2, and L3 resources at the Bank's designated operation centers/centralized locations in a shift-based schedule to ensure 24x7x365 Facility/NOC management of all devices and services mentioned in this RFP. The resources should be capable of providing proactive monitoring, troubleshooting, and incident resolution as per the defined SLAs.	<p>i. Minimum qualification for L1 resources:</p> <ul style="list-style-type: none"> • Should have a Diploma / B.E. / B.Tech. / B.Sc. (IT) / MCA with 1-2 years of experience in the computer networking field. • Should be certified in entry level OEM network Technologies • Hands-on experience in network operations, troubleshooting, and monitoring. <p>ii. Minimum qualification for L2 resources:</p> <ul style="list-style-type: none"> • Should be Diploma / B.E. / B.Tech. / B.Sc. (IT) / MCA with 3-5 years of

		<p>experience in the computer networking field.</p> <ul style="list-style-type: none"> • Should be certified in mid-level OEM Technologies (in Routing & Switching, Security, or SD-WAN). • Should have expertise in SD-WAN technology, firewall configurations, and WAN optimization. <p>iii. Minimum qualification for Team lead L3:</p> <ul style="list-style-type: none"> • Should be B.E. / B.Tech. / MCA / M.Sc. (IT) with 6-8 years of experience in computer networking. • Should be certified in expert level on network Technologies (in Routing & Switching, Security, or SD-WAN). • Should have experience handling large-scale network projects and managing teams. • Should have hands-on expertise in SD-WAN deployment, routing protocols, network security, and cloud networking.
CHQ/Zonal Office Jammu	Two Field Engineers shall be deployed at CHQ Service Operations, and two at Zonal Office Jammu to ensure SLA compliance.	<p>Minimum Qualification Requirements:</p> <ul style="list-style-type: none"> • Must have at least 1-2 years of experience in the field of computer networking. • Should possess industry-recognized network certifications • Must have hands-on experience in managing and troubleshooting various network devices, including routers, switches and SD-WAN appliances.
CHQ	<p>A Single Point of Contact (SPOC) / Call Coordinator shall be deployed at the Bank's Corporate Headquarters (CHQ).</p> <p>The SPOC shall be available from 9:30 AM to 6:30 PM on all working days and shall also be available for all escalations as required to manage coordination and communication.</p>	<ul style="list-style-type: none"> • Should have a B.E. / B.Tech. / MCA / MBA (IT or Operations Management) or equivalent qualification. • Should have 8+ years of experience in network operations, IT service management, and NOC support. • Should have hands-on experience in ITIL framework, incident & change management, and SLA governance. • Should be ITIL-certified (preferably ITIL v4 Foundation or higher). • Should have strong stakeholder management skills and the ability to

		coordinate between Bank's IT team, vendors, and TSPs.
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1. The onsite FMS resources to be deputed shall be interviewed by Bank/Bank designated officials to assess their knowledge level by way of personal interaction or written paper or both, for ensuring the quality of onsite technical support.
2. The onsite FMS resources should be prepared to work for extended hours in case of need.
3. **Job Roles of L1, L2 & L3 Resources including but not limited to:**

L3:

- Implementation & Management of Network Routing & Switching across bank.
- Problem Identification, resolution, escalations and closures
- Resolution of all the calls escalated by L1 & L2.
- Network Security Review, Management, and Reporting.

L2:

- Work for the closure of VAPT's and Audits observations.
- Configuration of new/RMA Routers, Switches, IP phones and other network devices.
- Commissioning of Links and Coordination with ISP's
- Backup Configuration of all Core Devices and Firewalls.
- Attend calls Escalated by L1
- Management and Maintenance of Internet Setup across Enterprise.
- Provisioning & configuring of new services at DC & DR (Core Switch & Router)
- Management and Maintenance of WLC (Wireless Setup)
- Provide support for provisioning and configuring of new services across bank.
- Following up on all cases with ISP's
- Follow up for calls logged with SI's.
- Escalation/opening of Technical Support with OEM and submission of RFO.
- Problem identification, resolution, escalations and closures.
- Will help in integration of Setups.
- Pre and postproduction testing.
- Performance testing.
- Will perform IOS upgrades, bug fixes etc. released by OEM's, recommended and found suitable by bank.
- Attend calls Escalated by Enterprise Network Team of the bank.

L1:

- Proactive Monitoring of Network Primary and Backup Paths and ensuring upkeep of Primary as well as Backup Connectivity and associated equipment.
- Proactive Monitoring for Performance of Network Links in terms of Utilization, traffic Analysis, performance degradations etc.
- Monitoring the Enterprise Network Equipment for any performance issues vis-à-vis Utilization, errors, failures etc.

- Receiving both external and internal incoming phone calls, Emails & Opening new cases from calls and e-mails.
 - Following up on all cases with all stakeholders.
 - Problem Identification, resolution, escalations and closures.
4. The onsite Facility Management Services (FMS) resources shall adhere to the working hours and operational guidelines set by J&K Bank, including shift schedules etc., as per business requirements. The support should be available on a 24x7x365 basis, including weekends and holidays, through a properly structured shift schedule. The vendor shall ensure the availability of backup/on-call resources during bank holidays and critical incidents. The vendor must plan, monitor, and manage shifts effectively to ensure uninterrupted support and compliance with SLAs.
 5. The members of the on-site team should be provided with mobile phones by the bidder and the details like Name, Address (Inclusive of Residential Telephone Number (Residential), Mobile Number should be provided to Bank.
 6. The onsite FMS Resources would be engaged in the Bank only on receipt of the Police and other Intel Verifications which has to be facilitated by the bidder.
 7. Name of emergency contact personnel with relationship and Telephone number should be provided to Bank.
 8. Disability if any or suffering for any disease should be informed to the Bank in advance.
 9. The on-site team shall maintain attendance register and the same should be shared with Bank on monthly basis.
 10. The on-site team shall not be changed without prior approval from Bank and adequate notice (minimum one month for Level 1 (L1), two months for Level 2 (L2) and three months for TL/Level 3). Any resigned resource of on-site team should not be relieved before giving suitable replacement.
 11. The bidder shall also provide suitable on-site technical staff to supplement the efforts of the on-site support resources during emergencies / contingencies which might impact the systems, Systems and services covered under this scope.
 12. Bidder shall provide backup resource in case any of the onsite FMS resource avails leave, however bidder service delivery team will be entirely responsible for team deployment, SLA monitoring, task delegation, workload distribution etc.
 13. Absence of any onsite FMS resource must be complemented with equal skilled resource.
 14. If the engineer is found to be not qualified / suitable / his performance is not satisfactory, bidder shall have to replace the engineer within 45 days of written e-mail communication from Bank regarding the same.
 15. During the contract period, the bidder and its employees shall at all the times comply with & abide by the security policy of the bank in so far as the same may be applicable to or in respect of the works and the provisions of the contract.
 16. Bidder will follow and comply with the procedures and policies, applicable to the scope of work mentioned in the RFP, lay down by the Bank vide IS Security Policy from time to time and also extend full cooperation to the auditors designated by Bank.

17. Bidder/ onsite FMS resources at bank shall inform Bank about any correspondence with external entities pertaining to any point mentioned in the scope of the work.
18. Bidder has to ensure the required uptime on monthly basis for branch and central locations. If any additional /resources are required to maintain the uptime, the bidder has to provide without any extra cost to the Bank.
19. The scope of FMS/NOC is not limited to above only. Bank shall assign any other work based on the related requirement to the FMS. The staff deputed by the bidder shall be the payroll employee of the bidder mandatorily and same has to be ensured by the bidder by submitting the supporting documents to the Bank.
20. Call Coordinator: There should be single person of contact (SPOC) who should be on company's payroll for our offices to inform down calls and lodge complaints and should be stationed at IT Operations Center Srinagar from 9.30 AM to 5.30 PM on all bank's working days and also as and when required and bank shall provide space and workstation to the call coordinator. This person will be known as "Call coordinator/SPOC" throughout this document.
21. Call coordinator shall lodge down-calls on proactive basis and provide a unique docket number for each case. The SPOC needs to coordinate with their field team to rectify complaints as per TAT prescribed by the bank, failure of which shall attract penalties as mentioned in this RFP.
22. Call coordinator shall maintain details of all open/closed cases and produce the status as and when required by bank. The SPOC should make sure that any pending down calls is closed only after the required maintenance activities are fully completed.
23. Call Coordinator should also maintain the inventory of all devices under contract and shall have updated details of all devices at any point of time.
24. Call coordinator needs to be well versed with complete procedure to follow in installation of bank's systems
25. Minimum of two service/field engineers to be placed at each zonal headquarters in Jammu & Srinagar respectively along with 1 call coordinator at CHQ, which will be part of AMC to maintain the SLA as per the RFP and must have their own laptops provided by the company. The engineers are not required to be dedicated to bank project only, and must be on roll of the company, however, the company must notify the bank the credentials of the service engineers and the company shall deploy the service engineers only after satisfactory interview of the engineers by bank.
26. The Call Coordinator/SPOC and field engineers deployed by the bidder shall be part of the SLA at no extra cost to the bank.

Note: Bank team will conduct interview for the resources to be deployed as onsite. Based on the satisfaction at its part, Bank will inform NI to deploy the resources.

Service Windows

- Mutually agreed roaster for Engineer shifts will be designed post awarding the contract.
- However, it is to be noted that Onsite support at Data Centers and support from NOC must be in 24X7X365 basis. In addition to this, in case of exigency of for any other requirement, Bank may call Project Manager, Network engineers (L3/L2/L1) on holidays as well as on non-business hours.

Other terms and Conditions

- The Vendor is responsible for determining the appropriate number of resources required to meet the Scope of Work and Service Level Agreement commitments. The Vendor shall ensure optimal resource allocation without any additional cost to the Bank to maintain agreed SLAs throughout the contract period
- Bank reserves the right to conduct interviews of the proposed On-site team members. In case of exigencies or as and when Bank requires, Network Engineers and Network Specialist should be deputed on Sundays and Holidays as well without any additional cost to the Bank.
- The bank will conduct a review meeting with the NI team to discuss the performance of the network/operations during the first week of every month or as and when required by the bank. The minutes of the meeting should be shared to the bank by the project manager with plan of action to resolve issues discussed in the review meeting within 7 days of the meeting. Meeting should be attended by L3, and L2 each from NOC, Helpdesk and Projects.
- Act as a single point of contact on aspects of coordination of work with NOC engineers, HR issues related to manpower provided by the NI including attendance, billing, arrangement of consultants, and lead ERT (Emergency Response Team) for all incidents / problems reported in the Bank's WAN network etc.
- Should assign engineers from field teams to branches wherever necessary to carry out any configuration changes in routers/switches as per the requirement of the bank.
- Coordinate with Regional Office engineers and service provider to obtain feasibility for new links.
- Coordinate for Billing of connections, device AMC and network service provider
- Commissioning of new links and De-commissioning of links which are terminated.
- Ensure availability on all working days of the bank and on any exigencies like planned/unplanned activities including DR Drills/network outages/issues on critical devices.
- Place the review & Performance report of Regional Engineers

NETWORK FUNCTIONALITIES / MODALITIES

- Based on the requirements, Bank may seek increase/decrease of bandwidth for certain locations. The NI has to coordinate with the telecom service provider for commissioning the required bandwidth.
- During the period of the Contract, the Bank reserves the right to add other networks to the Banks network.
- The NI should configure end-to-end traffic engineering (end to end means CE to CE).
- The NI should Monitor and manage all links for strict compliance with SLA. The NI should meet the defined SLAs for uptime of the network.
- The NI is required to implement End-to-End Router based IPSec encryption (IPSEC/AES) architecture for new / proposed locations and to DC & DR so as to encrypt the data flow based on the requirement of the applications deployed.
- The NI has to integrate the VPN networks with the LAN segment of the Bank's locations. The NI has to ensure and enable end-to-end encryption to provide security in the communications.
- The NI should submit Network Monitoring reports for Link availability and for SLA compliance to obtain payments.
- The selected NI shall update the Firmware/ Software/OS/Patch of network devices as and when required without any additional cost to the Bank.
- The NI should enable the network for functioning of all the client-server, web-based applications deployed/to be deployed by the Bank, Voice and Video simultaneously. The network should be enabled for functioning of videoconferencing on IP etc.

- The NI should carryout traffic prioritization at CPE routers in coordination with service providers for Voice, Video and various applications depending on the Bank's requirement.
- The NI should connect to NMS solutions for monitoring and providing various reports such as device/link uptime, link utilization, call/ticket monitoring, SLA Reporting etc., in order to monitor the SLAs at their cost.
- The NI should coordinate with TSP/ and other Service Provider for obtaining connectivity, maintaining link, for the locations of the Bank.
- The NI should ensure placement of resident engineers at strategic locations as defined in this document. The Bank has required the resident engineers as per its past experience. In case of integration of more application/services under the scope in future and if more engineers are required at critical locations i.e. CO, DC, DRS and Metros for maintenance of the network, NI have to place the engineer post confirmation from Bank as per cost identified through this RFP.
- The NI shall maintain the connectivity at each critical location on 24*7 basis. NI also has to monitor the sites pro-actively so as to prevent the link failure. NI should take the necessary action to restore the link in case of down time without waiting for down call from Bank.
- The NI will also take the responsibility of liaising with the Government Departments for obtaining the necessary regulatory approvals, if any. However, the Bank will issue letters that are required and sign such applications as are necessary.
- The NI will provide escalation procedures and the names of the officials to whom the calls can be escalated for project implementation and network sustenance.

CONTINUAL IMPROVEMENT

- The selected NI is required to make necessary modifications and improve the network monitoring, device configurations, traffic management, load balancing, bandwidth utilization, etc. in cost effective manner.
- All activities related to modifications shall be planned well in advance and necessary permissions shall be taken from the team to perform such activities, through Change Management process. This modification should be on a regular basis and the NI will be held responsible if any issue occurs during any modification activities. It is expected from the NI to co-ordinate with the bank team to improve processes related to network management. The NI will have to improve this internal process if required to improve the network performance.
- NI shall work towards improving the policies configured on an on-going basis to reduce the occurrence of false positives & false negatives.

NETWORK REVIEW / AUDIT

NETWORK MANAGEMENT AND OTHER NETWORK DEVICE MANAGEMENT

- During the tenure of the contract, the NI shall conduct a network Review / Audit once in a year on the following aspects without any cost to the Bank:
- Examine the health of the network by verifying the parameters such as link latency, CRC errors, link utilization during peak hours, version control of router OS and other network applications etc.
- Identify the performance bottlenecks and to take suitable rectification steps, in consultation with the Bank and suggest measures for improvement.
- Review of network architecture and provide recommendations for changes if any.
- Verify configuration of the network devices as per the Bank's IT security policy.
- Detailed report of review / audit to be provided to Bank within mutual agreed timeline. NI to analyze the repeated network issues which arises in last quarter and place a review report to Bank.

- Bank can conduct the audit of the network as per RBI guidelines, if any or as per Bank's requirement through a third party or by Bank's Internal audit team on quarterly basis. NI will be responsible for complying with all the audit observations.
- Bank at its discretion may also appoint third party for auditing the activities of Services and operations of entire services provided to the Bank.
- Bank or its regulator (i.e. Reserve Bank of India) reserves the right to audit the NI in terms of services offered by NI.

PROVIDING GENERAL REPORTS/MIS RELATED TO NETWORK

Following is some of the reports that are to be submitted to Bank:

Daily, Weekly:

- Daily/Weekly Incident Report, link down, Isolated branches, threshold violation report etc.
- Health status of all the critical network devices on daily basis. Uptime of all critical links on daily basis.
- Any other report as and when required by the Bank.
- Monthly affected branches,
- Link wise availability report,
- Status of backup links
- Link-wise Bandwidth Utilization report with suggestions for bandwidth upgrade/ downgrade based on the report.
- WAN Progress report to be provided for primary and secondary links Region wise, zone wise, link wise, new links added, links surrendered etc.
- Service Provider wise availability report.
- Partner link statistics report.
- Branch isolation reports
- Change reports and change compliance.
- Incident response and resolution SLA reporting
- Link commissioning/de-commissioning, upgrade/de-grade report& SLA reporting.
- User access management report for network devices.
- VPN user access list.
- IOS vulnerability report.
- Monthly downtime report.
- Network Security action taken report.
- Any other report as and when required by the Bank.
- Attendance report for onsite resource engineers.

Quarterly

- All monthly reports with trend analysis
- Quarterly SLA report
- WAN equipment/Network Assets inventory Report including Model, OS Version etc.,
- Link inventory including location, ISP. Bandwidth, Link Carried Medium, Peak utilization, Average utilization, etc.
- Audit compliance report.
- Any other reports on network status/monitoring etc. as required by Bank in due course.
- Any other report as and when required by the Bank.

Yearly

- Network audit report.
- Any other report as and when required by the Bank.

PROBLEM MANAGEMENT

- The NI has to open problem tickets for at least following type of incidents impacting the Bank, perform Root Cause Analysis (RCA) and implement the resolution as per agreed change management process.
- Identify incidents in DC/DR which have caused an impact on the Bank's operations.
- Identify branches/other offices that were isolated for more than 3 times in a month.
- Identify individual links that were impacted more than 5 times in a month.

TRANSITION PERIOD

- It is the responsibility of the NI to start the transition from current Network Integrator within 1 month from the acceptance of contract /Purchase order.
- The NI has to present the detailed process for completing the transition to the Bank. At every stage, a signoff needs to be taken from the bank.
- The NI shall inform contact details of SPOC identified for as implementation manager within 2 weeks of receipt of order.
- Post discussion with Bank's team, the NI will have to share the profile of its support staff and technical personnel within 2 weeks from date of receipt of order.
- Bank at its own discretion shall conduct interviews for all the resources to be deployed.
- The NI has to submit a daily status report to the Regional Offices and NMD regarding number of branches whose transition has been completed.
- Once the NI has updated the Bank about the completion of the transition of a branch, from that point onwards the whole responsibility of that branch (maintaining SLA, uptimes) is with the NI.
- The NI shall conduct study of Bank's existing network (including IP scheme, router and switches configurations, routing protocols etc.,) and design the architecture for proposed network.
- Network Design document and configuration document of all Bank applications in the network has to be submitted separately.
- The NI has to submit detailed report to bank containing but not limited to network equipment's requirement (like managed switches, etc.), bandwidth requirement, LAN design alteration etc.
- Disaster Recovery plan (for network including links, equipment) should be prepared with step-by-step procedure of the network recovery, time taken for each operation and dependencies.
- Project Manager is responsible/Single Point of Contact for all technical and non-technical/commercial activities within the scope of this order/ contract.

COMPLIANCE WITH IS/CYBER SECURITY POLICY

- The NI shall have to comply with Bank's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the selected NIs. Some of the key areas are as under:
- Responsibilities for data and application privacy and confidentiality
- Responsibilities on system and software access control and administration
- Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the NI.
- Physical Security of the facilities
- Physical and logical separation from other customers of the NI
- Incident response and reporting procedures
- Password Policy of the Bank
- Data Encryption/Protection requirements of the Bank.
- In general, confidentiality, integrity and availability must be ensured.

TRAINING

- The selected NI will be responsible for training the Bank's employees as and when required in the areas of implementation, operations, management, monitoring, error handling, system administration etc. The training will be given both pre-implementation and post-implementation for proposed solution.
- The NI shall train the Bank's personnel on networking, operation, policy management, Troubleshooting and familiarization of features and functionalities, policy configuration, alert monitoring. The final agenda of training will be mutually agreed.
- The NI is required to provide detailed training material for each solution as per the scope of work of the bank. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each solution.
- All out of pocket expenses related to training shall be borne by the NI. NI may utilize the OEM resources in case the NI does not have adequately experienced resources for providing training. It is to be noted that all expenses related to trainer (logistic or other) shall be borne by the NI. Rest all requirement such as training room, printout, etc. shall be taken care by the Bank.

DISRUPTION MANAGEMENT

- To restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring the best possible levels of service quality, initially logging all incidents and then using diagnostic and escalation techniques to identify a resolution that will restore service to the affected user(s) as soon as possible. The following are to be covered:
- Liaison with hardware vendors and Link service providers in case of link failures.
- Logging calls with the vendors and follow up till closure and update the Bank with details.
- Details of the Trouble Tickets / Dockets booked with the Service Providers and the time taken to get them closed along with the "Reasons for Outage" analysis.
- Advise the bank on such action items that help prevent any avoidable outages.
- Troubleshooting and identifying line problems along with communication line vendors.
- Ensure error-free communication on WAN link.
- Line availability analysis - The health of all the links to be carefully monitored. Link downtime, the reason for the downtime, the time taken to bring up a circuit shall be documented and issues external to the network are also noted.
- An analysis of the data collected should throw up the problems within or external to the network. This should help in proactive management of the circuits. The data is used to diagnose and take corrective action.
- Monitor all network equipment like L3 Core Switches, Routers, Modems etc. so as to prevent, detect and correct the problems using Bank's Network monitoring tools.
- Monitoring and ensuring telecommunication infrastructure and report to the Bank.
- Co-ordinate with Service Providers to ensure routine Preventive Maintenance activities are carried out as per schedule.
- To plan out down time for maintenance and inform users accordingly.
- Vendor management for the identified IT infrastructure.
- Escalate the problem to the Bank on network failures.
- Top failures to be identified bi-monthly and reports to be provided to CO.

Reports required relating to Disruption Management:

- Call Statistics (daily, weekly, monthly)
- Daily Reporting with uptime /downtime & reason
- Analysis/Performance Report (downtime status)
- Maintain updated Escalation Report

- MTBF Analysis Report calculated quarterly.
- MTTR Analysis Report (Monthly)
- Frequent Problem Analysis Report
- Bandwidth utilization Report for Data Centre and Key Network Links on Weekly basis.

CHANGE MANAGEMENT

To manage all changes relating to Network that could impact on IT's ability to deliver services through a single, centralized process of approval, scheduling and control to ensure that the IT Infrastructure stays aligned to the business requirement of the bank with a minimum of risk. The Scope of work will include:

- Initiate a Change Request for all configuration changes.
- Assign ticket number to Change request.
- Coordinate with change approver for getting approval for change request.
- Weekly review of change request.
- Close Change Request
- Prevent unauthorized changes.
- The Reports relating to Change Management will include:
- The RFC (Request for Change)
- User and technical manuals
- Process documentation
- Maintain work orders details for change request and details to be shared with bank.

CAPACITY MANAGEMENT

Capacity Management will assess the future business requirements (the required service delivery), the organization's operation (the current service delivery), the IT infrastructure (the means of service delivery), and will confirm that all current and future capacity and performance aspects of the business requirements are provided cost-effectively.

Requirement: - The provider's responsibilities will include the following:

- Formally review capacity requirements as part of Customer's normal business planning cycle.
- Verify that there is adequate IT capacity to meet the required levels of service.
- Manage capacity to demand for the Services.
- Work with Customer to achieve optimal utilization of capacity.
- Produce monthly management reports, including current usage of resources, trends and forecasts, and exceptions. Quarterly review with customer on current status and proposal for change in capacity requirement.
- Assist Customer in forecasting Customer's capacity requirements and in monitoring and validating the capacity forecast against Customer's actual utilization.
- Usage and Bandwidth Analysis. Recommendations to bank for upgrades, consolidation.
- Analyze traffic and identify opportunities for setting QOS for the business services. Provide transparency w.r.t network health up to in-depth about applications & network traffic.
- The use of advanced management tools enables constant monitoring of the performance and capacity of network bandwidth and more, all of which information is captured and held as historical data. This data can be used to analyze trends in performance or capacity associated with a specific device or database and to make educated, informed decisions about future IT capacity and performance needs as a result.

ASSET MANAGEMENT

Following is to be ensured:

- Asset Management must make sure that the networking infrastructure available for use meets current demands of the business and can address the future needs of the business.
- Maintenance of asset database of all network devices and update the asset management database to track any addition, deletion, modification and transfer/movement.
- Maintenance of up-to-date inventory of all network devices and software assets giving information like locations, configuration details, serial number, asset code, warranty and AMC details.
- Track installation of WAN equipment including routers, switches, modems and any other WAN equipment.
- Track licensed software and applications, movement within site/ between locations, changes in configurations etc.
- Review mechanism - Conducting quarterly audit on the Hardware asset database with sample size of 30% and accuracy of 98%.
- Documentation of all software deployed with version/patch details.
- Consolidation of all license information.
- Monitoring Warranty/AMC details to notify contract renewals (NI to submit the proposal for renewal of the contract 90 days in advance of the expiry of the contract)
- Coordinate for hardware upgrade with vendors and update the asset database.
- Repairs and Replacement of hardware and assist in hardware scrap management.
- Need to maintain the inventory of equipment and spares. Inventory report to be shared with the bank every fortnight.
- Coordination relating to Preventive Maintenance of equipment.
- Preventive Maintenance period as defined in the RFP.
- Inform the Bank of any deviation in the service delivery of vendors to enable the Bank to initiate necessary action.
- Hardware not in use (after link is surrendered) should be taken into possession and the database updated accordingly.
- Build a comprehensive Vendor Database that includes Vendor details like name, address, telephone number, SLA details etc.
- Liaison with Hardware, Software and facilities vendors.
- Call logging and follow up with vendors for timely resolution of escalated calls.
- Co-ordinating with maintenance vendors to ensure up-time.
- Preparing and publishing Vendor Performance Report
- Take up escalation of issues related to non-performance with the vendors.
- Maintaining due confidentiality with the external vendors for WAN services/ prices etc.
- Follow-up with vendors for early delivery of the materials as per the timelines agreed between the bank and vendor. If there is delay due to some reason, prior intimation should be provided to the bank.
- Co-ordination for all the legal requirement like sales tax, waybill for smooth delivery of materials.

Reports on Assets Management should include:

- Weekly inventory of network equipment
- Weekly network equipment spares
- Hardware backup plan
- Monthly Movement of inventory and spares
- Software License compliance
- Review of monthly AMC

6. Location of Work

The Successful Bidder shall be required to work in close coordination with the Bank's teams throughout the entire lifecycle of the project. The Bidder must deploy Network Operations Center (NOC) resources at a Bank-designated location in India to manage the Bank's entire network infrastructure. This includes, but is not limited to, the Bank's Corporate Head Quarters (CHQ), Data Centers (DC), Disaster Recovery (DR) sites, branches, and other offices, as required by the Bank.

Additionally, the Bidder must deploy a dedicated Single Point of Contact (SPOC) / Call Coordinator, who will act as the Service Delivery Manager (SDM) at the Bank's Corporate Headquarters (CHQ). This resource will be responsible for overseeing service delivery, issue resolution, and coordination between the Bank and the Bidder's teams.

Furthermore, the Bidder must provide hands-and-feet support services in Jammu, Kashmir and Ladakh region to ensure on-ground operational assistance and prompt issue resolution in the region.

7. Invitation for Tender Offer

J&K Bank invites tenders for technical bid (online) and Commercial bid (online) from suitable bidders. In this RFP, the term "bidder" refers to the bidder delivering products / services mentioned in this RFP.

The prospective bidders are advised to note the following: The interested bidders are required to submit the Non-refundable RFP Application Fees of ₹10,000 by way of NEFT, details of which are mentioned at clause of Earnest Money Deposit in Part C.

1. Bidders are encouraged to submit queries in writing as per the RFP schedule. Responses shall be documented and shared with all bidders through an official addendum/corrigendum. The Bank shall conduct a Pre-Bid Meeting as per the RFP schedule to clarify bidder queries and provide additional information. No individual clarifications shall be provided post-meeting, and any modifications to the RFP shall be formally communicated by the Bank.
2. The Bidder shall provide the details of all participants attending the pre-bid meeting, including their names, designations, contact information, and the organization they represent. This information must be submitted via email to adil.ayub@jkbmail.com well in advance of the scheduled meeting. The Bidder is responsible for ensuring that only authorized representatives attend the pre-bid meeting. Representatives of bidders who attend the pre-bid meeting are required to carry an authorization document from the company, an identity card for attending the meeting.
3. Bidders are required to submit Earnest Money Deposit (EMD) for ₹3,00,00,000/- (Rupees Three Crore Only). The Bank may accept Bank guarantee in lieu of EMD for an equivalent amount valid for 180 days from the last date of bid submission and issued by any scheduled commercial Bank acceptable to the Bank. Offers made without EMD will be rejected.
4. Technical Specifications, Price Bid, Terms and Conditions and various formats for submitting the tender offer are described in the tender document and Annexures.

8. Project Delivery Milestones

The Banks expects the bidder to meet the delivery Milestones of the Project as detailed in the following table.

Procurement, Installation, Commissioning, Integration and Operations & Management of SD WAN solution for 1800+ locations of the bank.

S.NO	Milestones	Weeks from date of issue of P. O
1.	Project Plan Sign-off and Contract execution	Within 2 weeks from date of PO
2.	Project Acceptance / (UAT sign-off including 4-week test period)- SD WAN devices with dual connectivity Approximately 50 locations	Within 8 weeks from date of PO
3.	Implementation of Policies	Within 8 weeks from date of PO
4.	Fine-tuning of the Setup	Within 4 Weeks from date of UAT Sign-off/Project Acceptance
5.	Operations & Management of Solution	Immediately on completion of UAT signoff
6.	Implementation of SD WAN Solution - Phase 1 450 Locations)	Within 12 weeks from date of PO
	Implementation of SD WAN Solution - Phase 2 -Additional 450 Locations)	Within 16 weeks from date of PO
	Implementation of SD WAN Solution - Phase 3 -Additional 450 Locations	Within 20 weeks from date of PO
	Implementation of SD WAN Solution across all locations -Phase 4	Within 24 weeks from date of PO
7.	Additional Incremental Requirements (New Site Rollout / Upgrade / Migration) during the contract period	To be executed within 6 weeks from formal approval

Bidder has to ensure that a minimum of

Switching Requirement for Branches & Offices of the bank

S. No	Milestones	Weeks from date of issue of P. O
1.	Issuance of PO	Week 0
2.	Delivery, Installation & Commissioning of Switches at in scope Locations	Within 12 weeks from date of PO
3.	Additional Incremental Switches Requirement (During Contract Period)	Within 6 weeks from formal request approval by the Bank

NOC Support

The bidder shall take complete responsibility for transitioning NOC support services within 8 weeks for Pilot Phase of 50 Locations and 20 weeks from the Purchase Order (PO) date for Complete implementation, aligning with the overall SD-WAN and network switch implementation. The transition will consist of key phases, including Knowledge Transfer (KT), a Pilot Phase, and Full NOC Operations Takeover. The bidder is required to propose a detailed transition plan covering resource deployment, risk mitigation, training, and cutover strategies to ensure a seamless handover without disruptions to bank operations.

Bidders should ensure that adequate resources are deployed in alignment with the project rollout, scaling up support as required to provide seamless network operations and maintenance from the very first day of implementation. A high-level framework with broad timelines is provided below, while the bidder shall submit a detailed transition plan within this structure.

S. No	Milestones	Weeks from Date of PO
1	NOC Transition Kick-off & Planning - Conduct detailed assessment of existing NOC operations, define transition roadmap, and finalize Standard Operating Procedures (SOPs).	Within 4 weeks from PO
2	Knowledge Transfer (KT) from Existing Team - Shadowing and parallel operations with current NOC team, covering incident handling, monitoring, escalation, and reporting.	Weeks 5 - 8 from issuance of PO
3	Full NOC Operations Takeover (Post UAT & Fine-Tuning Completion) - Vendor assumes complete NOC management responsibility, ensuring seamless operations across the bank's network.	Within 8 Week from issuance of PO
4	Optimization & Performance Review - Ongoing monitoring, periodic reviews, and further fine-tuning of NOC operations.	Continuous post-takeover

Note: - In addition to the above, Bank may place additional Purchase Orders for SD-WAN equipment & Switches for new identified Bank locations from time to time. The successful bidder shall have to deliver, commission & install the required equipment within the stipulated timeline from the date of issuance of Purchase Order.

The final Granular Project Plan shall be worked out with the successful bidder. The bidder must strictly adhere to the project timeline schedule, as specified in the purchase contract executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the bidder will enable Bank to resort to any or all of the following provided that the bidder is first given a 30 days" written cure period to remedy the breach/delay:

- a. Claiming Liquidated Damages
- b. Termination of the purchase agreement fully or partly and claim liquidated damages.
- c. Forfeiting of Earnest Money Deposit / Invoking EMD Bank Guarantee/Performance Guarantee.

However, Bank will have the absolute right to charge penalty and/or liquidated damages as per Tender /contract without giving any cure period, at its sole discretion besides taking any other appropriate action.

Successful bidder is expected to provide detailed project implementation status on weekly basis.

EXTENSION OF DELIVERY SCHEDULE:

If, at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance against suitable extension of the performance guarantee for delivery.

NON-DELIVERY:

Failure of the successful bidder to comply with the above delivery schedule, shall constitute sufficient grounds for the annulment of the award of contract and invocation of bank guarantee (delivery) besides taking appropriate action against the successful bidder including blacklisting such bidder from participating in future tenders.

1. PROJECT ACCEPTANCE/ USER ACCEPTANCE TESTING:

Successful bidder shall assist Bank in the User Acceptance Testing of the solution for the functionalities stated in this RFP document. A four-week test period will be used by J & K Bank to evaluate the selected SDWAN Solution. After the selected SDWAN Solution has been successfully implemented, J & K Bank and the Vendor shall agree on the start date of the test period. Acceptance of the SDWAN Solution shall be based on the results of the test period and strictly in line with the scope defined in this RFP. If during the test period, the SDWAN Solution experiences no failures and functions according to the requirements of the RFP, as determined by J & K Bank, the SDWAN Solution shall be considered accepted and UAT (user Acceptance Test) report signed which will form basis of submission of Payment related invoices etc. Bank shall issue a UAT signoff on successful completion of the UAT. Approximately 50 locations of Bank shall be taken into consideration to determine the Project Acceptance /UAT signoff.

If the UAT fails or there is undue delay of the completion of the UAT due to reasons attributable to the successful bidder, Bank may at its own discretion cancel the purchase order and invoke the Bank guarantee for implementation.

2. OPERATIONALIZATION OF SOLUTION:

Bank shall issue Go Live Signoff on successful operationalization of the solution. If there is delay in the operationalization of the solution, Bank reserves the right to cancel the purchase order and invoke the Bank guarantee submitted for implementation.

3. REVIEW:

The solution shall remain under review for a period of 3 months post operationalization of the Setup. The Successful bidder shall be readily available during the review phase for troubleshooting and other support. During the review phase, Bank may request changes to the setup as per its requirement and no extra costs shall accrue to the bank for the effort involved in the same.

B-EVALUATION PROCESS

The endeavor of the evaluation process is to find the best fit Solutions as per the Bank's requirement at the best possible price. The evaluation shall be done by the Bank's internal committees formed for this purpose. Through this RFP, Bank aims to select bidder(s) /Service provider(s) who would undertake for **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model**. The bidder shall be entrusted with end-to-end responsibility for the execution of the project under the scope of this RFP. The bidder is expected to commit for the delivery of services with performance levels set out in this RFP.

Responses from Bidders will be evaluated in three stages, sequentially, as below:

Stage A - Evaluation of Eligibility Criteria

Stage B - Technical Evaluation

Stage C. Quality and Cost Based Selection (QCBS)

The three-stage evaluation shall be done sequentially on knock-out basis. This implies that those Bidders qualifying in Stage A will only be considered for Stage B and those qualifying Stage B will be considered for Stage C.

Please note that the criteria mentioned in this section are only indicative and Bank, at its discretion, may alter these criteria without assigning any reasons. Bank also reserves the right to reject any / all proposal(s) without providing any specific reasons. All deliberations and evaluations performed by Bank will be strictly confidential and will be maintained as property of Bank exclusively and will not be available for discussion to any Bidder of this RFP.

The Bank will scrutinize the offers to determine their completeness (including signatures from the relevant personnel), errors, omissions in the technical & commercial offers of respective bidders. The Bank plans to, at its sole discretion, waive any minor non- conformity or any minor deficiency in an offer. The Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

Stage A- Evaluation of Eligibility Criteria

All bids submitted by the participating bidders in this tender shall have to qualify the Eligibility Criteria as detailed in Annexure D of this RFP. Criteria mentioned in Annexure D is the baseline criteria for participation and bidders who do not qualify the criteria will not be considered for Technical Evaluation & Scoring. All the bidders shall be intimated of their qualification status by the Bank once the evaluation of their bids is completed. The EMD money in respect of such Bidders will be returned on completion of the Stage A evaluation. Bank, therefore, requests that only those Bidders who are sure of meeting all the eligibility criteria only need to respond to this RFP process.

Stage B-Evaluation of Technical Bid

All technical bids of bidders who have qualified basic eligibility criteria will be evaluated in this stage. Bidders shortlisted for Technical Evaluation shall submit the Technical Bid in the format defined in Annexure E along with the relevant proof of document for all the criteria and it shall be the responsibility of the bidders to submit relevant proof of document. **Bidders scoring at- least overall score of 75 marks or more out of 100 marks, as per Technical Bid Format in Annexure E, will be declared technically qualified.**

Bidders shortlisted for Technical Evaluation shall be required to submit the following details: Bidders shall be required to provide a detailed solution document and presentation showcasing the capabilities of the proposed solution as per Functional/Technical Specification along with the

capabilities of the bidder to successfully complete the solution implementation but not limited to the below,

The Technical Solution document should cover all the aspects as detailed in the RFP and not limited to:

- Executive Summary
- Project Overview and Plan
- Solutioning for SDWAN and Network Switches
- Solutioning for NOC
- Approach & Methodology - Plan for Propose & Provisioning, Migration, Implementation roadmap and Managed Services
- Plan for Governance & resource planning
- Risk Management and Contingency Plan
- RACI Matrix
- Exit Management plan
- Bidder's differentiating factors
- Any deviations from the technical specifications or scope of work
- Assumptions if any

The Bank reserves the right to request additional documentation or clarification as it deems necessary for the evaluation of proposals. Bank may seek clarifications from any or each bidder as a part of technical evaluation. All clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the Bank. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

Stage C- Quality and Cost Based Selection (QCBS)

The Commercial Bid should be submitted as per the format in Annexure F.

i. Commercial Bid of only those bidders will be opened who comply with all the eligibility criteria, qualify the Technical Evaluation Stage and confirm compliance to all the terms & conditions and requirements of the RFP document.

ii. The Bank's evaluation of the indicative commercial bids will consider the bidder's compliance with the terms and conditions.

iii. The offer must remain valid for a period of at least 180 days from the date of the tender opening.

Bidders are responsible for the accuracy of all cost computations in their commercial bids. The Bank will review these computations and correct any arithmetic errors identified. While the Bank will make reasonable efforts to identify errors, the ultimate responsibility for accuracy lies with the bidder.

Quality and Cost Based Selection (QCBS)

i. Under the QCBS, technical proposals will be allotted a weightage of 70%, while financial bids, will be allotted a weightage of 30%.

ii. The proposal with the lowest cost will be given a financial score of 100, and other proposals will be given financial scores inversely proportional to their prices.

iii. The total score, encompassing both technical and financial aspects, shall be obtained by weighing the quality and cost scores and summing them up. The proposed weightages for quality and cost shall be specified in the RFP.

Disclosure of Technical Scores:

Each technically qualified bidder will be provided with their own technical score along with technical scores of other bidders for providing transparency.

Rank Based Reverse Auction through E-Tender portal:

Technically qualified bidders will participate in the price confirmation process through the e-tender portal.

- A 30 minute time-bound window shall be provided for submitting revised commercial proposals.
- Multiple iterations of price submission are allowed during this period.
- The bidders shall have real-time visibility of all submitted prices of all the bidders.
- Bidders shall be enabled to make informed commercial decisions based on technical score and competitive price position.
- Base price for each bidder shall be kept as its respective indicative price as quoted by a bidder in the commercial bid.
- The bid prices and names of all participating bidders shall be visible to each bidder in real time
- The bidder has to place the next bid not less than decrement value. The bid can be either in multiples of the decrement or can be any number greater than the decrement.
- Bidders(s) at their own discretion can take informed decision to lower their previous quoted commercials to enhance their chance of emerging as final bid winner post completion of the entire evaluation process as defined in the RFP.
- The final commercial for each bidder post Rank Based Reverse Auction shall be taken into account for the QCBS evaluation to determine the Final Combined Score (H1).
- The bidders qualifying Stage B - Evaluation of Technical Bid, shall have to login to the Bank's e-auction portal. In case the bidder does not want to revise the prices, the bidder can put their quoted price as the final price in the portal. In case the bidder does not login in Bank's e-Auction portal during the Rank based Reverse Auction or refuse to participate in Rank based Reverse Auction at any time thereafter, then the bidder(s) will automatically get disqualified for further RFP process..

Highest Point's Basis:

Based on the combined weighted score for quality and cost, bidders shall be ranked in terms of the total score obtained. The proposal achieving the highest total combined score in the evaluation of quality and cost will be ranked as H-1, followed by proposals securing lesser marks as H-2, H-3, and so on.

Commercial Evaluation:

The commercial score will be calculated as follows:

$$\text{Commercial Score} = \frac{\text{Lowest Confirmed Commercial Price post Rank Based Reverse Auction}}{\text{Bidder's Confirmed Commercial Price post Rank Based Reverse Auction}} \times 100$$

The commercial score will carry a weightage of 30%.

Final Evaluation and Selection:

Final Combined Score Formula:

Final Score = [(Technical Score / Highest Technical Score) × 70] + [Commercial Score × 0.3]

Bidders will be ranked as H-1, H-2, etc., based on the final combined score.

Example Procedure:

As an example, the following procedure can be followed: In a particular case of bidder selection, it was decided to have minimum qualifying marks for technical qualifications as 75, and the weightage of the technical bids and financial bids was kept as 70:30. In response to the RFP, three proposals (A, B, & C) were received. The technical evaluation committee awarded them 95, 85, and 90 marks, respectively. The minimum qualifying marks were 75. All three proposals were, therefore, found technically suitable, and their financial proposals were opened. The price evaluation committee examined the financial proposals post Rank Based Reverse Auction as under:

Bidder	Technical Score	Highest Technical Score	Final Confirmed Price Post Reverse Auction	Lowest Confirmed Commercial Price post Rank Based Reverse Auction	Final Combined Score	Final Rank
A	95	95	71	60	$[(95/95) \times 70] + [(60/70) \times 30] = 95.35$	H2
B	85	95	65	60	$[(85/95) \times 70] + [(60/65) \times 30] = 90.32$	H3
C	90	95	60	60	$[(90/95) \times 70] + [(60/60) \times 30] = 96.32$	H1

Bidder C, with final score of 96.32 was awarded H1 and was therefore declared the winner and recommended for approval to the competent authority.

C-RFP SUBMISSION

1. e-Tendering Process

This RFP will follow e-Tendering Process (e-Bids) as under which will be conducted by Bank's authorized e-Tendering Vendor M/s. e-Procurement Technologies Ltd. through the website <https://jkbank.abcpurchase.com>

- a) Publishing of RFP
- b) Vendor Registration
- c) Pre-Bid Queries
- d) Online Response of Pre-Bid Queries
- e) Corrigendum/Amendment (if required)
- f) Bid Submission
- g) Bids Opening
- h) Pre-Qualification
- i) Bids Evaluation
- j) Commercial Evaluation
- k) Contract Award

Representative of bidder may contact the Help Desk of e-Tendering agency M/s. e-Procurement Technologies Ltd for clarifications on e-Tendering process:

2. Service Provider:

M/s. E-procurement Technologies Limited
(Auction Tiger), B-705, Wall Street- II, Opp. Orient Club, Ellis
Bridge, Near Gujarat College,
Ahmedabad- 380006, Gujarat

Help Desk:

Contact Persons: Nandan Velara
Mobile No.: 9081000427 / 9904407997
Landline: 079-68136831/ 6857 / 6820 / 6843 / 6853 / 6829 /
6835 / 6863 / 6852 / 6840

No consideration will be given to e-Bids received after the date and time stipulated in this RFP and no extension of time will normally be permitted for submission of e-Bids.

Bank reserves the right to accept in part or in full or extend or reject the bids received from the bidders participating in the RFP. Bidders will have to abide by e-Business Rules framed by the Bank in consultation with M/s. e-Procurement Technologies Ltd.

3. RFP Fees

The non- refundable RFP application fee of Rs. 10,000/- is required to be paid by the prospective bidders through NEFT as per the following details:

Bank Details for RFP Fees	
Account Number	9931530300000001
Account Name	Tender Fee / Cost Account
Bank Name	The J&K Bank Ltd
Branch Name	Corporate Headquarters MA Road Srinagar J&K - 190001
IFSC Code	JAKA0HRDCHQ
Amount	INR 10,000/=

The Bidder shall solely bear all expenses whatsoever associated with or incidental to the preparation and submission of its Bid and the Bank shall in no case be held responsible or liable for such expenses, regardless of the conduct or outcome of the bidding process including but not limited to cancellation / abandonment / annulment of the bidding process.

4. Earnest Money Deposit

Prospective bidders are required to submit Earnest Money Deposit (EMD) of ₹ 3,00,00,000 (Rupees Three Crore Only). The Bank may accept Bank guarantee in lieu of EMD for an equivalent amount valid for 180 days from the last date of bid submission and issued by any scheduled commercial Bank in India (other than Jammu & Kashmir Bank). The Bank will not pay any interest on the EMD. The bidder can also submit the EMD through NEFT as per the following details:

Bank Details for Earnest Money Deposit	
Account Number	99310706900000001
Account Name	Earnest Money Deposit (EMD)
Bank Name	The J&K Bank Ltd
Branch Name	Corporate Headquarters MA Road Srinagar J&K - 190001
IFSC Code	JAKA0HRDCHQ
Amount	INR 3,00,00,000/=

In case of a Bank Guarantee from a Foreign Bank, prior permission of the Bank is essential. The format of Bank Guarantee is enclosed in Annexure G.

EMD submitted through Bank Guarantee/Demand Draft should be physically send in an envelope mentioning the RFP Subject, RFP No. and date to the following address:

Address:	Technology & Development Department, J&K Bank Ltd. 5 th Floor CHQ, MA Road Srinagar, J&K Pin- 190001
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Note: EMD is exempted for all Start-ups as recognized by DPIIT/DIPP. In case of such exemption, relevant documents/proof is to be submitted with Bid.

The EMD made by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of the PO issued by Bank.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to:

- The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (other than Jammu & Kashmir Bank) from any scheduled commercial bank in India for 5% of the total contract value for 5 years and valid for 5 years+6 months including claim period of 6 months, validity starting from its date of issuance. The PBG shall be submitted within 30 days of the PO issued from the Bank.
- The Unsuccessful Bidder, only after acceptance of the PO by the selected bidder.

5. Performance Bank Guarantee (PBG)

The successful bidder will furnish unconditional performance bank guarantees (other than Jammu & Kashmir Bank) from any scheduled commercial bank in India, for 5% of the total contract value for a period 5 years + 6 months. The format of the PBG is given as per Annexure H. The PBG shall be submitted within 30 days from the date of issuance of Purchase order by the Bank. The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium, commission etc. with respect to the PBG shall be borne by the Successful Bidder. The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing Bank on the printed letterhead of the issuing Bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents. Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number. In the event of delays by Successful Bidder in implementation of project beyond the schedules given in the RFP, the Bank may invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract. The Bank shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by the Bank due to inadvertence, error, collusion, misconstruction or misstatement. The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the

Successful Bidder under the contract. However, no interest shall be payable on the PBG.

6. Bidding Process

- i. The bids in response to this RFP must be submitted in three parts:
 - a. Confirmation of Eligibility Criteria
 - b. Technical Bid" (TB) including and
 - c. Commercial Bid" (CB).
- ii. The mode of submission of Confirmation of Eligibility Criteria, Technical Bid (TB) and Commercial Bid (CB) shall be online.
- iii. Bidders are permitted to submit only one Technical Bid and relevant Commercial Bid. More than one Technical and Commercial Bid should not be submitted.
- iv. The Bidders who qualify the Eligibility Criteria & Technical Evaluation will be qualified for commercial bid evaluation. The successful Bidder will be determined based on the Evaluation process defined in Section B.
- v. Receipt of the bids shall be closed as mentioned in the bid schedule. Bid received after the scheduled closing time will not be accepted by the Bank under any circumstances.
- vi. Earnest Money Deposit must accompany all tender offers as specified in this tender document. EMD amount / Bank Guarantee in lieu of the same should accompany the Technical Bid. Bidders, who have not paid Cost of RFP and Security Deposit (EMD amount) will not be permitted to participate in the bid and bid shall be summarily rejected.
- vii. All Schedules, Formats, Forms and Annexures should be stamped and signed by an authorized official of the bidder'.
- viii. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of the bid.
- ix. No rows or columns of the tender should be left blank. Offers with insufficient information are liable to rejection.
- x. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.
- xi. 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.
- xii. Modification to the Bid Document, if any, will be made available as an addendum/corrigendum on the Bank's website and Online tendering portal.
- xiii. All notices regarding corrigenda, addenda, amendments, time-extension, clarification, response to bidders' queries etc., if any to this RFP, will not be published through any advertisement in newspapers or any other mass media. Prospective bidders shall regularly visit Bank's website or online tendering portal to get themselves updated on changes / development in relation to this RFP.

- xiv. Prices quoted should be exclusive of GST.
- xv. Applicable taxes would be deducted at source, if any, as per prevailing rates.
- xvi. The price ("Bid Price") quoted by the Bidder cannot be altered or changed due to escalation on account of any variation in taxes, levies, and cost of material.
- xvii. 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.
- xviii. The Bank's decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
- xix. The Bidder shall bear all the 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.

7. Tender Process

- i. Three-stage bidding process will be followed. The response to the tender should be submitted in three parts: Eligibility, Technical Bid and Commercial Bid through online e-tendering portal with a tender document fee and EMD details mentioned above.
- ii. The Bidder shall submit their offers 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. Any decision of Bank in this regard shall be final, conclusive and binding on the Vendor.
- iii. This contract shall initially be awarded for a period of five (5) years from the date of signing. Prices quoted will remain same during the contract period of 5 years. Six (6) months prior to the contract's expiration, the Vendor shall engage with the Bank to confirm whether the Bank intends to extend the contract. If the Bank opts for an extension, the Vendor shall mandatorily extend the contract for up to two (2) additional years, ensuring uninterrupted service delivery. The terms and conditions for service delivery shall remain unchanged; however, the Bank reserves the right to negotiate and finalize the commercial rates for the extended period through mutual discussion. The Vendor shall not unilaterally withdraw from or refuse the extension if exercised by the Bank. In the event the Bank decides not to extend the contract, the Vendor shall provide all necessary support, documentation, and assistance to ensure a smooth and structured transition.
- iv. If at any time it is found that the information provided by the vendor is false, the Bank reserves the right to revoke the awarded contract without giving any notice to the vendor. Bank's decision in this regard will be final.
- v. If any of the shortlisted Vendors are unable to fulfil the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other participating vendors after giving 15-days' notice to the defaulting Vendor. Also, during the period of the contract due to unsatisfactory service, Bank will have the right to cancel the contract and award the contract to other participating vendors.

8. Deadline for Submission of Bids:

- i. Bids must be received at the portal and by the date and time mentioned in the “Schedule of RFP”.
- ii. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted at the portal by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.
- iii. Any Bid received after the deadline for submission of Bids prescribed at the portal, will be rejected.

9. Bid Validity Period

- i. Bid shall remain valid for duration of 06 calendar months from Bid submission date.
- ii. The offer must remain valid for a period of at least 180 days from the date of the tender opening.
- iii. Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

10. Bid Integrity

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

11. Cost of Bid Document

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank or any other costs incurred in connection with or relating to their Bid. 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 regardless of the conduct or outcome of the bidding process.

12. Contents of Bid Document

- i. The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility of Bidders and shall be summarily rejected.
- iii. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

- iv. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in **English**.

13. Modification and Withdrawal of Bids

- i. 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 at the portal, prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.

14. Payment Terms

The Bidder must accept the payment terms proposed by the Bank as proposed in this section. The indicative commercial bid submitted by the bidders must be in conformity with the payment terms proposed by the Bank. The Payments during Contract Period shall be made on the achievement of the following project milestones:

Payment	Milestone Delivered	Payment Term
Payment for Solution/Device during Contract Period	Successful Implementation of the device and Signoff from Bank Official/s.	Quarterly in Arrears Payment shall be paid on a pro-rata basis , proportionately calculated from the actual implementation date of each device / service until the end of that quarter.
Payment for NOC Services	Complete transition & Takeover of NOC Services by Bidder	Quarterly in Arrears

Payments shall be released on acceptance of the purchase order and:

- a. Post Signing of Service Level Agreement (SLA) between Bank and Successful bidder.
- b. Post Signing of Non-Disclosure Agreement (NDA) between Bank and Successful bidder.
- c. All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.

D - GENERAL TERMS & CONDITIONS

1. Standard of Performance

The bidder shall perform the service(s) and 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 engineering standards recognized by the international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technologies, procedures and methods. The Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to J&K Bank and shall, at all times, support and safeguard J&K Bank's legitimate interests.

2. Indemnity

The Successful bidder shall indemnify and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings (including attorney fees), relating to or resulting from: -

- i. Intellectual Property infringement or misappropriation of any third-party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
- ii. Claims made by the employees who are deployed by the Successful bidder.
- iii. Breach of confidentiality obligations by the Successful bidder,
- iv. Negligence (including but not limited to any acts or omissions of the Successful bidder, its officers, principals or employees) or misconduct attributable to the Successful bidder or any of the employees deployed for the purpose of any or all of its obligations,
- v. Any loss or damage arising out of loss of data.
- vi. Bonafide use of deliverables and or services provided by the successful bidder.
- vii. Non-compliance by the Successful bidder with applicable Laws/Governmental/Regulatory Requirements.

The Successful bidder shall be responsible for any loss of data, loss of life etc. due to acts of its representatives, and not just arising out of negligence or misconduct, as such liabilities pose significant risk.

It is hereby agreed that the above said indemnity obligations shall apply notwithstanding anything to the contrary contained in this Tender document and subsequent Agreement and shall survive the termination of the agreement for any reason whatsoever. The Successful bidder will have sole control of its defense and all related settlement negotiations.

3. Cancellation of Contract and Compensation

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances. The Bank would provide 30 days' notice to rectify any breach/ unsatisfactory progress:

- a. The selected Bidder commits a breach of any of the terms and conditions of the RFP/contract.
- b. The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise.
- c. Delay in completion of Supply, Installation of Project Deliverables.
- d. Serious discrepancies noted in the inspection.
- e. Breaches in the terms and conditions of the Order.
- f. Non submission of acceptance of order within 7 days of order.
- g. Excessive delay in execution of order placed by the Bank.
- h. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- i. If the selected Bidder fails to complete the due performance of the contract in accordance

with the agreed terms and conditions.

4. Liquidated Damages

If successful bidder fails to make delivery or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 1% of the total project cost for delay of every 1 week or part thereof maximum up to 10% of contract price. Once the maximum is reached, Bank may consider termination of Contract pursuant to the conditions of contract. However, the bank reserves the right to impose / waive any such penalty.

5. Fixed Price

The Commercial Offer shall be on a fixed price basis, inclusive of all taxes and levies. No price increases due to increases in customs duty, excise, tax, dollar price variation etc. will be permitted.

6. Right to Audit

Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Bidder (including its sub-contractors). The Selected Bidder shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Bidder is required to submit such certification by such Auditors to the Bank.

Bidder should allow the J&K Bank or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by Bidder and business premises relevant to the outsourced activity within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. Bidder should allow the J&K Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or employees or other persons duly authorized by the Bank.

7. Force Majeure

- i. The Selected Bidder shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- ii. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, pandemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.
- iii. Unless otherwise directed by the Bank in writing, the selected contractor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

- iv. In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the contractor shall hold consultations in an endeavor to find a solution to the problem.
- v. Notwithstanding above, the decision of the Bank shall be final and binding on the successful bidder regarding termination of contract or otherwise.

8. Publicity

Bidders, either by itself or through its group companies or Associates, shall not use the name and/or trademark/logo of Bank, in any sales or marketing publication or advertisement, or in any other manner.

9. Amendments

Any provision hereof may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each Party, or in the case of a waiver, by the Party against whom the waiver is to be effective.

10. Assignment

The Selected Bidder shall not assign, in whole or in part, the benefits or obligations of the contract to any other person. However, the Bank may assign any of its rights and obligations under the Contract to any of its affiliates without prior consent of Bidder.

11. Applicable law and jurisdictions of court

The Contract with the selected Bidder shall be governed in accordance with the Laws of UT Of J&K read with laws of India so far as they are applicable to the UT of J&K for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Srinagar (with the exclusion of all other Courts). However, the services from the bidder during the period of dispute or pending resolution shall continue as far as is reasonably practical.

12. Resolution of Disputes and Arbitration clause

It will be the endeavor of the parties to resolve amicably any disputes or differences that may arise between them for misconstruing the meaning and operation of this RFP and the breach that may result. In case of dispute or difference arising between the parties relating to any matter arising out of or connected with this RFP, such disputes or differences shall be settled in accordance with the Arbitration and Conciliation Act 1996. The sole Arbitrator shall be chosen by mutual discussion between the parties. The decision of the Arbitrator shall be final.

The successful bidder shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the client or unless the matter is such that the work cannot possibly be continued until the decision of Arbitrator or the Adjudicator, as the case may be, is obtained. The Arbitration proceedings shall be held at Srinagar and the language of arbitration proceedings and that of documents and communications between the parties shall be English.

13. Execution of Service Level Agreement (SLA)/ Non-Disclosure Agreement (NDA)

The Successful Bidder shall have to execute service level agreement capturing details of the activity being outsourced, including appropriate service and performance standards including for the sub-contractors, if any for deliverables including Service-Level Agreements (SLAs) formalizing performance criteria to measure the quality and quantity of service levels and successful execution of the projects to meet Banks requirement to its satisfaction. The Bank would stipulate strict penalty clauses for nonperformance or any failure in the implementation/efficient performance of the project. The Bidder should execute the Agreement within 30 days from the date of acceptance of Work Order. The date of agreement shall be treated as date of engagement and the timeline for completion of the assignment shall be worked out in reference to this date. The Bidder hereby acknowledges and undertakes that terms and conditions of this RFP may be varied by the Bank in its absolute and sole discretion. The SLA/NDA to be executed with the successful bidder shall accordingly be executed in accordance with such varied terms.

14. 'NO CLAIM' Certificate

The Bidder shall not be entitled to make any claim(s) whatsoever, against J&K Bank, under or by virtue of or arising out of, the Contract/Agreement, nor shall J&K Bank entertain or consider any such claim, if made by the Bidder after he has signed a 'No Claim' Certificate in favor of J&K Bank in such form as shall be required by J&K Bank after the works are finally accepted.

15. Cost and Currency

The Offer must be made in Indian Rupees only, including the following:

- a) Cost of the equipment/software/licenses specified.
- b) Installation, commissioning, maintenance, migration charges, hosting charges, if any.
- c) Comprehensive on-site software support.
- d) Packing, Forwarding and Transportation charges up to the sites to be inclusive.
- e) All taxes and levies are for Destinations.
- f) Bidders have to make their own arrangements for obtaining road permits wherever needed.

16. No Agency

The Service(s) of the Bidder herein shall not be construed as any agency of J&K Bank and there shall be no Principal - Agency relationship between J&K Bank and the Bidder in this regard.

17. Project Risk Management

The selected bidder shall develop a process & help Bank to identify various risks, threats & opportunities within the project. This includes identifying, analyzing & planning for potential risks, both positive & negative, that might impact the project & minimizing the probability of & impact of positive risks so that project performance is improved for attainment of business goals.

18. Information Security:

- a. The Successful Bidder and its personnel shall not carry any written material, layout, diagrams, hard disk, flash / pen drives, storage tapes or any other media out of J&K Bank's premises without written permission from J&K Bank.
- b. The Successful Bidder's personnel including sub-contractors shall follow J&K Bank's information security policy and instructions in this regard.
- c. The Successful Bidder acknowledges that J&K Bank's business data and other proprietary information or materials, whether developed by J&K Bank or being used by J&K Bank pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to J&K Bank; and the Successful 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 Successful Bidder to protect its own proprietary information. Successful Bidder recognizes that the goodwill of J&K Bank depends, among other things, upon the Successful Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Successful Bidder could damage J&K Bank. By reason of Successful Bidder's duties and obligations hereunder, Successful Bidder may come into possession of such proprietary information, even though the Successful Bidder does not take any direct part in or furnish the Service(s) 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 the Contract/Agreement. Successful Bidder shall use such information only for the purpose of performing the Service(s) under the Contract/Agreement.
- d. Successful Bidder shall, upon termination of the Contract/Agreement for any reason, or upon demand by J&K Bank, whichever is earliest, return any and all information provided to Successful Bidder by J&K Bank, including any copies or reproductions, both hardcopy and electronic.
- e. That the Successful Bidder and each of its subsidiaries have taken all technical and organizational measures necessary to protect the information technology systems and Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses. Without limiting the foregoing, the Successful Bidder and its subsidiaries have used reasonable efforts to establish and maintain, and have established, maintained, implemented and complied with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses.
- f. The Successful Bidder shall certify that, to the best of its knowledge, there has been no security breach, cyber incident, unauthorized access, or any other compromise affecting any information technology and computer systems, networks, hardware, software, data, or equipment owned, operated, or maintained by the Successful Bidder or its subsidiaries. Additionally, the Successful Bidder shall confirm that there has been no compromise of any data related to the Successful Bidder's, the Operating Partnership's, or the Subsidiaries' respective customers, employees, suppliers, or vendors, whether maintained directly by the Successful Bidder or by any third party on its behalf (collectively referred to as "IT Systems and Data").
- g. Furthermore, the Successful Bidder shall confirm that, to its knowledge, no such incident has occurred that has had or would reasonably be expected to have, individually or in aggregate, a

Material Adverse Effect on the Successful Bidder's operations, reputation, financial standing, or compliance obligations. In the event of any security breach or compromise, the Successful Bidder shall promptly notify the Bank and take all necessary measures to mitigate any potential risks or damages.

- h. That the Successful Bidder has not been notified of and has no knowledge of any event or condition that would reasonably be expected to result in, any security breach or other compromise to its IT Systems and Data.
- i. That the Successful Bidder is presently in compliance with all applicable laws, statutes, rules or regulations relating to the privacy and security of IT Systems and Data and to the protection of such IT Systems and Data from unauthorized use, access, misappropriation or modification. Besides the Successful Bidder confirms the compliance with Banks Supplier Security Policy.
- j. That the Successful Bidder has implemented backup and disaster recovery technology consistent with generally accepted industry standards and practices and storage of data (as applicable to the concerned REs) only in India as per extant regulatory requirements.
- k. That the Successful Bidder and its subsidiaries IT Assets and equipment, computers, Systems, Software's, Networks, hardware, websites, applications and Databases (Collectively called IT systems) are adequate for, and operate and perform in all material respects as required in connection with the operation of business of the Successful Bidder and its subsidiaries as currently conducted, free and clear of all material bugs, errors, defects, Trojan horses, time bombs, malware and other corruptants.
- l. That the Successful Bidder shall be responsible for establishing and maintaining an information security program that is designed to:
 - o Ensure the security and confidentiality of Customer Data, Protect against any anticipated threats or hazards to the security or integrity of Customer Data, and
 - o That the Successful Bidder will notify Customer of breaches in Successful Bidder's security that materially affect Customer or Customer's customers. Either party may change its security procedures from time to time as commercially reasonable to address operations risks and concerns in compliance with the requirements of this section.
- m. The Successful Bidder shall establish, employ and at all times maintain physical, technical and administrative security safeguards and procedures sufficient to prevent any unauthorized processing of Personal Data and/or use, access, copying, exhibition, transmission or removal of Bank's Confidential Information from Companies facilities. Successful Bidder shall promptly provide Bank with written descriptions of such procedures and policies upon request. Bank shall have the right, upon reasonable prior written notice to Successful Bidder and during normal business hours, to conduct on-site security audits or otherwise inspect Companies facilities to confirm compliance with such security requirements.
- n. That Successful Bidder shall establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, corruption, loss or alteration of the Client Data, and to prevent access, intrusion, alteration or other interference by any unauthorized third parties of the same, that are no less rigorous than those maintained by Successful Bidder for its own information or the information of its customers of a similar nature. Successful Bidder shall comply with the provisions of Information Technology Act, 2000, other applicable legal requirements and standards to protect the customer data
- o. That the Successful Bidder shall perform, at its own expense, a security audit no less frequently than annually. This audit shall test the compliance with the agreed-upon security standards and procedures. If the audit shows any matter that may adversely affect Bank, Successful Bidder

shall disclose such matter to Bank and provide a detailed plan to remedy such matter. If the audit does not show any matter that may adversely affect Bank, Bidder shall provide the audit or a reasonable summary thereof to Bank. Any such summary may be limited to the extent necessary to avoid a breach of Successful Bidder's security by virtue of providing such summary.

- p. That Bank may use a third party or its own internal staff for an independent audit or to monitor the Successful Bidder's audit. If Bank chooses to conduct its own security audit, such audit shall be at its own expense. Successful Bidder shall promptly correct any deficiency found in a security audit.
- q. That after providing 30 days prior notice to Successful Bidder, Bank shall have the right to conduct a security audit during normal business hours to ensure compliance with the foregoing security provisions no more frequently than once per year. Notwithstanding the foregoing, if Bank has a good faith belief that there may have been a material breach of the agreed security protections, Bank shall meet with Successful Bidder to discuss the perceived breach and attempt to resolve the matter as soon as reasonably possible. If the matter cannot be resolved within a thirty (30) day period, the parties may initiate an audit to be conducted and completed within thirty (30) days thereafter. A report of the audit findings shall be issued within such thirty (30) day period, or as soon thereafter as is practicable. Such audit shall be conducted by Successful Bidder's auditors, or the successors to their role in the event of a corporate reorganization, at Successful Bidder's cost.
- r. Successful Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful Bidder. Successful Bidders should ensure Data Security and protection of facilities/application managed by them.
- s. The deputed persons should be aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised / disclosed/ misused/misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank. Besides bank will be at liberty to blacklist the bidder and take appropriate legal action against bidder.
- s. The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Successful Bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third-party vendors/service providers & partners.
- t. Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

19. No Set-Off, Counterclaim and Cross Claims:

In case the Bidder has any other business relationship(s) with J&K Bank, no right of set-off, counterclaim and crossclaim and or otherwise will be available under this Contract/Agreement to the Bidder for any payment's receivable under and in accordance with that business.

20. Statutory Requirements

During the tenure of the Contract/Agreement 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 the Bidder shall keep J&K Bank, its directors, officers, employees, representatives, agents and consultants indemnified in this regard.

21. Bidder Utilization of Know-how:

J&K Bank will request a clause that prohibits the finally selected bidder from using any information or know-how gained in this contract for another organization whose business activities are similar in part or in whole to any of those of the Bank anywhere in the world without prior written consent of the Bank during the period of the contract and one year thereafter.

22. Corrupt and Fraudulent practice:

- i. It is required that Successful Bidder observe the highest standard of ethics during the procurement and execution of such contracts and not to indulge in any corrupt and fraudulent practice.
- ii. “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
- iii. “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- iv. The Bank reserves the right to reject a proposal for award if it determines that the Successful Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- v. The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it becomes known that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23. Solicitation of Employees

Bidder will not hire employees of J&K Bank or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of the J&K Bank directly involved in this contract during the period of the contract and one year thereafter.

24. Proposal Process Management

The Bank reserves the right to accept or reject any/all proposal/ to revise the RFP, to request one or more re-submissions or clarifications from one or more BIDDERS, or to cancel the process in part or whole. No bidder is obligated to respond to or to continue to respond to the RFP. Additionally, the Bank reserves the right to alter the requirements, in part or whole, during the RFP process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentation and contract negotiation processes.

25. Confidentiality Provision

- a) The bidder shall hold in confidence all the information, documentation, etc. which shall come to their knowledge (Confidential Information) and shall not disclose or divulge confidential information to any third party or use Confidential Information or any part thereof without written consent of the Bank.

- b) Confidential Information means information which is by its nature confidential or is designated by the bank and confidential information and includes:
- i. All information marked or otherwise designated as confident.
 - ii. Information which relates to the financial position, the internal management structure, the Personnel, policies and strategies of the Bank
 - iii. Data of the bank, customer lists, customer information, account information, and business information regarding business planning and operation of the Bank or otherwise information or data whether such data is permanent or otherwise

The restriction imposed in this clause does not apply to any disclosure or information:

- i. Which at the material time was in public domain other than breach of this clause; or
- ii. Which is required to be disclosed on account of order of any competent court or tribunal provided that while disclosing any information, Bank shall be informed about the same vide prior notice unless such notice is prohibited by applicable law.

26. Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the bidder/ directly employing their employees, and there shall not be any sub-contracting without prior written consent from the Bank. All the resources deployed by the bidder should be on the bidder's payroll.

27. Award Notification

The Bank will award the contract to the successful Bidder, out of the Bidders who have responded to Bank's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive and is the lowest commercial Bid.

The Bank reserves the right at the time of award of contract to increase or decrease of the quantity or change in location where services are required from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.

28. Suspension of Work:

The Bank reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The Bank will issue orders for suspension or reinstatement of the work to the Successful Bidder in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

29. Taxes and Duties:

- i. Successful Bidder will be entirely responsible for all duties, levies, imposts, costs, charges, license fees, road permit etc., in connection with delivery of equipment at site including incidental services and commissioning.
- ii. Income/Corporate taxes in India: The Successful Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.
- iii. Tax Deduction at Source: Wherever the laws and regulations require deduction of such taxes at source of payment, Bank shall affect such deductions from the payment due to the Successful

Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Successful Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by Bidder in respect of this contract.

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

Annexure A: Confirmation of Terms and Conditions

**The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank MA Road, Srinagar**

Dear Sir,

Sub: RFP No Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank dated

Further to our proposal dated, in response to the Request for Proposal for selection of vendor **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank** (hereinafter referred to as "RFP") issued by Jammu & Kashmir Bank (J&K BANK) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations, payment terms, scope, SLAs etc. as contained in the RFP and the related addendums and other documents issued by the Bank.

Place:

Date:

Seal and signature of the bidder

Annexure B: Tender Offer Cover Letter

The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar

Dear Sir,

Sub: RFP no: _____ for Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank, dated _____

Having examined the tender documents including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for the **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank**, to Bank as mentioned in RFP document in conformity with the said tender documents in accordance with the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items, and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by the Bank is a confidential document and we shall not disclose, reproduce, transmit or made available it to any other person.

We have read, understood and accepted the terms/ conditions/ rules mentioned in the RFP, proposed to be followed by the Bank.

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

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India and the UT of J&K.

We have never been barred/black-listed by any regulatory / statutory authority in India.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We certify that we have provided all the information requested by the Bank in the format requested for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and the Bank reserves the right to reject the offer if anything is found incorrect.

Note: These details should be on the letterhead of the bidder company and each & every page should be signed by their Authorized Signatory with name and seal of the company.

Place:

Date:

Seal and signature of the bidder

Annexure C: Details of SI/OEM

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

S. No.	PARTICULARS	DETAILS
1	Name of the Company	
2	Postal Address	
3	Telephone / Mobile / Fax Numbers	
4	Constitution of Company	
5	Name & Designation of the Person Authorized to make commitments to the Bank	
6	Email Address	
7	Year of Commencement of Business	
8	Sales Tax Registration No	
9	Income Tax PAN No	
10	Service Tax / GST Registration No	
11	Whether OEM or System Integrator	
12	Name & Address of OEM/s for SDWAN & Switches	
13	Brief Description of after sales services facilities available with the SI/OEM	
14	Web Site address of the Company	

Place:

Date:

Seal and signature of the bidder

Annexure D: Compliance to Eligibility Criteria

The bidder needs to comply with all the eligibility criteria mentioned below. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The bidder is expected to provide proof for each of the points for eligibility evaluation criteria. Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

The decision of the Bank would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason whatsoever.

The bidder must meet the following criteria to become eligible for bidding:

S. No	Bidder qualification criteria	Proof	Compliance (Yes/No)
1	The Bidder must be incorporated and registered in India under the Indian Companies Act 1956 or 2013, or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 and should have been in operation in India for a minimum of three years as on date of bid submission. The Bidder must be registered with appropriate authorities for all applicable statutory duties/taxes.	1. Copy of certificate of Incorporation/Registration under Companies Act 1956/2013 (for Indian companies) 2. Copy of GST certificate 3. Copy of Registration certificate 4. Copy of PAN Card 5. Copy of certificate in case of name change	
2	The Bidder should have neither failed to perform on any agreement during the last three years, as, evidenced by imposition of a penalty by an arbitral or judicial pronouncement or awarded against the Bidder or its Affiliates / Group Companies/member firms, nor from any project or agreement nor had any agreement terminated for breach.	Self-declaration on company letterhead (duly signed and stamped by authorized signatory)	
3	The bidder and OEMs (SDWAN & Switches) should have reported minimum annual turnover of Rs.300 crores and should have reported positive net worth as per audited financial statements in the last 3 financial years i.e., 2021-22, 2022-23, 2023-24.	Audited financial statements (Profit & Loss and Balance Sheet) for the last three financial years duly certified by a Chartered Accountant (CA) along with a CA certificate confirming the turnover and net worth.	
4	The Bidder should be authorized partner of the OEM for both the SDWAN and Network switches as on the date of the submission of bids and must have direct back-to-back support agreement with the OEM. The Bidder must provide support / maintenance / up gradation during the period of contract with the Bank. Both OEMs and partners cannot participate in the RFP. In case, both (OEM & his authorized partner)	Bidder to submit a letter of authorization / Manufacturer Authorization Form (MAF) as per the format provided in Annexure M.	

	participate, only bid of the OEM will be considered.		
5	The Bidder must have Primary & Secondary Network Operation Centre that is operational for at least 2 years in India. The bidder should have a valid ISO 27001 and ISO 9001 / TL 9000 for their remote support centre / managed services / NOC.	Self-certification on letterhead along with ISO 27001, ISO 9001 / TL 9000 certification copies.	
6	The Bidder must have experience as a Network Integrator (NI) for the supply and implementation of data center network devices or branch network devices in at least one BFSI / Government / PSU client in India in the last seven years.	Purchase Order along with Completion certificate/satisfactory Performance Certificate to be submitted as documentary evidence from BFSI / Government / PSU client in India confirming supply and implementation of Data Center or branch network devices.	
7	The Bidder must have experience in Network Operations Center (NOC) services / managed network services in India for at least one BFSI / Government / PSU client with a network spanning a minimum of 1,000 network branches/offices in the last seven years.	Client Purchase Orders (POs)/Contracts/satisfactory performance / Completion Certificates specifying NOC operations for BFSI / Government / PSU client with 1,000+ branches.	
8	The Bidder should have supplied and implemented an SD-WAN solution with a minimum of 1,000 sites for at least one BFSI / Government / PSU client in India, within the past 7 years as of the bid submission date.	Purchase Order along with Completion Certificate/satisfactory Performance Certificate to be submitted as documentary evidence from BFSI / Government / PSU client in India.	
9	The proposed SDWAN solution should be implemented and running successfully in minimum 1000 sites in BFSI / Government / PSU in past 5 years as on date of bid submission.	Purchase Order along with Completion Certificate/satisfactory Performance Certificate to be submitted as documentary evidence.	
10	The proposed OEM's switches (both 24-port and 48-port models) as part of this RFP must have a proven track record of adoption, with a minimum installed base of 1,000 units (combined count of 24-port and 48-port models) across BFSI / Government / PSU segment in India within the past five years.	Bidders must furnish details of these installations, including the number of installations per bank and relevant client references. Purchase Order along with Completion Certificate/satisfactory Performance Certificate to be submitted as documentary evidence.	
11	The Bidder should not have been blacklisted/debarred/terminated in any BFSI / Central or state governments / PSU / any of their agencies /	Self-declaration on company letterhead (duly signed and stamped by authorized signatory)	

	departments in India as on date of issuance of the tender for any project.		
12	The Bidder should have a project office in the Union Territory of Jammu and Kashmir or should furnish an undertaking that the same would be established within three months of signing the contract if the project is awarded.	Self-certification duly signed by authorized signatory on company letter head.	
13	OEM/(s) should have its own Service Centre & Office in India. The Bidder should also have a 24x7 Technical Assistance Center in India for customer support.	Self-declaration on bidder and OEM letterhead stating office/service center locations along with address details.	
14	The bidder must have employed minimum 50 certified network engineers in their organization payroll as on the bid submission date.	Self-declaration on letterhead along with payroll records or HR certificate specifying the number of certified network engineers with qualifications.	
15	The Bidder must comply with all technical specifications and the scope of work defined in the RFP	Self-declaration on letter head complying to Annexure E1 and scope of work.	

All documentary evidence/certificates confirming compliance criteria should be part of eligibility criteria.

Please enclose documentary proof for all the above criteria. In absence of these, the bids will not be considered for further evaluation. No further correspondence will be entertained in this case. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

1. Bidders need to ensure compliance to all the eligibility criteria points.
2. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
3. Bidder should be the OEM or authorized partner of OEM.
4. Documentary evidence must be furnished against each of the above 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.
5. Bank shall not consider the bids of bidders having poor or unsatisfactory experience in execution or providing support to any project in past.

In case of corporate restructuring, all the Qualifying Requirements / Eligibility Criteria / Technical Scoring Criteria (or any other criteria pertaining to the bidder's credentials) may be fulfilled by the bidding entity itself, or the parent company of the bidder, provided the bidder is a 100% owned subsidiary of the parent company.

All documents related to the restructuring of the bidder company must be submitted to the Bank. The bidder must also submit an undertaking that it will be bound by the terms and conditions mentioned in the RFP as if the restructuring had not taken place.

In case the bidding entity is a result of a hive-off from a demerged company, the experience and eligibility criteria as per the RFP may be considered from the demerged company, provided:

- the demerged company does not participate separately in the same RFP process, and

- a valid Novation Agreement or other relevant agreement is submitted.

Place:

Date:

Seal and signature of the bidder

Annexure E: Technical Bid Evaluation

Technical Evaluation and Scoring for the Qualified bidders shall be as per the following criteria:

S. No	Evaluation Criteria	Max Score	Scoring Criteria
Experience in SD-WAN & Network switches Implementation			
1	Bidder's experience in supply and implementation of SD-WAN solution for 1000+ devices for each BFSI clients in India over the past seven years as of the bid submission date.	15	1000+ devices for 3 or more BFSI clients: 15 1000+ devices for 2 BFSI client: 10 1000+ devices for 1 BFSI client: 5
2	Bidder's experience in supply & implementation of DC/Branch network switches for each BFSI clients in India in the last 5 years.	5	Implemented for 3 or more BFSI clients: 5 Implemented for 2 BFSI client: 3 Implemented for 1 BFSI client: 1
Experience of the OEM			
3	Proposed OEM's SD-WAN solution implemented in scheduled commercial banks in India over the past 5 years as of the bid submission date.	15	Implemented in 3 or more banks: 15 Implemented in 2 banks: 10 Implemented in 1 bank: 5
4	Proposed OEM's network switches implemented in scheduled commercial banks in India over the past 5 years as of the bid submission date.	5	Implemented in 3 or more banks: 5 Implemented in 2 banks: 3 Implemented in 1 bank: 1
Experience in delivering NOC Support			
5	Bidder's experience in Managed Network Services / NOC support for BFSI / Government / PSU clients in India over the past 7 years as of the bid submission date.	15	3 or more clients: 15 2 clients: 10 1 client: 5
No. of Network Engineers on Payroll (Technical Expertise)			
6	Certified and experienced Network Engineers (SD-WAN, Routing, Switching, Security)	10	>300 Network engineers = 10 101 to 300 Network engineers = 5 50 to 100 Network engineers = 3
Reference Site Feedback			
7	Customer Feedback on SD-WAN implementation, NOC & Managed Services Quality	10	The bidder must provide any two (2) separate client references for the below (a) and (b) where the bank shall obtain feedback from the client references over official email id provided by the bidder and upon receiving feedback within 5 working days shall be scored accordingly. a) SD-WAN Implementation Experience

			b) NOC / Managed Network Services Delivery The reference details must be submitted as per the format in Annexure P.
Technical Presentation: Solution Architecture, Implementation Strategy, and Project Governance			
8	Solution Architecture, Implementation Strategy, and Project Governance 1. Bidder's understanding of the bank's requirements 2. Approach and Methodology 3. Solution architecture 4. Implementation strategy 5. Proposed Team 6. Project Governance 7. Risk and challenges / Assumptions 8. KPIs & Value proposition 9. Exit Management 10. Site Visit *	25	Committee Evaluation
	TOTAL SCORE	100	

It shall be the responsibility of the bidders to submit relevant supporting documents for the above criteria. Scoring will be based on the documents submitted along with the technical bid.

- For points 1, 2, and 3, bidders must provide a Purchase Order (PO) along with a Completion Certificate or a Satisfactory Performance Certificate. Additionally, a reference from the customer along with customer contact details must be submitted in the prescribed format as in Annexure P - Reference site details.
- The Technical Solution document must comprehensively cover all the required sections as specified in **Section B - Evaluation of Technical Bid**.
- For the Number of Network Engineers, bidders must provide a certificate from the company's auditor clearly stating the quantity.
- ***Site Visits for Technical Evaluation:** The Bank reserves the right to conduct **site visits** to the Bidder's premises or their client reference sites as part of the technical evaluation process. The purpose of such visits will be to verify claims made in the proposal, assess capabilities, and evaluate the operational environment. All information obtained during site visits shall be treated with strict confidentiality. The Bank is not obligated to conduct site visits.

Place:

Date:

Seal and signature of the bidder

Annexure E1: Technical Specifications

S.No	Technical Specifications	Compliance (Yes/No)	Remarks
Functional requirements			
1	System should be implemented as true software defined network architecture with a complete separation of Control and Data plane and integrate the WAN and branch networks into a single, end-to-end framework that uses policies to manage traffic.		
2	The system should allow management of networks as software-defined network (SDN). Data and Control layers should clearly separate with control layer centralized. Control Plane: Control plane is responsible to maintain centralized routing table, controls route advertisement as per policy, creates end to end segments on network, instruct data plane to change traffic flow as per policy. Data Plane: Data plane is responsible to forward traffic in encrypted tunnels, apply local policy like QoS, ACL etc.		
3	The Bidder shall specifically mention the make and model of all the items including hardware, software components etc, offered as a part of the requirements under this RFP. Bids failing this condition shall be summarily rejected.		
4	The solution components should include Centralized Network Orchestrator, Software Defined Network Controller, edge devices running in the branch locations, Hub/gateway device running in central location		
5	The software defined network centralised components and operational components need to be installed on-premises. None of the organization data should go to OEM cloud/premises for any reason		
6	The SD-WAN controller must be deployed in a high-availability (HA) configuration from day one, in both the primary data center (DC) and the disaster recovery (DR) site. The bidder must factor in all necessary peripherals required for the solution.		
7	All components of the SD-WAN solutions should support High Availability (HA) wherever necessary and indicated. Bidder must factor all the necessary peripherals required for the solution.		
8	The Hub and Branch CPEs should have SD-WAN features and Layer 7 Firewall / Application Control features on the same appliance.		

9	The solution should offer flexible architectures: Hub-to-Spoke (partial mesh), spoke-to-spoke (dynamic full mesh), Multi-Hub, Multi-Region, & DIA (Direct Internet Access) / RIA (Remote Internet Access) for the branches		
10	SD-WAN solution should support minimum 4000 devices in a fabric and scalable to support 10000 devices.		
11	The device should be managed and orchestrated with a Centralized Management / Orchestrator / Controller platform		
12	System should have minimum two factor authentication between Controllers and central and branch devices before they established communication with each other. The communication between the software defined network controller and the branch device running on the remote entity should be secure and encrypted.		
13	The System should be functional at the time of connectivity failure to the controller. There should not be any data plane disruption when the SDWAN controller is not reachable or goes offline for maintenance		
14	The SDWAN tunnel creation should be automatic & dynamic without any manual configuration on the edges and the controller. In case of a change in WAN IP address (Private/Public) the SD-WAN solution shall detect the change and rebuild the SDWAN tunnel without manual VPN configurations.		
15	The system architecture should be transport agnostic and should support MPLS, ILL, DIA, Broadband, LTE, VSAT and other transports.		
16	The solution proposed by Bidder should support Hybrid deployment where Non-SD-WAN sites and SD-WAN enabled sites would interoperate in the SD-WAN topology. The solution proposed by Bidder should support route manipulation on LAN, WAN and Overlay to achieve various hybrid network integration requirements.		
17	The proposed solution must have ability to reorder any packets that are retransmitted during a failover.		
18	SD-WAN solution should support dual stack IPV4 and IPV6 support on underlay and overlay		
19	Licenses and hardware proposed under the SD-WAN solution no restriction on the number of users, sessions, applications, WAN link or any other parameters under the license provisioned.		
20	The SD-WAN Solution must be SASE Ready for adoption by the Bank as and when required during the		

	course of contract without any change in CPE Hardware or licensing.		
21	The system should support the creation of both dynamic and static tunnels between branch devices and the hub device, based on design and operational requirements.		
22	The SD-WAN solution should build dynamic IPSEC/encrypted tunnels using Asymmetric encryption (DH group) and should generate unique key for each site for better security.		
23	Should support both IPsec and GRE encapsulation		
24	The system should support the following authentication algorithms for Data Integrity: a. SHA-512 b. SHA-384 c. SHA-256		
25	Solution should support strong next generation encryption algorithms for data transport like AES-256 and AES-GCM		
26	The proposed SDWAN solution should have the capability to support jumbo frames, 802.1Q, VRF, VXLAN		
27	The proposed SDWAN solution should be able to integrate with existing and any new tool which the bank proposes to procure during the entire contract period but not limited to NTP, SIEM, LMS (Log Management Solution), NMS, NCM, ITAM, ITSM etc.,		
28	The system should ensure that virtual private network configuration and policy is performed in the controller. The addition of one or more branch devices into the network should not require any changes in the virtual private network configuration in software defined network controller		
Application Visibility and Network Performance			
29	The solution should support around 1000+ application signatures to achieve application visibility for efficient SD-WAN packet steering.		
30	The proposed SDWAN solution should support Application Aware routing policies based on Global known application signatures (like Office 365, Microsoft Teams, Zoom, FTP, Webex etc.) without SSL offloading. The solution should also support configuring custom application signatures and use it for SDWAN Steering.		
31	The solution should support user-based or IP address-based SD-WAN steering policies via a particular link.		

32	The system should be able to prioritize inbound and outbound traffic.		
33	The system should automatically measure the link SLA's (packet loss, latency and jitter) without the need for defining any probing endpoint manually on the devices		
34	SD-WAN should provide comprehensive data measurements to enable accurate App-Route Detection and enforce SLAs effectively during application-aware routing.		
35	Link SLA management should have fallback mechanism in place i.e. the traffic should flow to best path when all links cannot serve SLA to continue traffic flow. Solution should have the capability to define priority levels or ranks to links and route traffic based on them		
36	System should be able to detect blackouts & brownouts and support fast session failover		
37	The system should allow various traffic load balancing requirement like between equal and unequal bandwidth links, application flow via specific link only etc.		
38	The SDWAN solution should support path conditioning using forward error correction and packet replication for real time applications like voice and video to improve application experience		
39	The system should ensure that the session is not impacted when switching between paths		
40	Solution should be able to identify applications at layer-7 and define QoS and access control based on application. It should be possible to identify at least 1000 common applications with capability to define custom applications		
41	The system should be able to prioritize business critical applications and should prioritize this traffic over others during congestion supporting end-to-end packet classification, marking, scheduling and bandwidth allocation.		
42	The SDWAN solution must be able to apply all industry standard QoS mechanisms / policies for all traffic types including TCP, UDP and other non-TCP traffic types		
43	The SD-WAN solution must support end-to-end Quality of Service (QoS) policies across the network, ensuring that QoS markings can be transparently honored, forwarded, or rewritten on SD-WAN tunnels to align with service provider requirements for consistent traffic prioritization.		

44	Proposed SDWAN solution should be capable to integrate with cloud service providers like AWS, Azure, GCP etc.,		
45	Solution should support Active SLA probes for multiple protocols like Ping, TCP/UDP echo, HTTP, TWAMP, DNS, TCP connect and FTP or equivalent to monitor ISP link quality		
46	The Edge device at the HUB should be able to detect the actual link bandwidth at each spoke location automatically by means of speed test, without any manual intervention, or obtain the bandwidth information from the remote branch SD-WAN device. Based on the detected or advertised bandwidth, the HUB shall apply traffic shaping on a per-tunnel basis for traffic destined to each branch. Critical and non-critical traffic should be allocated shaping rules proportionally based on the available branch bandwidth. Traffic shaping should be applied only when the link is congested.		
47	Proposed SDWAN solution should support all IEEE standard routing protocols not limited to BGP, OSPF, Static routing etc.,		
SD WAN Security Architecture			
48	The SD-WAN solution must support end-to-end network segmentation, ensuring traffic separation at Layer 3. Segmentation should be centrally managed from the SD-WAN controller and aligned with the bank's Zero Trust Architecture (ZTA) principles, enabling multi-segmentation for enhanced security and access control.		
49	<p>The SD-WAN CPE devices at Branch locations shall include all required security features from Day 1, such as zone-based firewall, Layer 4-7 firewall with stateful inspection, application control, deep packet inspection, and SSL/SSH inspection. All necessary licenses for these features must be included to cover the entire contract period, and the device throughput must be guaranteed with all features enabled, ensuring no performance degradation.</p> <p>For Hub (Central) locations, the CPE devices must support all the above security features; The hardware must be capable of supporting full functionality without any hardware upgrade, should the Bank choose to enable these features at any point during the contract term. Throughput performance at Hub locations must be guaranteed even with all the features including optional security features activated.</p>		
50	The SDWAN solution should support IP, FQDN, Device based / MAC based, User /Group based policies		

51	Firewall Rules should support User/User Group based policies which are obtained through integration with MS-AD, LDAP and RADIUS/TACACS+ based Wireless Authentication server etc.,		
52	Should have the facility to configure Firewall rules based on Geo IP Source or Destination		
53	The Devices should support retrieving External Block list for Domain Names, Web Filtering URLs, IP Address and Malware Hashes as an Object/Profile setting, which can be conveniently used in the Firewall policies. This helps in ingesting external IOCs in an easy way and blocking them on the Firewall policy.		
54	Should support IPv4 and IPv6 Rate based DOS protection with threshold settings		
55	Proposed SDWAN solution should detect 1000+ of applications over Layer 7 with the capability of Whitelisting / Blocking applications for certain hosts		
56	SDWAN solution should support of classifying applications based on the category they belong to (For e.g. VoIP, Video/Audio, Business, Remote Access etc.) from day one.		
57	The solution must support full SSL/TLS inspection. Alternatively, proposals for methods offering equivalent security, visibility functionality and compliance outcomes, meeting the Bank's specific requirements, are open for consideration.		
58	SDWAN solution should natively integrate with all industry standard NAC solutions to obtain authorized and unauthorized users so as to allow/block them.		
59	The SD-WAN OEM should provide regular updates, upgrades, and patches for IPS, AV, anti-malware, and other security features to ensure the SD-WAN solution remains secure and up to date.		
60	The SD-WAN OEM solution must support integration with all leading industry-standard Threat Intelligence Platforms (TIPs) and should be integrated with bank's existing TIPS platform from Day 1. The bidder must be able to integrate with a new TIP platform within four to six weeks of a formal request from the bank, should the bank decide to change its TIP platform.		
61	SD-WAN solution should be capable to redirect the DNS traffic to DNS security solution providers for secure domain level analysis		
62	SD-WAN solution should support NAT/PAT/Static NAT and Port forwarding on CPE devices		
63	SDWAN device should perform authentication using secure modules like TPM to protect against counterfeit hardware and software modification		

Management & Orchestration Specifications			
64	The system should support a centralized single plane of management system to allow device configuration, policy provisioning, software updates and assurance capabilities for all components provided in the solution		
65	The Solution should have simplified orchestration which should be placed in DC and DR for provisioning, automation to control and to push configurations for all the devices		
66	Solution should support HTML based Web UI as well as CLI (SSH) restricted to Trusted Host(s) only		
67	Central Management Console to be provided in DC & DR. Both DC and controllers should be in HA for routing, monitoring and reporting purposes		
68	The system should support application visibility, application reporting, marking, filtering, and policy.		
69	The system should provide a dashboard that provides state of appliances (Online, Offline, not connected)		
70	SDWAN Monitoring Dashboard should retain historical information for 180 Days		
71	The system should support Zero Touch provision/minimum touch provisioning for Rapid site provisioning, Rapid deployment of new policies, configuration in a way that is secure and offers high performance.		
72	Central Management engine should support Customized Role Based Access Control that provides only relevant information to the user based on their roles and privileges. Solution shall provide detailed information of changes done using configurations/templates		
73	SD-WAN centralize management platform should supports multiple IdP		
74	SDWAN solution should support authentication and authorization using solutions such as RADIUS/TACACS+, LDAP, MFA		
75	SD-WAN solution should support email-based notifications of the alarms to notify the administrators		
76	SD-WAN solution should be open and programmable through northbound RESTful APIs.		
77	SD-WAN Solution should support software upgrades from the central management engine and support rollback		
78	The system should be available and running when the software is being downloaded into the branch device from the central software defined controller.		

79	Solution should have a Geo Map which shows placement of Hub and Spokes along with the health check status.		
80	Centralized Management / Orchestration / Controller should have the feature of implementing global policies and Global objects, to be distributed among all Security feature of SDWAN Edge devices		
81	Proposed SDWAN solution should be capable to integrated with all the leading configuration backup solution and should have native capability to automate the backing up of configuration of all devices.		
82	The solution should also have an option to download application signatures from the Vendor's site manually and upload it to the Central Management / Orchestrator / Controller		
83	The device must have capability to check & pull the updates / patches as and when available.		
84	The Firmware / OS updates for the HUB and branch CPEs should be downloaded by the Central Management / Orchestrator / Controller from the Vendor's Update server via an Internet Proxy connection. The solution should also have an option to download these Firmware / OS updates from the Vendor's site manually and upload it to the Central Management / Orchestrator / Controller		
85	The Firmware / OS upgrades should be performed centrally from the Central Management / Orchestrator / Controller onto the CPE devices. There should be two options, On-demand upgrade or Scheduled upgrade.		
Analytics			
86	The system should provide a mechanism to monitor the performance for multiple connectivity across sites		
87	The polling interval used for trapping and collecting data for various measurements such as packet loss, latency, link status, jitter and environmental parameters, IP/application-based monitoring shall be configurable for Optimal performance as per OEM Recommendations/Best Practices.		

88	The system must be able to monitor ISP link parameters like link quality, link usage and link congestion and should be able to provide historical data on the same for a period of minimum 180 days. Backup of all data (logs, Reports, Utilizations etc.) should maintain for minimum 7 years and appropriately sized hardware shall be factored in by The Bidder.		
89	The system should have the ability to provide visualization of traffic flows.		
90	The system should allow monitoring of Packet loss ratio, Delay, Jitter, and Bandwidth utilization of each WAN link		
91	The solution should be able to generate report for a. Traffic statistics of all the included path b. Specific application utilization c. Path performance		
92	The solution should be able to provide the following individual link quality reports on a daily, weekly, monthly, yearly, or configurable period basis: a. Packet loss in the links b. Latency of the links c. Jitter (as an aggregated or summarized metric, where applicable, based on the vendor's capability and best practices)		
93	The solution must be able to generate notifications for the below but not limited to, 1. Link Flaps at the remote branch location 2. ISP link quality degrade 3. Link utilization along with threshold 4. CPU, Memory and Disk Utilization of the Branch Device		
94	The solution should retain logs for 180 days after which it should upload the logs for long term archival.		
95	SDWAN solution should have the capability collect debug information (like top processes and other info) by any industry standard mechanisms and then send email / SNMP etc., alerts on events but not limited to CPU / memory usage threshold settings etc.,		
96	Should have a Packet Capture feature in both GUI and CLI with appropriate filter options, to view the packet's header and payload information. The Packet capture output from the GUI can be downloaded as a PCAP, which can be viewed with tools like Wireshark		
97	The solution should contain single dashboard which includes all other device status like CPU, Link status, event logs etc.		
Additional Requirement			

98	If The Bidder feels that certain features offered are superior to what has been specified in the RFP, The Bidder shall highlight such features separately. Information regarding any modifications required in the proposed configuration to meet the intent of the specifications, and state-of-the-art technology shall be evaluated by JK Bank		
99	The bidder/OEM shall ensure that a minimum of 10% of the total inventory for the locations in J&K is maintained as spare within the Union Territory of Jammu & Kashmir. For the remaining regions across India, the bidder/OEM shall be responsible for the strategic placement of spares to ensure uninterrupted compliance with SLA obligations. While it is preferable that spares are available in each state where the Bank has branch presence, the distribution of spares shall be proportionate to the number of Bank branches in each location. The bidder/OEM may determine the number and location of warehouses or depots based on this requirement		

Note:

- The solution shall ensure compatibility with SSL/TLS protocols equivalent to or exceeding TLS v1.2.
- The term Controller in the RFP refers to the centralized management component, which may include functionalities such as orchestration, management, and control, depending on the OEM's terminology.
- The system should be software-defined regardless of the underlying architecture and specific separation of control, management, and data planes. Bidder may propose the capability of the proposed solution in the technical solution document in detail and during the technical presentation.

S. No	Technical Specifications	Compliance (Yes / No)	Remarks
Specifications for Bandwidths up to 20 Gbps			
100	The device must support a minimum of 10 Gbps bidirectional throughput from Day 1 and be scalable up to 20 Gbps, ensuring full functionality with all security features. All advanced security features—such as firewall, IPS, antivirus, anti-malware, and deep packet inspection—can be available as optional functionalities, which can be enabled as per the Bank's requirements without impacting the device's core performance.		
101	The SD-WAN device should have minimum, a). minimum of 6 x 1G / 10GE SFP/SFP+ ports, with at least 4 ports supporting 10GE SFP+ connectivity. The device should support both 1G and 10G transceivers for flexible deployment. Any higher-speed ports must be backward compatible with 10GE and provisioned with appropriate transceivers to meet the minimum required speeds. b). One OOB management port for remote access. c). One console port (RJ45/USB) for local access.		

102	Router should support minimum 8000 IPSec/encrypted tunnels or 4000 CPEs with a minimum of 10,00,000 routes with no single point failure and degradation in the performance.		
103	The proposed device should have redundant power supply and FAN from day 1.		
Specifications for Bandwidths up to 50 Mbps			
104	The device must support 50 Mbps bidirectional throughput from Day 1, ensuring full functionality with all security features—such as firewalls, IPS, AV, anti-malware, and deep packet inspection etc., without compromising performance or scalability.		
105	Device should have minimum configurable a). 2x 1G Base-T Ethernet WAN ports b). 2x1Gig Base-T LAN ports where one WAN port should have option to connect last mile connectivity on ethernet / fiber combo and one port on copper. c). One OOB management port for remote access. d). One console port (RJ45/USB) for local access.		
106	Router should support minimum 100 IPSec/encrypted tunnels with a minimum of 50,000 routes.		
Specifications for Bandwidths up to 150 Mbps			
107	The device must support a minimum of 50 Mbps bidirectional throughput from Day 1 and be scalable up to 150 Mbps on same hardware platform through additional software license upgrade, ensuring full functionality with all security features—such as firewalls, IPS, AV, anti-malware, and deep packet inspection etc., without compromising performance or scalability.		
108	Device should have minimum configurable a). 2x 1G Base-T Ethernet WAN ports b). 2x1Gig Base-T LAN ports where one WAN port should have option to connect last mile connectivity on ethernet / fiber combo and one port on copper. c). One OOB management port for remote access. d). One console port (RJ45/USB) for local access.		
109	Router should support minimum 200 IPSec/encrypted tunnels with a minimum of 1,00,000 routes.		
Specifications for Bandwidths up to 500 Mbps			
110	The device must support a minimum of 100 Mbps bidirectional throughput from Day 1 and be scalable up to 500 Mbps on same hardware platform through additional software license upgrade, ensuring full functionality with all security features—such as firewalls, IPS, AV, anti-malware, and deep packet inspection etc., without compromising performance or scalability.		
111	Device should have minimum configurable a). 2x 1G Base-T Ethernet WAN ports b). 2x1Gig Base-T LAN ports where one WAN port should have option to connect last mile connectivity on ethernet / fiber combo and one port on copper. c). One OOB management port for remote access. d). One console port (RJ45/USB) for local access.		
112	Router should support minimum 2000 IPSec/encrypted tunnels with a minimum of 1,00,000 routes.		

Specifications for Bandwidths up to 500 Mbps			
113	The device must support a minimum of 200 Mbps bidirectional throughput from Day 1 and be scalable up to 500 Mbps on same hardware platform through additional software license upgrade, ensuring full functionality with all security features—such as firewalls, IPS, AV, anti-malware, and deep packet inspection etc., without compromising performance or scalability.		
114	Device should have minimum configurable a). 2x 1G Base-T Ethernet WAN ports b). 2x1Gig Base-T LAN ports where one WAN port should have option to connect last mile connectivity on ethernet / fiber combo and one port on copper. c). One OOB management port for remote access. d). One console port (RJ45/USB) for local access.		
115	Router should support minimum 2000 IPSec/encrypted tunnels with a minimum of 1,00,000 routes.		
Specifications for Bandwidths up to 4 Gbps			
116	The device must support a minimum of 1 Gbps bidirectional throughput from Day 1 and be scalable up to 4 Gbps on same hardware platform through additional software license upgrade, ensuring full functionality with all security features—such as firewalls, IPS, AV, anti-malware, and deep packet inspection etc., without compromising performance or scalability.		
117	Device should have minimum a. Minimum 4x1G Ports which should support LAN and WAN Connectivity b. Minimum 4x10G SFP+ Ports which should support LAN and WAN Connectivity c). One OOB management port for remote access. d). One console port (RJ45/USB) for local access.		
118	Router should support minimum 3000 IPSec/encrypted tunnels, with a minimum of 5,00,000 routes.		
119	The proposed device should have redundant power supply and FAN from day 1.		

S No	Technical specifications for 24 Ports switches	Compliance (YES/NO)	Remarks
General Features:			
1	Switch should be 1U and rack mountable in standard 19" rack.		
2	Switch should have adequate memory to support the optimal function as per the bank's requirements. Switches supplied must support VLAN assignments, Block Switch port & Provision ACL with integration with current NAC deployed at bank.		
Performance:			
3	Switch shall have minimum 56 Gbps of switching capacity.		
4	Switch shall have minimum 8K MAC Addresses and 4K VLANs.		
5	Switch should have adequate packet buffer for the optimal function as per the bank's requirements.		
Functionality:			

6	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z.		
7	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-128 or equivalent Industry standard on hardware for all ports.		
8	Switch should support management features like dedicated console port, SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.		
9	Switch should support both IPv4 and IPv6 dual stack.		
10	Switch should be integrated with bank's existing NMS and configuration management solution.		
11	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.		
Interfaces			
12	The switch must have a minimum of 24 × 1G copper ports and 4 × 1G SFP ports.		
Certification:			
13	Switch shall conform to IEC Standards for Safety requirements of Information Technology Equipment.		
OEM Support			
14	OEM must support with a 4-hour Call-to-Repair (CTR) commitment and 24x7x365 OEM Technical Support. The OEM must have a support center based in India and a direct OEM support ecosystem. The warranty period will commence from the date of delivery and installation of the complete system supplied under this RFP. OEM must maintain a local spare parts inventory to meet SLA commitments within the contract period.		

S No	Technical specifications for 24 Ports switch with PoE/PoE+ ports	Compliance (YES/NO)	Remarks
General Features:			
1	Switch should be 1U and rack mountable in standard 19" rack.		
2	Switch should have adequate memory to support the optimal function as per the bank's requirements. Switches supplied must support VLAN assignments, Block Switch port & Provision ACL with integration with current NAC deployed at bank.		
Performance:			
3	Switch shall have minimum 56 Gbps of switching capacity.		
4	Switch shall have minimum 8K MAC Addresses and 4K VLANs.		
5	Switch should have adequate packet buffer for the optimal function as per the bank's requirements.		
Functionality:			
6	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z.		
7	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-128 or equivalent Industry standard on hardware for all ports.		

8	Switch should support management features like dedicated console port, SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.		
9	Switch should support both IPv4 and IPv6 dual stack.		
10	Switch should be integrated with bank's existing NMS and configuration management solution.		
11	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.		
Interfaces			
12	The switch must have a minimum of 24 × 1G copper ports and 4 × 1G SFP ports.		
13	The switch should have the capability to support Power over Ethernet (PoE/PoE+) on required ports, if needed, as per industry standards for powering devices like IP phones		
Certification:			
14	Switch shall conform to IEC Standards for Safety requirements of Information Technology Equipment.		
OEM Support			
15	OEM must support with a 4-hour Call-to-Repair (CTR) commitment and 24x7x365 OEM Technical Support. The OEM must have a support center based in India and a direct OEM support ecosystem. The warranty period will commence from the date of delivery and installation of the complete system supplied under this RFP. OEM must maintain a local spare parts inventory to meet SLA commitments within the contract period.		

S No	Technical specifications for 48 Ports switches	Compliance (YES/NO)	Remarks
General Features:			
1	Switch should be 1U and rack mountable in standard 19" rack.		
2	Switch should have adequate memory to support the optimal function as per the bank's requirements. Switches supplied must support VLAN assignments, Block Switch port & Provision ACL with integration with current NAC deployed at bank.		
Performance:			
3	Switch shall have minimum 104 Gbps of switching capacity.		
4	Switch shall have minimum 8K MAC Addresses and 4K VLANs.		
5	Switch should have adequate packet buffer for the optimal function as per the bank's requirements.		
Functionality:			
6	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z.		
7	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-128 or equivalent Industry standard on hardware for all ports.		
8	Switch should support management features like dedicated console port, SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.		
9	Switch should support both IPv4 and IPv6 dual stack.		

10	Switch should be integrated with bank's existing NMS and configuration management solution.		
11	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.		
Interfaces			
12	The switch must have a minimum of 48 × 1G copper ports and 4 × 1G SFP ports.		
Certification:			
13	Switch shall conform to IEC Standards for Safety requirements of Information Technology Equipment.		
OEM Support			
14	OEM must support with a 4-hour Call-to-Repair (CTR) commitment and 24x7x365 OEM Technical Support. The OEM must have a support center based in India and a direct OEM support ecosystem. The warranty period will commence from the date of delivery and installation of the complete system supplied under this RFP.		

S No	Technical specifications for 48 Ports switch with PoE/PoE+ ports	Compliance (YES/NO)	Remarks
General Features:			
1	Switch should be 1U and rack mountable in standard 19" rack.		
2	Switch should have adequate memory to support the optimal function as per the bank's requirements. Switches supplied must support VLAN assignments, Block Switch port & Provision ACL with integration with current NAC deployed at bank.		
Performance:			
3	Switch shall have minimum 104 Gbps of switching capacity.		
4	Switch shall have minimum 8K MAC Addresses and 4K VLANs.		
5	Switch should have adequate packet buffer for the optimal function as per the bank's requirements.		
Functionality:			
6	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z.		
7	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-128 or equivalent Industry standard on hardware for all ports.		
8	Switch should support management features like dedicated console port, SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.		
9	Switch should support both IPv4 and IPv6 dual stack.		
10	Switch should be integrated with bank's existing NMS and configuration management solution.		
11	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.		
Interfaces			

12	The switch must have a minimum of 48 × 1G copper ports and 4 × 1G SFP ports.		
13	The switch should have the capability to support Power over Ethernet (PoE/PoE+) on required ports, if needed, as per industry standards for powering devices like IP phones		
Certification:			
14	Switch shall conform to IEC Standards for Safety requirements of Information Technology Equipment.		
OEM Support			
15	OEM must support with a 4-hour Call-to-Repair (CTR) commitment and 24x7x365 OEM Technical Support. The OEM must have a support center based in India and a direct OEM support ecosystem. The warranty period will commence from the date of delivery and installation of the complete system supplied under this RFP.		

Annexure F: Commercial Bid Format

The Commercial Bid shall be submitted in the following format. May kindly note that the Five-year Cost of the Project shall be on **OPEX MODEL** and Payable in Quarterly Rests: -

Table I Cost for SDWAN solution, Network switches including NOC support

	Description	Cost Per Device / Setup Per Annum	Qty	Total No. of Years	Total Cost (Excluding GST)
1.SDWAN Devices and switches (Hardware + Software + Licenses +Implementation +Acceptance Testing & Support)	HEADEND / CENTRAL DEVICES / SOLUTION 10 Gbps from Day 1, scalable up to 20 Gbps (All components / solutions as applicable at Central Sites Viz. DC and DR In HA Mode)	a	4	5	A=ax4 x5
	Type A - 50 Mbps Throughput	b	1623	5	B=bx1623 x5
	Type B - 50 Mbps Throughput from Day 1, scalable up to 150 Mbps	c	134	5	C=cx134 x5
	Type C - 100 Mbps Throughput from Day 1, scalable up to 500 Mbps	d	4	5	D=dx4 x5
	Type D - 200 Mbps Throughput from Day 1, scalable up to 500 Mbps	e	4	5	E=ex4 x5
	Type E - 1 Gbps Throughput from Day 1, scalable up to 4 Gbps	f	5	5	F=Fx5 x5
	Switching 24 Port	g	451	5	G=gx451 x5
	Switching 48 Port	h	26	5	H=hx26 x5
	Switching 24 Port with PoE / PoE+ Ports	i	20	5	I=ix20 x5
	Switching 48 Port with PoE / PoE+ Ports	j	10	5	J=jx10 x5
2. NOC Support	End to End NOC Services Cost per Year for all the services/devices defined in the scope of RFP.	k	-	5	K=k x5
Total cost					

Commercial proposal for Network Operations Center (NOC) Services must encompass all associated costs for the Network Performance Monitoring and Diagnostics (NPMD) solution. **The cost of NOC Support services must be minimum 35% of the total contract value; any deviation will result in automatic disqualification of the bidder.**

The quantity mentioned above is indicative only and the actual number may change based on assessment of business requirements of the Bank. Bank may increase or decrease the quantity of sites mentioned in the Commercial bid during the contract period on the rates finalized under this RFP.

In case of any additional requirement for procurement of new devices during the contract period, the bank reserves the right to order additional new devices under the same commercial and contractual terms and conditions as defined in the original agreement. The selected bidder is expected to follow the below conditions for all subsequent orders unless otherwise mutually agreed in writing by the Bank:

- (i) The contract duration for all additional device orders shall be **coterminous** with the end date of the original agreement, irrespective of the date of procurement of the individual order.
- (ii) Price variation shall be permissible within the following limits:
 - **Year 1:** Prices to remain the same as the original agreed contract price.
 - **Year 2 & 3:** Permitted variation up to **12%** from original agreed contract price.
 - **Year 4 & 5:** Permitted variation up to **20%** from original agreed contract price.

The Total Cost shall include, but not be limited to:

- Supply of products with all required features, licenses, and subscriptions for a 5-year period, inclusive of freight, handling/packing charges, transit insurance etc.,
- Installation and implementation, including efforts from both the OEM and the System Integrator (SI).
- Operations & Management (O&M) services for a 5-year period.
- Any other associated costs necessary to meet the Scope of Work (SoW) and Service Level Agreements (SLA) outlined in this RFP.
- No additional costs shall be entertained beyond those quoted in the final commercial bid, and the Vendor shall ensure that all cost components are included without any omissions.
- No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting. Unit Rate of all items and TCO must be quoted in WORDS AND FIGURES. In case of any discrepancy, the price quoted in words will be considered for computation of TCO.

The Total Project Cost shall be paid in quarterly rests as per the OPEX model. The Bank reserves the right to increase or decrease the number of sites, resources, or other line items mentioned in the commercial bid during the contract period, based on the rates finalized under this RFP.

Note: These details should be on the letterhead of the bidder company and each & every page should be signed by their Authorized Signatory with name and seal of the company.

Place:

Date:

Seal and signature of the bidder



Annexure G: Bank Guarantee Format

Offer Reference No.:
Bank Guarantee No: _____
Dated: _____
Bank: _____

To
Jammu & Kashmir Bank M.A. Road, Srinagar,
190 001 J&K.

WHEREAS..... (Company Name) and
having its Registered Office
at..... India (hereinafter
referred to as “the Bidder”) proposes to respond to RFP No
dated of Jammu and Kashmir Bank Ltd for **Selection of Service
Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and
Network Operations Center (NOC) in an OPEX Model for the Bank.**

(Herein after called the “RFP”) AND

WHEREAS, in terms of the conditions as stipulated in the RFP, the bidder is required to furnish a
Bank Guarantee in lieu of the Earnest Money Deposit (EMD), issued by a scheduled commercial bank
in India in your favour to secure the order under the RFP Document (which guarantee is hereinafter
called as “BANK GUARANTEE”) AND WHEREAS the bidder has approached us,
..... for providing the BANK GUARANTEE.

AND WHEREAS at the request of the bidder and in consideration of the proposed RFP to you, We,
..... having Branch
Office/Unit amongst others
at....., India and registered
office/Headquarter at.....have agreed to
issue the BANK GUARANTEE.

THEREFORE, We,, through our local office
at..... India furnishes you the Bank GUARANTEE in manner
hereinafter contained and agree with you as follows:

1. We....., undertake to pay
the amounts due and payable under this Guarantee without any demur, merely on demand from
you and undertake to indemnify you and keep you indemnified from time to time to the extent
of Rs..... (Rupees
.....only) an amount equivalent to the EMD against any loss or damage
caused to or suffered by or that may be caused to or suffered by you on account of any breach
or breaches on the part of the bidder of any of the terms and conditions contained in the RFP
and in the event of the bidder commits default or defaults in carrying out any of the work or
discharging any obligation in relation thereto under the RFP or otherwise in the observance and
performance of any of the terms and conditions relating thereto in accordance with the true
intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not
exceeding the sum of
Rs.....(Rupees.....
..... only) as may be claimed by you on account of breach on the part of the
bidder of their obligations in terms of the RFP. Any such demand made on the Bank shall be
conclusive as regards amount due and payable by the Bank under this guarantee.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the bidder has committed any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the bidder after expiry of the relative guarantee period of the RFP and after the bidder had discharged all his obligations under the RFP and produced a certificate of due completion of work under the said RFP and submitted a “ No Demand Certificate “ provided always that the guarantee shall in no event remain in force after the day ofwithout prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of Bank Guarantee on your request under intimation to the SI/OEM till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without affecting Bank Guarantee from time to time to vary any of the terms and conditions of the RFP or extend the time of performance of the RFP or to postpone any time or from time to time any of your rights or powers against the bidder and either to enforce or forbear to enforce any of the terms and conditions of the said RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the bidder or any other forbearance, act or omission on your part or any indulgence by you to the bidder or by any variation or modification of the RFP or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs.....(Rupees.....only) as aforesaid or extend the period of the guarantee beyond the said day of unless expressly agreed to by us in writing.
6. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the bidder or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the bidder
7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the bidder hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.
8. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the bidder from time to time arising out of or in relation to the said RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
10. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees here before given to you by us (whether jointly with others or alone) and that Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. The Bank Guarantee shall not be affected by any change in the constitution of the bidder or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
12. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
13. We undertake to pay to you any money so demanded notwithstanding any dispute or disputes raised by the bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.
14. The Bank Guarantee needs to be submitted in online form also via SFMS Application.
15. Notwithstanding anything contained herein above.
 - i. our liability under this Guarantee shall not exceed Rs.....(Rupees..... only).
 - ii. this Bank Guarantee shall be valid up to and including the date and claim period shall be up to.....; and
 - iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of the claim period.
16. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

For and on behalf of BANK
Authorized Signatory
Seal
Address

Annexure H: Performance Bank Guarantee Format

To
Jammu & Kashmir Bank M.A. Road, Srinagar,
190 001 J&K.

WHEREAS.....
..... (Company Name) registered under the Indian Companies Act 1956 and having its Registered Office at, hereinafter referred to as the Bidder has for taken up for **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank** in terms of the Purchase Order bearing No. Dated, hereinafter referred to as the Contract. And Whereas in terms of the Conditions stipulated in the said Contract, the bidder is required to furnish, performance Bank Guarantee issued by a Scheduled Commercial Bank in your favor to secure due and satisfactory compliance of the obligations of the Bidder in accordance with the Contract; Therefore, We,, through our local office at Furnish you this Performance Guarantee in the manner hereinafter contained and agree with you as follows:

1. We, do hereby undertake to pay the amounts of Rs..... and payable under this Guarantee without any demur, merely on a demand, which has to be served on us before the expiry of this guarantee, time being essence of the contract, from you stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by you by reason of breach by the said Bidder of any of the terms and conditions contained in the Contract or by reason of the vendor's failure to perform the said contract. Any such demand made on us within the time stipulated above shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding..... (Rupees Only).
2. We undertake to pay to you any money so demanded notwithstanding any dispute/s raised by the Bidder in any suit or proceeding before any Court or Tribunal relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.
3. We further agree that, if demand, as stated above, is made on us within the stipulated period, the guarantee herein contained shall remain in full force and effect and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully paid and your claims satisfied or discharged or till you certify that the terms and conditions of the said contract have been fully and properly carried out by the said Bidder and accordingly discharge this guarantee. Provided, however, serving of a written claim / demand in terms hereof on us for payment under this guarantee on or before the stipulated period, time being the essence of contract, shall be a condition precedent for accrual of our liability / your rights under this guarantee.
4. We further agree with you that you shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Contract or to extend time for performance by the said vendor from time to time or to postpone for any time or from time to time any of the powers exercisable by us against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of such variation, or extension being granted to the said

Vendor or for any forbearance, act or omission on our part or any indulgence by us to the said Bidder or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. This Guarantee will not be discharged due to the change in the constitution of our Bank or the Bidder
6. We further agree and undertake unconditionally without demur and protest to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the Bidder
7. We lastly undertake not to revoke this guarantee during its currency except with your written Consent. Notwithstanding anything contained herein above.
 - (i) Our liability under this Guarantee shall not exceed..... Rupees.....only).
 - (ii) This Guarantee shall be valid up to; and claim period of this Bank Guarantee shall be year/s after expiry of the validity period i.e., up to.....; and
 - (iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of the claim period.

Dated the..... Day of20....

For.....

BANK Authorized Signatory

Annexure I: Non-disclosure Agreement (NDA)

THIS NON-DISCLOSURE AGREEMENT (the “Agreement”) is made and entered into as of (____/____/2025) by and between

_____, a company incorporated under the laws of India, having its registered address at _____ (the “Receiving party/Company”) and

“Jammu and Kashmir Bank Ltd, a Banking Company under Indian Companies Act, 2013 having corporate and registered office at M.A. Road, Srinagar, J&K, India-190001 represented herein by Authorized Signatory (hereinafter referred as Bank/Disclosing Party which unless the context requires include its successors in interests and permitted assigns). (the “Bank/Disclosing Party”).

The Company/Receiving party and Bank/Disclosing Party are hereinafter collectively referred to as parties and individually as a party.

Whereas the parties have entered into contract and for performance of contract, the parties may share/disclose certain proprietary/confidential information to each other. To protect the confidentiality of the confidential information shared/disclosed, the parties hereto have entered into this NDA.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. Purpose J&K Bank/Disclosing Party has engaged or wishes to engage the Company/Receiving party for undertaking the project **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model** and each party may disclose or may come to know during the course of the project certain confidential technical and business information which the disclosing party desires the receiving party to treat as confidential.

2. Confidential Information means any information disclosed or acquired by other party during the course of the projects, either directly or indirectly, in writing, orally or by inspection of tangible objects (including without limitation documents, prototypes, samples, technical data, trade secrets, know-how, research, product plans, services, customers, markets, software, inventions, processes, designs, drawings, marketing plans, financial condition and the Company’s plant and equipment), which is designated as “Confidential,” “Proprietary” or some similar designation. Information communicated orally shall be considered Confidential Information if such information is confirmed in writing as being Confidential Information within a reasonable time after the initial disclosure. Confidential Information may also include information disclosed to a disclosing party by third parties. Confidential Information shall not, however, include any information which

- i. was publicly known and made generally available in the public domain prior to the time of disclosure by the disclosing party.
- ii. becomes publicly known and made generally available after disclosure by the disclosing party to the receiving party through no action or inaction of the receiving party.
- iii. is already in the possession of the receiving party at the time of disclosure by the disclosing part as shown by the receiving party’s files and records immediately prior to the time of disclosure.

- iv. is obtained by the receiving party from a third party without a breach of such third party's obligations of confidentiality.
- v. is independently developed by the receiving party without use of or reference to the disclosing party's Confidential Information, as shown by documents and other competent evidence in the receiving party's possession; or
- vi. Is required by law to be disclosed by the receiving party, provided that the receiving party gives the disclosing party prompt written notice of such requirement prior to such disclosure and assistance in obtaining an order protecting the information from public disclosure.

3. Non-use and non-disclosure. Each party agrees not to use any Confidential Information of the other party for any purpose except to evaluate and engage in discussions concerning a potential business relationship between the parties. Each party agrees not to disclose any Confidential Information of the other party to third parties or to such party's employees, except to those employees of the receiving party who are required to have the information in order to evaluate or engage in discussions concerning the contemplated business relationship. Neither party shall reverse engineer, disassemble, or decompile any prototypes, software or other tangible objects which embody the other party's Confidential Information, and which are provided to the party hereunder.

4. Maintenance of Confidentiality. Each party agrees that it shall take reasonable measures to protect the secrecy of and avoid disclosure and unauthorized use of the Confidential Information of the other party. Each party shall take at least those measures that it takes to protect its own most highly confidential information and shall ensure that its employees who have access to Confidential Information of the other party have signed a non-use and non-disclosures agreement in content similar to the provisions hereof, prior to any disclosure of Confidential Information to such employees. Neither party shall make any copies of the Confidential Information of the other party unless the same are previously approved in writing by the other party. Each party shall reproduce the other party's proprietary rights notices on any such approved copies, in the same manner in which such notices were set forth in or on the original. Each party shall immediately notify the other party in the event of any unauthorized use or disclosure of the Confidential Information.

5. No Obligation. Nothing herein shall obligate either party to proceed with any transaction between them and each party reserves the right, in its sole discretion, to terminate the discussions contemplated by this Agreement concerning the business opportunity. This Agreement does not constitute a joint venture or other such business agreement.

6. No Warranty. All Confidential Information is provided by Bank as "AS IS." Bank/Disclosing Party makes no warranties, expressed, implied or otherwise, regarding its accuracy, completeness or performance.

7. Return of Materials. All documents and other tangible objects containing or representing Confidential Information which have been disclosed by either party to the other party, and all copies thereof which are in the possession of the other party, shall be and remain the property of the disclosing party and shall be promptly returned to the disclosing party upon the disclosing party's written request.

Receiving Party shall immediately return and redeliver to Disclosing Party/ Bank all tangible material embodying the Confidential Information provided hereunder and all notes, summaries, memoranda, , records, excerpts or derivative information deriving there from and all other documents or materials ("Notes") (and all copies of any of the foregoing, including "copies" that have been converted to computerized media in the form of image, data or word processing files either manually or by image capture) based on or including any Confidential Information, in whatever form of storage or retrieval, upon the earlier of (i) the completion or termination of the

dealings between the parties contemplated hereunder; (ii) the termination of the Master Agreement; or (iii) at such time as the Disclosing Party/ Bank may so request.

The receiving party shall destroy /dispose of the confidential information provided by the disclosing party together with its copies upon written request of the disclosing party, as per the directions issued by the disclosing party and such destruction shall be confirmed in writing by receiving party.

8. No License. Nothing in this Agreement is intended to grant any rights to either party under any patent, mask work right or copyright of the other party, nor shall this Agreement grant any party any rights in or to the Confidential Information of the other party except as expressly set forth herein.

9. Term. The Obligations of each receiving party hereunder shall survive even after this agreement except as provided herein above.

10. Adherence. The content of the agreement is subject to adherence audit by J&K Bank. It shall be the responsibility of the Company/Receiving party to fully cooperate and make available the requisite resources/evidence as mandated by J&K Bank Supplier Security policy.

11. Remedies. Each party agrees that any violation or threatened violation of this Agreement may cause irreparable injury to the other party, entitling the other party to seek injunctive relief in addition to all legal remedies.

12. Arbitration, Governing Law & Jurisdiction. It will be the endeavour of the parties to resolve amicably any disputes or differences that may arise between them for misconstruing the meaning and operation of this RFP and the breach that may result. In case of dispute or difference arising between the parties relating to any matter arising out of or connected with this RFP, such disputes or differences shall be settled in accordance with the Arbitration and Conciliation Act 1996. The sole Arbitrator shall be chosen by mutual discussion between the parties. The decision of the Arbitrator shall be final.

The successful bidder shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the client or unless the matter is such that the work cannot possibly be continued until the decision of Arbitrator or the Adjudicator, as the case may be, is obtained. The Arbitration proceedings shall be held at Srinagar and the language of arbitration proceedings and that of documents and communications between the parties shall be English.

All notices or other communication under or in connection with this agreement shall be given in writing and may be sent by personal delivery, or post or courier or facsimile or email. Any such notice or other communication will be deemed to be effective if sent by personal delivery, when delivered, if sent by post, five days after being deposited in the post office and if sent by courier, three days after being deposited with the courier, if sent by facsimile, when sent (on receipt of a confirmation of having been sent to correct facsimile number) and if sent by mail (on receipt of confirmation).

_____ (Contact details of Company/Receiving party)

_____ (Contact details of Bank/Disclosing Party).

13. Miscellaneous. This Agreement shall bind and intended for the benefit of the parties hereto and their successors and assigns. This document contains the entire Agreement between the parties with respect to the subject matter hereof, and neither party shall have any obligation, express or implied by law, with respect to trade secret or proprietary information of the other party



except as set forth herein. Any failure to enforce any provision of this Agreement shall not constitute a waiver thereof or of any other provision.

Any provision of this Agreement may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of amendment by each Party, or in the case of a waiver, by the party against whom the waiver is to be effective”.

The undersigned represent that they have the authority to enter into this Agreement on behalf of the person, entity or corporation listed above their names.

COMPANY NAME

Bank

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Address: _____

Address: _____

Company Seal

Company Seal

Annexure J: Service Level Agreement

This Service Level agreement (“Agreement”) is made at Srinagar (J&K) on this day of2025 (“effective date”) between

- i. “Jammu and Kashmir Bank Ltd, a Banking Company under Indian Companies Act,2013 having corporate and registered office at **M.A. Road, Srinagar, J&K, India-190001** represented herein by Authorized Signatory (hereinafter referred as Bank which unless the context requires include its successors in interests and permitted assigns) of the ONE PART, through its authorized signatory Mr.....

and

- ii. M/S, registered under the Act, having its Registered Office at (Hereinafter referred to as the “Successful Bidder” which expression shall unless it be repugnant to the context or meaning thereof, include its successors and assigns) of the OTHER PART, through its authorized signatory Mr.....

The Bank and Company are hereinafter collectively referred to as ‘Parties’ and individually as a ‘Party’.

Now therefore, this Agreement is witnessed as under:

Definitions of the terms

The Bank/J&K Bank:	Reference to the “the Bank”, “Bank” and “Purchaser” shall be determined in context and may mean without limitation “Jammu & Kashmir Bank”.
Bidder/Vendor/Successful Bidder/Company/ Service Provider:	An eligible entity/firm submitting a Proposal/Bid in response to this RFP.
Proposal/Bid:	The Bidder’s written reply or submission in response to this RFP.
SLA:	This document in its entirety, inclusive of any addenda that may be issued by the Bank.
The Contract:	The agreement entered into between the Bank and the Company, as recorded in this Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
The Contract Price:	The price payable to the Company under the Contract for the full and proper performance of its contractual obligations.
The Product:	All of the software or software, all hardware, database, middleware, operating systems and/or other materials which the Company is required to supply to the Bank under the Contract.
System:	A Computer System consisting of all Hardware, Software, etc., which should work together to provide the services as mentioned in the Bid and to satisfy the Technical and Functional Specifications mentioned in the Bid.
Specified Bank Location:	Banks Data Centre located at Noida and Banks Disaster Recovery Site Located at Mumbai.
PBG:	Performance Bank Guarantee.

Data Centre (DC):	Banks Data Centre located at Noida.
Disaster Recovery (DR):	Banks Disaster Recovery Site located at Mumbai.
Material Breach:	Company failure to perform a major part of this Agreement.
Charges:	Commercials as per Purchase Order.
Confidential Information:	It includes all types of Information that will be found on BANK systems that the Company may support or have access to including, but are not limited to, Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

Scope of work

Commencing on the Effective Date and continuing throughout the Term, Vendor shall be responsible for providing to Bank the Services defined the RFP for **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank** in accordance with all the terms and conditions of the RFP clauses and as described in the scope of this RFP, **scope of work (Section A)** and any incidental services, functions and responsibilities not specifically described in this RFP, but which are required for the performance and delivery of the Services in accordance with the terms of this agreement.

Service Levels and Uptime Commitment

During Period of contract, Bidder will maintain the services as per below SLAs.

- Any bugs and enhancement in services shall be rectified immediately at no additional cost with timelines as defined in the SLA.
- Any requirements amendments/modifications required by bank will have to be carried out by the identified Bidder during the contract without any additional cost.
- The maximum response time for a support/complaint from the site shall not exceed time defined, else it will fall under penalty clause.

A. Uptime requirement for SDWAN solution

Availability Service Level will be measured monthly for individual Sites. Service Level Default will occur when the Service Provider fails to meet the Minimum uptime as measured monthly.

Uptime and Penalty applicable for Controller/Orchestrator/Monitoring/Reporting tool/Software Implemented at Data Center Noida, DR Mumbai and Corporate Headquarters, Zonal Office Mumbai, Contact Center, Zonal Office Jammu, Zonal Office Delhi, Service Operations Center Srinagar and all other critical locations with 24x7 operations:

S.No.	Uptime Percentage	Penalty Details
1	99.99% and above	NIL
2	<99.99% -99.95%	Penalty of 10% per device per Month for affected site(s)/ location.
3	<99.95% -99.90%	Penalty of 20% per device per Month of affected site(s)/ location.
4	<99 %	No Payment Shall be made for the Device per month.

B. Uptime requirement for Link Management

NI, following the execution of the Contract shall assume total responsibility for monitoring, and maintaining all network links on behalf of the Bank. The bidder shall work with Telecom Service Providers (TSPs) for the entire lifecycle of the links i.e. configuration, monitoring, troubleshooting, and escalations.

SLA adherence shall be measured monthly. The bidder shall be responsible for taking up the matter with the respective TSP (within the TAT defined in the Table below) in case of downtime/degradation of network links and ensure continuous follow up till the resolution of the issue. In case of such event, the bidder shall submit detailed RCAs and proper escalation and follow up logs/reports. In case the matter is not taken up and proper follow up is not undertaken by the bidder, the penalty shall be applicable as per table below:

In Scope Devices	Max TAT for Lodging Incident	Penalty
Data Center Noida, DR Mumbai and Corporate Headquarters, Zonal Office Mumbai, Contact Center, Zonal Office Jammu, Zonal Office Delhi, Service Operations Center Srinagar and other critical locations with 24x7 operations	10 mins from occurrence of Incident/issue	Penalty of Rs 2000 for every 10-minute delay in logging the incident ticket with TSP Penalty of Rs 2000 shall be applied in case of non-submission of TSP escalation logs and follow-up reports
Branches, ATMS and Other Locations Links	20 mins from occurrence of Incident/issue	Penalty of Rs 500 for every 10-minute delay Penalty of Rs 500 shall be applied in case of non-submission of TSP escalation logs and follow-up reports

Latency: The round-trip delay across the network during business hours (9 AM to 6 PM) shall not exceed 100 milliseconds (ms) on an average, measured over 1,000 ping samples.

Packet Loss: The packet drop rate shall not exceed 0.1% in anyone-minute window.

In case of high latency or packet loss, the bidder must coordinate with the TSP to resolve the issue, including replacing the local loop or implementing corrective measures. **The network uptime shall be computed monthly as under:**

$$\text{Uptime (\%)} = \frac{\text{Sum of TH during the month} - \text{Sum of DH during the month}}{\text{Sum of TH during the month}} \times 100$$

Note:

Uptime (%) shall be calculated after providing cushion for permissible MTTR as described above.

TH = Total Hours.

DH = Downtime Hours.

Exclusion Clauses: The following conditions shall not be considered while calculating downtime:

- Scheduled maintenance approved through the Change Management Process.
- Force majeure events such as natural disasters, government-mandated shutdowns, or telecom-wide disruptions.
- Bank-side power or hardware failures that impact the connectivity.
- Failures in customer-side network equipment that is not under the bidder's scope.
- Delays due to dependency on third-party agencies and Down time due to major TSP issues like ring failure, trunk failure, Telephone Exchange failure, fiber cut and MPLS PoP failure.

SI must provide documented escalation emails & TSP failure reports for exemption consideration along with

- TSP escalation logs and response timelines.
- Detailed RCA (Root Cause Analysis) for downtime events.

C. Other Service level and associated penalties:

Service Area	Expected Service Level	Deliverable / Penalty
Audit of Network Infrastructure	Network Infrastructure shall be subjected to audit from Bank and / or third party. Audit observations to be closed in timeframe specified by the Bank.	Penalty of 0.1% of NOC Charges per Quarter for every 1 week of delay in implementation of critical and important observations.
Vulnerability Assessment and	VA/PT exercises conducted by Bank's internal team and / or third party. Observations to be closed as per timelines defined in Banks policy.	Penalty of 0.1% of T NOC Charges per Quarter for every 1 week of delay in implementation of critical and important observations.
Governance, Risk and Compliance	NI to provide periodic reports to the Bank team as per agreed timelines. NI is also expected to provide reports such as Service Uptime SLA, etc., on an ad-hoc basis when required by the Bank.	Penalty of Penalty of NOC Charges per Quarter per month for every 1 week of delay if NI fails to provide the reports as required.

D. Existing Network Infrastructure Uptime and Penalty

NI, following the execution of the Contract shall assume total responsibility for monitoring, and maintaining all network links on behalf of the Bank. The bidder shall work with Existing SIs of the Bank for the in-scope devices/services, for configuration, monitoring, troubleshooting, and escalations.

SLA adherence shall be measured monthly. The bidder shall be responsible for taking up the matter with the respective Existing SIs of the Bank within the TAT of 10 mins in case of Critical Locations and 20 mins for Other Locations in case of downtime/degradation of network devices

and ensure continuous follow up till the resolution of the issue. In case of such event, the bidder shall submit detailed RCAs and proper escalation and follow up logs/reports. In case the matter is not taken up and proper follow up is not undertaken by the bidder, the penalty shall be applicable as per table below:

In Scope Devices	Expected Service Level	Penalty
Data Centers, CHQ and Zonal offices Network devices (High-Criticality Devices like, but not limited to routers, switches, firewalls, NAC, Proxy etc.,)	99.99% and above	NIL
	$\geq 97\%$ to $< 99.99\%$	Penalty of 0.05% of Total NOC per Quarter for every affected site/service/device/solution
	$< 97\%$	Penalty of 0.1% of Total NOC per Quarter for every affected site/service/device/solution
Branch offices and ATMs Network Devices	99.90% and above	NIL
	$\geq 97\%$ to $< 99.90\%$	Penalty of 0.01% of Total Project Cost per Quarter for every affected site/service/device/solution
	$< 97\%$	Penalty of 0.02% of Total Project Cost per Quarter for every affected site/service/device/solution

Note:

Exclusion Clauses: The following conditions shall not be considered while calculating downtime:

- Scheduled maintenance approved through the Change Management Process.
- Force majeure events such as natural disasters, government-mandated shutdowns, or telecom-wide disruptions.
- Bank-side power or hardware failures that impact the connectivity.
- Failures in customer-side network equipment that is not under the bidder's scope.
- Delays due to dependency on third-party agencies and Down time due to third-party OEM/ SI level issues.

NI must provide documented escalation emails & third-party OEM/SI failure reports for exemption consideration along with

- third-party OEM/SI escalation logs and response timelines.
- Detailed RCA (Root Cause Analysis) for downtime events.

Penalty will be calculated on monthly basis. Bank may recover such amount of penalty from any payment being released to the bidder, irrespective of the fact whether such payment is relating to this contract or otherwise. In case there is no pending invoices to be paid by the Bank to the bidder, the bidder has to submit a pay order / cheque payable at Srinagar in favour of Jammu & Kashmir Bank for the same within 15 days from the notice period from the Bank, failure of same may result in

invoking of PBG for recovery of penalty.

The Service Provider shall submit a monthly SLA compliance report detailing uptime statistics, incidents, and any penalties incurred. Any SLA breach must be accompanied by a Root Cause Analysis (RCA) and a corrective action plan.

Overall SLA penalty will be capped to 10% of contract value.

Service Levels:

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Company shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the Company shall be reviewed by Bank that shall:

- Regularly check performance of the Company against this SLA.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The Selected bidder must perform preventative maintenance for devices once in a quarter starting from the date of commissioning and acceptance and upon receiving of satisfactory signed report from branch official Bank will release payment for contract and Facility management after deduction of any uptime penalty. Preventive maintenance visits report should be submitted duly counter signed by the bidder's team lead while claiming the annual contract charges. Failing which the selected bidder will be penalized with 6 months contract Charges of the branch/edge location and 3 months contract charges of the central location and for no PM sites, any down time due to whatsoever be the reason (including earthing) for that site will be treated as non-compliance to uptime SLA as per this RFP. Bank will not pay any additional charges for such preventive maintenance visits. Bidder shall provide the Preventive maintenance starting from the date of commissioning of the devices (i.e. during the entire contract period) failing which penalty will be levied as per the applicable clause of this RFP during the payment of contract.

In case of not meeting the uptime, the Bank shall levy penalty and shall have full right to invoke PBG or terminate the contract. The right of termination shall be in addition to the or penalty. The penalty shall be applied for each device/equipment separately and the total penalty shall be calculated cumulatively.

Bank will release payment for contract and Facility management after deduction of any uptime penalty.

Non-Availability: Is defined as, the service(s) is not-available as per levels below.

- a. **Severity Level 1:** Is defined as, the Service is not available or there is a major degradation in performance of the system.
- b. **Severity Level 2:** Is defined as, the service is available, but the performance is degraded or there are intermittent failures and there is an urgent need to fix the problem to restore the service

- c. **Severity Level 3:** Is defined as, the moderate degradation in the system performance. Has no impact on the normal operations/day-to-day working.
- d. **Severity Level 4:** Is defined as, minor issue or inconvenience that has no significant impact on system performance. The issue does not affect day to day operations and can be addressed during standard maintenance windows without urgency.

The violation of any of the above SLA's will attract a penalty as set out in the table below:

SLAs for Incident management for Data Center Noida, DR Mumbai and Corporate Headquarters, Zonal Office Mumbai, Contact Center, Zonal Office Jammu, Zonal Office Delhi, Service Operations Center Srinagar and all other critical locations are as follow:

Severity Level	Response	Restoration	Resolution
Severity-1	15 mins	30 mins.	1 day
Severity-2	30 mins	3 hrs.	2 days
Severity-3	1 hr.	12 hrs.	3 days
Severity-4	4 hrs.	36 hrs.	15 days

Penalties for Non-Compliance to Restoration and Resolution Time:

Severity Level	Restoration Breach	Resolution Breach
Severity-1	5 days of yearly applicable cost of the service for every 30 mins. of delay in restoration	3 days of yearly applicable cost of the service for every 1-day delay in resolution
Severity-2	5 days of yearly applicable cost of the service for every 2 hrs. of delay in restoration	3 days of yearly applicable cost of the service for every 2-day delay in resolution
Severity-3	5 days of yearly applicable cost of the service for every 6 hrs. of delay in restoration	3 days of yearly applicable cost of the service for every 3-day delay in resolution
Severity-4	5 days of yearly applicable cost of the service for every 24 hrs. of delay in restoration	3 days of yearly applicable cost of the service for every 5-day delay in resolution

SLAs for Incident management SDWAN Edge Devices (Routers & Switches) at Branches, ATMS and Other Locations

Location Type	Max Response Time	Max Repair/Restoration Time	Penalties for Non-Compliance to Restoration Time
Location (Within City/Town Limits)	30 mins	3 hrs.	3 days of yearly applicable service cost per device for every 1 hrs. of delay in restoration

Location (Within 25 kms from City/Town Limits)	30 mins	5 hrs.	3 days of yearly applicable service cost per device for every 2 hrs. of delay in restoration
Location (Within 50 kms from City/Town Limits)	30 mins	6 hrs.	3 days of yearly applicable service cost per device for every 3 hrs. of delay in restoration
Location (Beyond 50 kms from City/Town Limits)	30 mins	12 hrs.	3 days of yearly applicable service cost per device for every 6 hrs. of delay in restoration

Delivery:

Without prejudice to the rights of Bank to terminate this agreement/ the related purchase order, in case of the failure to deliver the solution within the stipulated timelines defined in the RFP/SLA Document, penalty shall be levied for every 1 weeks' delay at the rate of 1% of the order value of delayed item(s) up to a maximum of 10 week from the original delivery date. Thereafter, bank may in its sole discretion and without being bound to do so, extend the date of delivery or can invoke PBG and cancel the contract. In the event of the Bank agrees to extend the date of delivery at the request of the Company, it is a condition precedent that the validity of the Performance Bank Guarantee submitted by the Company in regard to the supply and maintenance etc. of the solution shall be extended by further period as required by the Bank before the expiry of the original Bank Guarantee. Failure to do so will be treated as breach of contract.

Project Delivery Milestones

The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned. The phases of the Schedule are as follows:

PROJECT PHASES:

1. Project Plan
2. Delivery of Solution
3. Project Acceptance and User Acceptance Testing
4. Operationalization of Solution
5. Review

1. PROJECT PLAN:

Successful Bidder shall submit the project plan for complete implementation of the solution as per the Scope of Work detailed in this RFP along with Solution Architecture. This plan should be submitted for review and bank's acceptance within two weeks after the issuance of PO to the successful bidder.

Bank shall issue a Project Plan signoff accepting the same. It shall be the responsibility of the successful bidder to submit and get the plan approved by the Bank authorities within the timelines mentioned above without any delay. Bank shall have the discretion to cancel the purchase order in lieu of delay in submission of the project plan.

2. PROJECT MILESTONES & DELIVERY:

The Banks expects the bidder to meet the delivery Milestones of the Project as detailed in the following table.

For SDWAN solution

S.NO	Milestones	Weeks from date of issue of P. O
1.	Project Plan Sign-off and Contract execution	Within 2 weeks from date of PO
2.	Project Acceptance / (UAT sign-off including 4-week test period)- SD WAN devices with dual connectivity Approximately 50 locations	Within 8 weeks from date of PO
3.	Implementation of Policies	Within 8 weeks from date of PO
4.	Fine-tuning of the Setup	Within 4 Weeks from date of UAT Sign-off/Project Acceptance
5.	Operations & Management of Solution	Immediately on completion of UAT signoff
6.	Implementation of SD WAN Solution - Phase 1 450 Locations)	Within 12 weeks from date of PO
	Implementation of SD WAN Solution - Phase 2 -Additional 450 Locations)	Within 16 weeks from date of PO
	Implementation of SD WAN Solution - Phase 3 -Additional 450 Locations	Within 20 weeks from date of PO
	Implementation of SD WAN Solution across all locations -Phase 4	Within 24 weeks from date of PO
7.	Additional Incremental Requirements (New Site Rollout / Upgrade / Migration) during the contract period	To be executed within 6 weeks from formal approval

For Network switches

S.NO	Milestones	Weeks from date of issue of P. O
1.	Issuance of PO	Week 0
2.	Delivery, Installation & Commissioning of Switches at in scope Locations	12 weeks from date of PO
3.	Additional Incremental Switches Requirement (During Contract Period)	Within 8 weeks from formal request approval by the Bank

NOC Support

The bidder shall take complete responsibility for transitioning NOC support services within 20 weeks from the Purchase Order (PO) date, aligning with the overall SD-WAN and network switch implementation. The transition will consist of key phases, including Knowledge Transfer (KT), a Pilot Phase, and Full NOC Operations Takeover. The bidder is required to propose a detailed

transition plan covering resource deployment, risk mitigation, training, and cutover strategies to ensure a seamless handover without disruptions to bank operations.

Bidders should ensure that adequate resources are deployed in alignment with the project rollout, scaling up support as required to provide seamless network operations and maintenance from the very first day of implementation. A high-level framework with broad timelines is provided below, while the bidder shall submit a detailed transition plan within this structure.

S. No	Milestones	Weeks from Date of PO
1	NOC Transition Kick-off & Planning - Conduct detailed assessment of existing NOC operations, define transition roadmap, and finalize Standard Operating Procedures (SOPs).	Within 4 weeks from PO
2	Knowledge Transfer (KT) from Existing Team - Shadowing and parallel operations with current NOC team, covering incident handling, monitoring, escalation, and reporting.	Weeks 5 - 8 from issuance of PO
3	Full NOC Operations Takeover (Post UAT & Fine-Tuning Completion) - Vendor assumes complete NOC management responsibility, ensuring seamless operations across the bank's network.	Within 8 Week from issuance of PO
4	Optimization & Performance Review - Ongoing monitoring, periodic reviews, and further fine-tuning of NOC operations.	Continuous post-takeover

Note: - In addition to the above, Bank may place additional Purchase Orders for SD-WAN equipment & Switches for new identified Bank locations from time to time. The successful bidder shall have to deliver, commission & install the required equipment within the stipulated timeline from the date of issuance of Purchase Order.

The final Granular Project Plan shall be worked out with the successful bidder. The bidder must strictly adhere to the project timeline schedule, as specified in the purchase contract executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the bidder will enable Bank to resort to any or all of the following provided that the bidder is first given a 30 days" written cure period to remedy the breach/delay:

- Claiming Liquidated Damages
- Termination of the purchase agreement fully or partly and claim liquidated damages.
- Forfeiting of Earnest Money Deposit / Invoking EMD Bank Guarantee/Performance Guarantee.

However, Bank will have the absolute right to charge penalty and/or liquidated damages as per Tender /contract without giving any cure period, at its sole discretion besides taking any other appropriate action.

Successful bidder is expected to provide detailed project implementation status on weekly basis.

EXTENSION OF DELIVERY SCHEDULE:

If, at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance against suitable extension of the performance guarantee for delivery.

NON-DELIVERY:

Failure of the successful bidder to comply with the above delivery schedule, shall constitute sufficient grounds for the annulment of the award of contract and invocation of bank guarantee (delivery) besides taking appropriate action against the successful bidder including blacklisting such bidder from participating in future tenders.

3. PROJECT ACCEPTANCE/ USER ACCEPTANCE TESTING:

Successful bidder shall assist Bank in the User Acceptance Testing of the solution for the functionalities stated in this RFP document. A four-week test period will be used by J & K Bank to evaluate the selected SDWAN Solution. After the selected SDWAN Solution has been successfully implemented, J & K Bank and the Vendor shall agree on the start date of the test period. Acceptance of the SDWAN Solution shall be based on the results of the test period and strictly in line with the scope defined in this RFP. If during the test period, the SDWAN Solution experiences no failures and functions according to the requirements of the RFP, as determined by J & K Bank, the SDWAN Solution shall be considered accepted and UAT (user Acceptance Test) report signed which will form basis of submission of Payment related invoices etc. Bank shall issue a UAT signoff on successful completion of the UAT. Approximately 50 locations of Bank shall be taken into consideration to determine the Project Acceptance /UAT signoff.

If the UAT fails or there is undue delay of the completion of the UAT due to reasons attributable to the successful bidder, Bank may at its own discretion cancel the purchase order and invoke the Bank guarantee for implementation.

4. OPERATIONALIZATION OF SOLUTION:

Bank shall issue Go Live Signoff on successful operationalization of the solution. If there is delay in the operationalization of the solution, Bank reserves the right to cancel the purchase order and invoke the Bank guarantee submitted for implementation.

5. REVIEW:

The solution shall remain under review for a period of 3 months post operationalization of the Setup. The Successful bidder shall be readily available during the review phase for troubleshooting and other support. During the review phase, Bank may request changes to the setup as per its requirement and no extra costs shall accrue to the bank for the effort involved in the same.

Contract Period

The tenure of the Contract will be for a period of 5 years, effective from successful go live i.e. _____ till _____, unless or until terminated by Bank in accordance with the terms of this SLA. The contract may be extended for a further period at mutually agreed terms and conditions.

Payment Terms

The Bidder must accept the payment terms proposed by the Bank as proposed in this section. The indicative commercial bid submitted by the bidders must be in conformity with the payment terms proposed by the Bank.

The Payments during Contract Period shall be made on the achievement of the following project milestones:

Payments Description	Milestone Delivered	Payment Term
Payment for Solution/Device during Contract Period	Successful Implementation of the device and Signoff from Bank Official/s.	Quarterly in Arrears Payment shall be paid on a pro-rata basis , proportionately calculated from the actual implementation date of each device / service until the end of that quarter.
Payment for NOC Services	Successful Implementation of the NOC Services and Complete transition of NOC from Bank to bidder	Quarterly in Arrears

Payments shall be released on acceptance of the purchase order and:

- Post Signing of Service Level Agreement (SLA) between Bank and Successful bidder.
- Post Signing of Non-Disclosure Agreement (NDA) between Bank and Successful bidder.
- All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.

Warranty

The bidder shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc. against any defects arising from but not limited to design, material, manufacturing, workmanship, or any act or omission of the manufacturer / bidder or any defect that may develop under normal use of supplied equipment during the warranty period.

Assignment

The Selected Bidder shall not assign, in whole or in part, the benefits or obligations of the contract to any other person. However, the Bank may assign any of its rights and obligations under the Contract to any of its affiliates without prior consent of Bidder.

Entire Agreement, Amendments, Waivers.

- This Master Agreement and each Service Attachment contains the sole and entire agreement of the parties with respect to the entire subject matter hereof and supersede any and all prior oral or written agreements, discussions, negotiations, commitment, understanding, marketing brochures, and sales correspondence and relating thereto. In entering into this Master Agreement and each Service Attachment each party acknowledges and agrees that it has not relied on any express or implied representation, or other assurance (whether negligently or innocently made), out in this Master Agreement and each Service Attachment. Each party waives all rights and remedies which, but for this Section, might otherwise be available to it in respect of any such representation (whether negligently or innocently made), warranty, collateral contract or other assurance.
- Neither this Master Agreement nor any Service Attachment may be modified or amended except in writing and signed by the parties.
- No waiver of any provisions of this Master Agreement or any Service Attachment and no consent to any default under this Master Agreement or any Service Attachment shall be effective unless the same shall be in writing and signed by or on behalf of the party against whom such waiver or

consent is claimed. No course of dealing or failure of any party to strictly enforce any term, right or condition of this Master Agreement or any Service Attachment shall be construed as a waiver of such term, right or condition. Waiver by either party of any default other party shall not be deemed a waiver of any other default.

Severability

If any or more of the provisions contained herein shall for any reason be held to be unenforceable in any respect under law, such unenforceability shall not affect any other provision of this Master Agreement, but this Master Agreement shall be construed as if such unenforceable provisions or provisions had never been contained herein, provided that the removal of such offending term or provision does not materially alter the burdens or benefits of the parties under this Master Agreement or any Service Attachment.

Remedies Cumulative

Unless otherwise provided for under this Master Agreement or any Service Attachment, all rights of termination or cancellation, or other remedies set forth in this Master Agreement, are cumulative and are not intended to be exclusive of other remedies to which the injured party may be entitled by law or equity in case of any breach or threatened breach by the other party of any provision in this Master Agreement. Use of one or more remedies shall not bar use of any other remedy for the purpose of enforcing any provision of this Master Agreement.

Partnership / Collaboration / Subcontracting

The services offered shall be undertaken to be provided by the company directly and there shall not be any sub-contracting without prior written consent from the Bank. Bank will only discuss the solution with company's authorized representatives. The company authorized representatives shall mean their staff. In no circumstances any intermediary (which includes Liaisoning Agents, marketing agents, commission agents etc.) should be involved during the course of project. No subletting of the contract by the will be allowed under any circumstances. Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, assigned or delegated to any third party by Successful Bidder without prior written consent of the Bank

Confidentiality

All the Bank's product and process details, documents, data, applications, software, systems, papers, statements and business/customer information etc. (hereinafter referred to as 'Confidential Information') which may be communicated to or come to the knowledge of the Company and /or its employees during the course of discharging their obligations shall be treated as absolutely confidential and the Company and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party nor shall use or allow to be used any information other than as may be necessary for the due performance by the Company of its obligations. The Company shall indemnify and keep Bank indemnified safe and harmless at all times against all or any consequences arising out of any breach of this undertaking regarding Confidential Information by the Company and/or its employees and shall immediately reimburse and pay to the Bank on demand all damages, loss, cost, expenses or any charges that Bank may sustain suffer, incur or pay in connection therewith.

It is clarified that "Confidential Information" includes any and all information that is or has been received by the Company (Receiving Party) from the Bank (Disclosing Party) and that (a) relates to the Disclosing Party and (b) is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential (c) is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agent, representatives or consultants.

In maintaining confidentiality, the Receiving Party on receiving the confidential information and material agrees and warrants that it shall take at least the same degree of care in safeguarding such confidential information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent any inadvertent disclosure. The Receiving Party shall also, keep the confidential information and

confidential materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third Party.

The Receiving Party, who receives the confidential information and the materials, agrees that on receipt of a written demand from the Disclosing Party, they will immediately return all written confidential information and materials, and all copies thereof provided to, and which is in Receiving Party's possession or under its custody and control.

The Receiving Party to the extent practicable shall immediately destroy all analysis, compilation, notes studies memoranda or other documents prepared by it which contain, reflect or are derived from confidential information relating to the Disclosing Party AND shall also immediately expunge any confidential information, word processor or other device in its possession or under its custody & control, where after it shall furnish a Certificate signed by the Authorized person confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries, the requirement of confidentiality aspect has been complied with.

The restrictions mentioned hereinabove shall not apply to: -

- (a) any information that publicly available at the time of its disclosure; or any information which is independently developed by the Receiving Party or acquired from a third party to the extent it is acquired with the valid right to disclose the same; or
- (b) any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any government, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosures, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure.

The confidential information and material and all copies thereof, in whatsoever form shall at all the times remain the property of the Disclosing Party and disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document. The confidentiality obligations shall be observed by the Company during the term of this Agreement and thereafter and shall survive the expiry or termination of this Agreement between the Bank and Company.

The Company understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause BANK irreparable harm, may leave BANK with no adequate remedy at law and as such the Bank is entitled to proper indemnification for the loss caused by the Company. Further the BANK is entitled to seek to injunctive relief besides other remedies available to it under law and this Agreement.

Information security

- (a) The Successful Bidder and its personnel shall not carry any written material, layout, diagrams, floppy diskettes, hard disk, flash / pen drives, storage tapes or any other media out of J&K Bank's premises without written permission from J&K Bank.
- (b) The Successful Bidder's personnel shall follow J&K Bank's information security policy and instructions in this regard.
- (c) The Successful Bidder acknowledges that J&K Bank's business data and other proprietary information or materials, whether developed by J&K Bank or being used by J&K Bank pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to J&K Bank; and the Successful 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 Successful Bidder to protect its own proprietary information. Successful Bidder recognizes that the goodwill of J&K Bank depends, among other things, upon the Successful Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Successful

Bidder could damage J&K Bank. By reason of Successful Bidder's duties and obligations hereunder, Successful Bidder may come into possession of such proprietary information, even though the Successful Bidder does not take any direct part in or furnish the Service(s) 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 the Contract/Agreement. Successful Bidder shall use such information only for the purpose of performing the Service(s) under the Contract/Agreement.

- (d) Successful Bidder shall, upon termination of the Contract/Agreement for any reason, or upon demand by J&K Bank, whichever is earliest, return any and all information provided to Successful Bidder by J&K Bank, including any copies or reproductions, both hardcopy and electronic.
- (e) That the Successful Bidder and each of its subsidiaries have taken all technical and organizational measures necessary to protect the information technology systems and Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses. Without limiting the foregoing, the Successful Bidder and its subsidiaries have used reasonable efforts to establish and maintain, and have established, maintained, implemented and complied with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses.
- (f) The Successful Bidder shall certify that to the knowledge of the Successful Bidder, there has been no security breach or other compromise of or relating to any information technology and computer systems, networks, hardware, software, data, or equipment owned by the Successful Bidder or its subsidiaries or of any data of the Successful Bidder's, the Operating Partnership's or the Subsidiaries' respective customers, employees, suppliers, vendors that they maintain or that, to their knowledge, any third party maintains on their behalf (collectively, "IT Systems and Data") that had, or would reasonably be expected to have had, individually or in the aggregate, a Material Adverse Effect, and
- (g) That the Successful Bidder has not been notified of and has no knowledge of any event or condition that would reasonably be expected to result in, any security breach or other compromise to its IT Systems and Data.
- (h) That the Successful Bidder is presently in compliance with all applicable laws, statutes, rules or regulations relating to the privacy and security of IT Systems and Data and to the protection of such IT Systems and Data from unauthorized use, access, misappropriation or modification. Besides the Successful Bidder confirms the compliance with Banks Supplier Security Policy.
- (i) That the Successful Bidder has implemented backup and disaster recovery technology consistent with generally accepted industry standards and practices.
- (j) That the Successful Bidder and its subsidiaries IT Assets and equipment, computers, Systems, Software's, Networks, hardware, websites, applications and Databases (Collectively called IT systems) are adequate for, and operate and perform in all material respects as required in connection with the operation of business of the Successful Bidder and its subsidiaries as currently conducted, free and clear of all material bugs, errors, defects, Trojan horses, time bombs, malware and other corruptants.
- (k) That the Successful Bidder shall be responsible for establishing and maintaining an information security program that is designed to:

- (i) Ensure the security and confidentiality of Customer Data, Protect against any anticipated threats or hazards to the security or integrity of Customer Data
- (ii) That the Successful Bidder will notify Customer of breaches in Successful Bidder's security that materially affect Customer or Customer's customers. Either party may change its security procedures from time to time as commercially reasonable to address operations risks and concerns in compliance with the requirements of this section.
- (l) The Successful Bidder shall establish, employ and at all times maintain physical, technical and administrative security safeguards and procedures sufficient to prevent any unauthorized processing of Personal Data and/or use, access, copying, exhibition, transmission or removal of Bank's Confidential Information from Companies facilities. Successful Bidder shall promptly provide Bank with written descriptions of such procedures and policies upon request. Bank shall have the right, upon reasonable prior written notice to Successful Bidder and during normal business hours, to conduct on-site security audits or otherwise inspect Companies facilities to confirm compliance with such security requirements.
- (m) That Successful Bidder shall establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, corruption, loss or alteration of the Client Data, and to prevent access, intrusion, alteration or other interference by any unauthorized third parties of the same, that are no less rigorous than those maintained by Successful Bidder for its own information or the information of its customers of a similar nature. Successful Bidder shall comply with the provisions of Information Technology Act, 2000, other applicable legal requirements and standards to protect the customer data.
- (n) That the Successful Bidder shall perform, at its own expense, a security audit no less frequently than annually. This audit shall test the compliance with the agreed-upon security standards and procedures. If the audit shows any matter that may adversely affect Bank, Successful Bidder shall disclose such matter to Bank and provide a detailed plan to remedy such matter. If the audit does not show any matter that may adversely affect Bank, Bidder shall provide the audit or a reasonable summary thereof to Bank. Any such summary may be limited to the extent necessary to avoid a breach of Successful Bidder's security by virtue of providing such summary.
- (o) That Bank may use a third party or its own internal staff for an independent audit or to monitor the Successful Bidder's audit. If Bank chooses to conduct its own security audit, such audit shall be at its own expense. Successful Bidder shall promptly correct any deficiency found in a security audit.
- (p) That after providing 30 days prior notice to Successful Bidder, Bank shall have the right to conduct a security audit during normal business hours to ensure compliance with the foregoing security provisions no more frequently than once per year. Notwithstanding the foregoing, if Bank has a good faith belief that there may have been a material breach of the agreed security protections, Bank shall meet with Successful Bidder to discuss the perceived breach and attempt to resolve the matter as soon as reasonably possible. If the matter cannot be resolved within a thirty (30) day period, the parties may initiate an audit to be conducted and completed within thirty (30) days thereafter. A report of the audit findings shall be issued within such thirty (30) day period, or as soon thereafter as is practicable. Such audit shall be conducted by Successful Bidder's auditors, or the successors to their role in the event of a corporate reorganization, at Successful Bidder's cost.
- (q) Successful Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful Bidder. Successful Bidders should ensure Data Security and protection of facilities/application managed by them.
- (r) The deputed persons should be aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been

compromised / disclosed/ misused/misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank. Besides bank will be at liberty to blacklist the bidder and take appropriate legal action against bidder.

- (s) The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Successful Bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third-party vendors/service providers & partners.
- (t) Successful Bidder's criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

Termination of Contract

If the Termination is on account of failure of the Successful Bidder to perform the obligations under this agreement, the Bank shall have the right to invoke the Performance Bank Guarantee(s) given by the selected bidder.

The Bank will be entitled to terminate this Contract, on the happening of any one or more of the following:

For Insolvency: BANK may at any time terminate the contract by giving written notice to the Company, if the Company becomes bankrupt or insolvent.

For Non-performance: BANK shall have the right to terminate this agreement or/and to cancel the entire or unexecuted part of the related Purchase Order forthwith by a written notice in the event the company fails to deliver and/or install the solution within the stipulated time schedule or any extension, if any, thereof agreed by the Bank in writing in its sole discretion OR the Company fails to maintain the service levels prescribed by BANK in scope of work OR fails to discharge or commits breach of any of its obligations under this Agreement.

In the event of termination, the company shall compensate the Bank to the extent of loss suffered by the Bank on account of such termination provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to BANK. The Bank shall inter-alia have a right to invoke the Performance Bank Guarantee submitted by the Company in regard to the supply and maintenance etc. of the solution for realizing the payments due to it under this agreement including penalties, losses etc.

Indemnity

The Successful bidder shall indemnify and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings (including attorney fees), relating to or resulting from: -

- i. Intellectual Property infringement or misappropriation of any third-party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
- ii. Claims made by the employees who are deployed by the Successful bidder.
- iii. Breach of confidentiality obligations by the Successful bidder,
- iv. Negligence (including but not limited to any acts or omissions of the Successful bidder, its officers, principals or employees) or misconduct attributable to the Successful bidder or any of the employees deployed for the purpose of any or all of its obligations,
- v. Any loss or damage arising out of loss of data.
- vi. Bonafide use of deliverables and or services provided by the successful bidder.
- vii. Non-compliance by the Successful bidder with applicable Laws/Governmental/Regulatory Requirements.

The Successful bidder shall be responsible for any loss of data, loss of life etc. due to acts of its representatives, and not just arising out of negligence or misconduct, as such liabilities pose significant risk.

It is hereby agreed that the above said indemnity obligations shall apply notwithstanding anything to the contrary contained in this Tender document and subsequent Agreement and shall survive the termination of the agreement for any reason whatsoever. The Successful bidder will have sole control of its defense and all related settlement negotiations.

Right to Audit

Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Bidder.

The Selected Bidder shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Successful Bidder is required to submit such certification by such Auditors to the Bank.

Bidder should allow the J&K Bank or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by Bidder within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. Bidder should allow the J&K Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or employees or other persons duly authorized by the Bank.

Limitation of Liability

Neither Party shall be liable for any indirect damages (including, without limitation, loss of revenue, profits, and business) under this agreement and the aggregate liability of Successful Bidder, under this agreement shall not exceed total contract value.

Exit Clause

The Bank reserves the right to cancel the contract in the event of happening one or more of the following conditions:

1. Failure of the Successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 30 days from receipt of purchase contract.
2. Delay in delivery beyond the specified period.
3. Delay in completing implementation/customization and acceptance tests/ checks beyond the specified periods.
4. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.
5. In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by The Successful Bidder.

Force Majeure

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

- ii. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, pandemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.
- iii. Unless otherwise directed by the Bank in writing, the selected bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and The Successful Bidder shall hold consultations in an endeavor to find a solution to the problem.
- v. Notwithstanding above, the decision of the Bank shall be final and binding on the successful Company regarding termination of contract or otherwise

Intellectual Property Rights

- 1.1 For any technology / software / product used by Company for performing Services for the Bank as part of this Agreement, Company shall have right to use as well as right to license such technology/ software / product. The Bank shall not be liable for any license or IPR violation on the part of Company.
- 1.2 Without the Bank's prior written approval, Company will not, in performing the Services, use or incorporate link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this Agreement.
- 1.3 Company shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.
- 1.4 The Bank will give (a) notice to Company of any such claim without delay/provide reasonable assistance to Company in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Company shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Company shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Company shall consult with the Bank with respect to the defence and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses Of successful bidder
- 1.5 Company shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Company's compliance with the Bank's specific technical designs or instructions (except where Company knew or should have known that such compliance was likely to result in an Infringement Claim and Company did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the deliverable (if any) by the Bank.

Corrupt and Fraudulent practice.

- i. It is required that Company observe the highest standard of ethics during the procurement and execution of such contracts and not to indulge in any corrupt and fraudulent practice.
- ii. “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
- iii. “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- iv. The Bank reserves the right to reject a proposal for award if it determines that the Company recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- v. The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it becomes known that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

Governing Laws and Dispute Resolution

This agreement shall be governed in accordance with the Laws of UT of J&K read with laws of India so far as they are applicable to the UT of J&K for the time being and will be subject to the exclusive jurisdiction of Courts at Srinagar with exclusion of all other Courts.

The Bank and the Successful Bidder shall make every effort to resolve any disagreement or dispute amicably, arising in connection with the Contract, by direct and informal negotiation between the designated Officer of the Bank for **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model** and designated representative of the Successful Bidder.

It will be the endeavor of the parties to resolve amicably any disputes or differences that may arise between them for misconstruing the meaning and operation of this RFP and the breach that may result. In case of dispute or difference arising between the parties relating to any matter arising out of or connected with this RFP, such disputes or differences shall be settled in accordance with the Arbitration and Conciliation Act 1996. The sole Arbitrator shall be chosen by mutual discussion between the parties. The decision of the Arbitrator shall be final.

The successful bidder shall continue work under the Agreement during the arbitration proceedings unless otherwise directed in writing by the client or unless the matter is such that the work cannot possibly be continued until the decision of Arbitrator or the Adjudicator, as the case may be, is obtained. The Arbitration proceedings shall be held at Srinagar and the language of arbitration proceedings and that of documents and communications between the parties shall be English.

Notices

Unless otherwise provided herein, all notices or other communications under or in connection with this Agreement shall be given in writing and may be sent by personal delivery or by post or courier or facsimile or e-mail to the address below, and shall be deemed to be effective if sent by personal delivery, when delivered, if sent by post, three days after being deposited in the post and if sent by courier, two days after being deposited with the courier, and if sent by facsimile, when sent (on receipt of a confirmation to the correct facsimile number) and if sent by e-mail (on receipt of a confirmation to the correct email)

Following shall be address of BANK for notice purpose:

General Manager (S&IT), J&K Bank Ltd,
Technology & Development Division,
Corporate Headquarters, M.A. Road, Srinagar, 190001 Jammu & Kashmir (India)

Following shall be address of Company for notice purpose:

Other Terms and Conditions

All eligibility requirements mentioned in Annexure -D should be complied by the bidders as applicable and relevant support documents should be submitted for the fulfilment of eligibility criteria failing which the Bids may be summarily rejected. Noncompliance of any of the criteria can entail rejection of the offer. Copies 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. J&K Bank reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the bid/proposal.

1. The Bidder should provide time bound escalation matrix for project implementation as well as regular support and maintenance and bidder shall promptly intimate and update to bank upon any change in escalation matrix provided to the bank.
2. The Bidder should clearly spell out any assumption made anywhere while designing the solution. Detailed design solution to be provided, explaining each component.
3. The Bidder should give supporting document with technical details to assure reliability and capability of delivering the network to meet the requirements.
4. The bidder shall deploy the resources as per clause Facility Management Services to provide onsite facility management.
5. Bidder should have operational Service support centers managed by its own staff at all major cities/ locations in India operational as on bid date. The list of support centers containing Office Address, Telephone nos., contact person etc. shall be submitted at the time of bid submission.
6. The bidder will also integrate devices supplied under the RFP with our help desk operation, trouble ticketing (Pro-active/Complaints), call escalation, resolution procedure for attending downtime for each location as per existing or upgraded/ Changed Network Monitoring tool installed in Bank DC\DR, or any other location as decided by Bank. The SLA will be reviewed on a quarterly basis. Uptime will be monthly basis, and the bidder has ensured that all the hardware execute without defect or interruption for at least 99.5% uptime (for branch network) and 99.99% uptime (for central solution) for 24 hours a day, 7 days a week operation of the machine, worked on monthly basis. The Bidder has to submit the monthly SLA/Uptime report along with invoices of Facility Management/contract for payment.
7. The bidder should provide reports for Interface availability, interface traffic statistics, interface response time monitoring, interface errors and Bandwidth Utilization report for all the devices covered under this RFP.
8. Any software support like update/enhancement/upgrade etc. released till the completion of contract period shall be supplied, installed and commissioned free of cost by the bidder. However,

any such software support like update/enhancement/upgrade shall be communicated to the Bank by the Bidder within a period of two weeks from the date of release, during the entire contract period.

9. The bidder shall provide the service, system spare parts and complete maintenance of the system (for all kind of equipment's) for a period as specified in this RFP from the date of acceptance of each site, extendable on mutual agreement. The bidder shall submit an undertaking letter to this effect along with the technical bid, otherwise the bid is liable for rejection.
10. The Bidder shall provide all other required equipment's and services, whether or not explicitly mentioned in this RFP to ensure the intent of specification, completeness, operability, maintainability and upgradeability of the network.
11. The Bank and the selected bidder shall nominate a Project Manager immediately on acceptance of the order, whom shall be the single point of contact for the project at CHQ and other locations. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar projects.
12. Bank will give orders in lots as per requirement of the Bank. Bank will provide location for delivery in the purchase order. All the delivery charges up to end location/shifted location should be including into cost of devices/equipment's as mentioned in price schedule.
13. The bidder shall provide service support at all ordered locations. The Bank has the right to place order for any of its existing branches / offices in India or any branch / Office which might be opened in future.
14. The Bank has the right to place order for any of its existing branches / offices/ Central locations in India or any branch / Office which might be opened in future for RRB and Domestic branches. The MTTR support required from Bidder is tabulated below (during entire contract period):

For Branch Devices:

Geographical Classification of branches	Maximum Time to Resolve (including Travelling Time)
Metro and Urban	4 Hours
Semi-Urban and Rural	8 Hours

For Central devices: MTTR for Central Network devices should be Fifteen minutes and restoration time should be thirty minutes from failure/incidence occurred. In case of any hardware issue, bidder need to provide Standby Network Device of same make and model or above model (with all interfaces/modules) within 2 hours of reporting and RMA Network Device of same make and model or above model (with all interfaces/modules) within 4 hours of reporting. Bidder has to ensure all kind of troubleshooting should not be go beyond 15 minutes with the non-responding hardware, bidder has to ensure the availability of field engineer or sufficient resources at centralized location for arranging the support/ replacement of faulty hardware as per MTTR mentioned above.

The above MTTR is applicable from the time call logged in Bank's monitoring tool for down sites or logged by bidder's engineer placed at bank DC location whichever is earlier. The bidder shall furnish list of their service/support centers along with contact person, contact nos. and address. The bidder shall specify the availability and details of technical expertise (personnel) and adequate stocking of spare devices for each of the location. Irrespective of the reasons that caused damage to the equipment's, the bidder should ensure that the services are restored within the stipulated time mentioned above by replacing the damaged parts. Non availability of damaged parts at the service

locations cannot be considered as force majeure and appropriate penalty shall be levied as per the uptime requirement mentioned in this RFP. Each bidder should provide a declaration at the time of participating in the tender that they have adequate stock in their stores for fulfilling the requirements and delivery timelines under this tender else their bid shall be liable for rejection.

15. In order to maintain the uptime, the Bidder shall mandatorily maintain the sufficient stock at each zonal location of the Bank. This shall eliminate the chances of extended downtime due to delayed deliveries and replacements.
16. Only licensed copies of software/IOS/Firmware etc. shall be supplied and ported on the equipment's at no extra cost to the bank. The bidder shall grant an irrevocable license to the bank to use the software. Such licenses to access and use the software shall be non-exclusive, fully paid up, irrecoverable, and valid throughout BANK offices. Further, all software supplied shall be of latest version and updated time to time proactively by the bidder at no extra cost to the bank.
17. The selected bidder has to upgrade the IOS/Firmware/OS etc. of all the devices proposed in this RFP with its latest compatible version upon its release on time to time proactively at no extra cost to the bank.
18. If the identified site is not ready for installation, and the items are not dispatched, the selected bidder at the request of the Bank (vide email/letter) has to install items/devices at an alternate site identified by the Bank, at no extra cost to the bank. The delivery and installation date will be counted from the date of intimation (vide email/letter) of alternate site address.
19. In case the equipment is delivered at the site, and the site is not ready for installation, then at the request of the Bank, bidder has to re-deploy the items/equipment's/devices at an alternate site identified by the Bank at no extra cost.
20. If the equipment is not delivered within the stipulated time, then LD is applicable for the delayed delivery. If the bank decides to shift the equipment (after delivery) within the branches/offices, then bidder should shift & install the equipment at new place without any additional cost within one week from the date of shifting intimation, failing which LD is applicable for as per delayed delivery period.
21. For sites where the routers/equipment are already installed, if the bank decides to relocate the existing live site, the bidder has to make arrangement of reinstallation including shifting of routers within one week from the date of shifting intimation at free of cost, failing downtime will be included into SLA after completion of one week. This shall be also applicable to the devices pertaining to central locations.
22. If the Bank decides to shift any devices (under the scope of this RFP) to any location, the bidder has to make arrangement of reinstallation including shifting of devices within one week from the date of shifting intimation at free of cost, failing downtime will be included into SLA after completion of one week.
23. The bidder should take care not to hamper the working of the branches and offices. Any interruption in the branches/offices has to be foreseen by the bidder and the same has to be brought to the notice of the Bank in writing and only on approval by the Bank, the bidder shall proceed ahead. The bidder shall always take prior permission of the premises in- charge of the bank before starting any work. The selected bidder shall supply identity cards to all their employees scheduled to work in the bank's premises and formally submit request letter to the bank's official for permitting access. The bidder shall abide by the security rules & procedures of the bank. Any requirement of working after office-hours and on holidays of the bank shall be foreseen and a request in writing shall be made to the bank in advance and obtain permission from the bank.

24. In case any damage of bank's property during execution of work is attributable to the bidder, bidder has to replace the damaged property at his own cost.
25. The Bidder shall be fully responsible for installation and commissioning of the equipment and other related activities such as unpacking, uncrating, inspection etc. for which the bank shall provide the required space. While unpacking and installation the bidder shall check physical availability of items as per the packing list.
26. The Bidder shall be solely responsible for arranging the foreign exchange release and import license for any materials, components, bought out items that may be required to be imported for the purpose of performing the work under this RFP and accordingly the bid prices shall include all the customs, customs clearance, import duties, levies, license fee etc. payable by the Bidder on imported items. Bank is not liable in this regard whatsoever. All prices quoted shall be in Indian Rupees only and no exchange rate fluctuations shall be borne by the bank for whatever be the reason incurred by the bidder.
27. Any certificate required to be submitted by the Bank in case of acquiring encryption hardware or software shall be explicitly specified in the technical bid by the bidder.
28. The Bidder shall arrange for Road Permit by paying all applicable taxes to the govt. agency to deliver and install the devices.
29. All kind of configuration required for bank's business /ongoing projects/upcoming projects should be facilitated by bidder for all the devices without any additional cost to the bank. Bank has liberty to re-deploy the mentioned device to any of the bank locations or third-party locations. Bidder has to provide the necessary support for all devices irrespective of their locations where they have been deployed.
30. If any device proposed in this RFP and related items get burnt /damaged due to non-preventive measures/ preventive maintenance activity not carried out during the stipulated time, shall be provided by the bidder at no extra cost to the bank.
31. If any provision of this agreement or any document, if any, delivered in connection with this agreement is partially or completely invalid or unenforceable in any jurisdiction, then that provision shall be ineffective in that jurisdiction to the extent of its invalidity or unenforceability. However, the invalidity or unenforceability of such provision shall not affect the validity or enforceability of any other provision of this agreement, all of which shall be construed and enforced as if such invalid or unenforceable provision was/were omitted, nor shall the invalidity or unenforceability of that provision in one jurisdiction affect its validity or enforceability in any other jurisdiction. The invalid or unenforceable provision will be replaced in writing by a mutually acceptable provision, which being valid and enforceable comes closest to the intention of the Parties underlying the invalid or unenforceable provision.
32. Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Company. The Company agrees and undertakes to allow the Bank or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by the Company within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. The Company shall allow the Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or employees or other persons duly authorized by the Bank.
33. The company, either by itself or through its group companies or Associates, shall not use the name and/or trademark/logo of Bank, in any sales or marketing publication or advertisement, or in any other manner.



34. Any addition, alteration, amendment, of this Agreement shall be in writing, signed by both the parties.
35. The invalidity or unenforceability for any reason of any covenant of this Agreement shall not prejudice or affect the validity or enforceability of its other covenants. The invalid or unenforceable provision will be replaced by a mutually acceptable provision, which being valid and enforceable comes closest to the intention and economic positions of the Parties underlying the invalid or unenforceable provision.
36. Each party warrants that it has full power and authority to enter into and perform this Agreement, the respective executants are duly empowered and/or authorized to execute this Agreement, and performance of this Agreement will not result in breach of any provision of the Memorandum and Articles of Association or equivalent constitutional documents of the either party or any breach of any order, judgment or agreement by which the party is bound.
37. The terms and conditions laid down in the RFP shall be read and construed forming part of this service level agreement. In an event of contradiction on any term or condition between RFP and service level agreement, the terms and conditions of service level agreement shall prevail.

In witness whereof the parties have set their hands on this agreement in duplicate through their authorized signatories on the day, month and year first herein above mentioned.

Agreed and signed on behalf of
Company’s Authorized Signatory

Name.....
Designation.....
Place.....
Date.....

Witness (1):

Name.....
Designation.....
Place.....
Date.....

Witness (2):

Name.....
Designation.....
Place.....
Date.....

Agreed and signed on behalf of
J&K Bank Limited

Name.....
Designation.....
Place.....
Date

Witness (1):

Name.....
Designation.....
Place.....
Date

Witness (2):

Name.....
Designation.....
Place.....
Date

Annexure K: Undertaking

Bidder must submit Undertaking on company letter head as per format given below

To

**The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar**

Dear Sir,

Sub: RFP no: _____ for Selection of Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank.

Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model for the Bank** as mentioned in RFP document in conformity with the said tender documents in accordance with the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items, and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by the Bank is a confidential document and we shall not disclose, reproduce, transmit or made available it to any other person.

We hereby undertake that supporting software/license supplied, if required will be licensed, legally obtained and with latest version.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the RFP in full or in part without assigning any reasons whatsoever.

We have read, understood and accepted the terms/ conditions/ rules mentioned in the RFP, proposed to be followed by the Bank.

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

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India and the UT of J&K including Prevention of Corruption Act 1988.

We have never been barred/black-listed by any regulatory / statutory authority in India.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We hereby undertake that all the components/parts/assembly/software used in the Networking Hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / secondhand components / Parts / Assembly / Software are being used or shall be used.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We enclose cost of RFP Rs. 10,000/- (Ten Thousand only) and EMD of Rs.3,00,00,000/- (Rupees Three Crores Only) in Bank Transfer/Demand Draft/Bank Guarantee Favoring J&K Bank Ltd, towards cost of RFP/bid security, details of the same is as under.

No.:

Date:

Name of Issuing Bank:

Dated at _____ this _____ day of _____ 2025

We certify that we have provided all the information requested by the Bank in the format requested for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and the Bank reserves the right to reject the offer if anything is found incorrect.

We agree to all terms & conditions of the RFP.

Place:

Seal and signature of The Bidder

Annexure L: Know Your Employee (KYE) Clause

Bidder must submit Undertaking on company letter head as per format given below.

1. We on the behalf of _____ (name of the company) hereby confirm that all the resources (both on-site and off-site) working on the Bank's project i.e. **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model**, have undergone KYE (Know Your Employee) process and all the required checks have been performed prior to employment of said employees as per our policy.
2. We confirm to defend and keep the bank indemnified against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.
3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, educational document, etc.) to Bank before deploying officials in Bank premises for provide **Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model**.

Sign and seal of Competent Authority
Name of Competent Authority
Dated

Annexure M: Manufacturer Authorization Form (MAF)

No. _____ dated _____

Offer Reference No.: _____

To
The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar

Dear Sir,

Sub: RFP no: _____ for Selection of Service Provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model, dated _____ 2025.

We _____ who are established and reputed manufactures of _____ having offices at _____ and _____ do hereby authorize M/s _____ (Name and address of SI/Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above RFP.

We confirm that our business had a turnover exceeding Rs----- (Rupees -----) per annum in last three financial years. (i.e. 2021-22, 2022-23 and 2023-24).

We hereby extend our full guarantee and warranty in respect of the product as per terms and conditions of the RFP and the contract for the equipment and services offered against this RFP by the above firm.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
 - i. Advance notification to the Bank of the pending termination, in sufficient time to permit to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We also undertake that equipment's along with licenses/Software supplied are not declared as End-Of-Life/ EOS for next Seven Years from the date of acceptance of this order. After installation, if such parts/servers/licenses are found End-Of-Life, then it will be our responsibility to replace with newer and higher compatible parts along with implementation at no cost to the Bank.

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

In case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM or through their authorized partners within the stipulated time.

Yours faithfully,

(Name)

for and on behalf of

M/s_____

(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturer(s)/OEM and should be signed by a competent person representing the manufacturer.

Annexure N: Compliance Requirements

1. The solution should be in accordance with the security norms of RBI from time to time.
2. The solution proposed has to be in strict compliance with extant Laws and Regulations like but not limited to IT Act 2000 read with IT Amendment Act 2008, Draft Master Directions of RBI Directions on Outsourcing, RBI Digital Payment Security Directions 2021, RBI Cyber Security Framework Circular Dated 2nd June 2016.
3. As the Bank is opting for Managed Services Model, the bidder must ensure strict compliance with the Technology & Security Standards Viz. ISO 27001 ISMS or Equivalent Standard, ITIL Framework, DevSecOps, ISO 27018 Code of Practice for Personally Identifiable Information and other Software Development Standards.
4. The bidder shall ensure that a strong Project Governance Framework is put in place for adequately addressing associated risks and measuring the success of the project at any given point of time. The same needs to be communicated as part of the RFP response along with the escalation matrix.
5. The Bidder shall share the appropriate update and release cycles affecting the service features (Such as: Security, Continuity, legal and governance...etc.). The bidder must be flexible to align the same with the Banks Patch, Vulnerability and Change Management Processes.
6. The Bidder, as part of bid submission shall share the detailed information on how the Service Provider ensures and applies agile and rapid yet comprehensive risk management. This must include the Risk Control checking Methodology.
7. The bidder shall provide the Bank with its Service Providers user list that will have access to the Bank's data, at any point throughout the duration of the agreement. Service Providers should also update the Bank with any change in the employee list.
8. The bidder shall ensure to submit the high-level/low level design document as part of the solution offering mentioning integration of the application with Banks Privileged Identity and Access Management Solution. The Bank shall be open to provide Identity Federated integration using SAML / OpenID / Open Auth, RADIUS etc.
9. The Admin & User Management Framework provided by the Service Provider must be in alignment with RBI's Authentication Framework for Customers, Privileged Accesses and other Internal Users.
10. The Service Provider must provide the Bank secure control for managing its identities (Including Identity Creation and Deletion / Modification & Termination).
11. The Service Provider shall ensure Authentication, Authorization, Accounting, Access control and logging (Format, retention and Access) meet the Bank's regulatory and legal requirements.
12. The Service Provider shall ensure that the logging is enabled for all activities including OS and, Application level for a period not less than 180 days online and then Backed up for the period

of project. The Live logs as stipulated above shall as well be integrated with Bank's SIEM Solution.

13. The Service Provider shall have the information readily available on Location and time of access of the Service Provider Team.
14. Service Provider shall ensure to conduct Periodic Vulnerability Assessment & Penetration testing of its Infrastructure and applications. The MPS shall ensure that these activities are done as part of Vulnerability Management and remediation program is defined, and it includes fixing the vulnerabilities based on priority. All vulnerabilities should be prioritized and must be fixed and patched within SLAs agreed upon by the Bank and the CSP in line with Banks Patch & Vulnerability Management procedure.
15. The bidder shall ensure to adopt and is in compliance with Change Management and Incident Response Procedures as specified in (ITIL).
16. The Service Provider shall share its DR plan with Bank so as to ensure it matches the Bank's BCP requirements.
17. The Service Provider has the ability to retrieve and restore data following data loss incidents.
18. Service Provider to provide the Bank at least bi-annually with the DR testing reports. The reports should be comprehensive, covering from the exercise scope till the final outcome and recommendations.
19. Service Provider to ensure the DR solution is capable of maintaining the same levels of security measures and controls utilized in the normal operation mode.
20. Ensure that the DR solution is also owned and managed entirely by the Contracted Service Provider. Conducting DR Drills & DR compliances shall be the responsibility of Contracted Service Provider.
21. The Service Provider shall ensure that data is encrypted at storage and in transit and in full compliance (at any given point in time) with Bank's Cryptographic Procedure, ISO 27001 and PCI-DSS Standard. The Databases must support the function of Encryption, Redaction/Masking and Comprehensive Audit Logging.
22. The Service Provider shall ensure that it is using a unique set of encryption key(s) for Bank. The unique encryption keys shall help protect data from being accessible in the event that it is inadvertently leaked from one Service Provider customer to another.
23. The Service Provider shall ensure to provide the "Exclusive" right to data ownership to the Bank throughout the duration of the agreement. The ownership includes all copies of data available with the Service Provider including backup media copies if any. The Service Provider is not permitted to use Bank's data for advertising or any other non-authorized secondary purpose.
24. The Service Provider shall contractually ensure that they inform the Bank "immediately" on any confirmed breach without any undue delay. The Service Provider shall ensure that Bank is notified within 4 hours of any "Suspected" breach from the time of breach discovery.

25. An “Exit Management Plan” must be put in place to define the rules of disengagement. Service Provider should provide the detailed description of the exit clause including agreed process, TAT for exit, data completeness and portability, secure purge of Bank’s information, smooth transition of services, complete plan of how data shall be moved out from the hosted infrastructure with minimal impact on continuity of the Bank’s operations for Fall-back Options and Continuity of Business:
- **Transition Plan:** The service provider shall, in conjunction with the Bank, develop and maintain a comprehensive transition plan as part of the initial onboarding process. This plan will be regularly reviewed and updated. The plan should detail the steps required to seamlessly transition the outsourced service back in-house, to a new service provider, or to a combination thereof. It should include timelines, responsibilities, knowledge transfer procedures, data migration strategies, and contingency plans for unexpected delays or disruptions.
 - **Knowledge Transfer:** The service provider shall provide comprehensive documentation and training to the Bank’s designated personnel or the incoming service provider. This includes detailed documentation of the outsourced service, systems, processes, and any custom configurations. The service provider shall also make key personnel available for knowledge transfer sessions.
 - **Data Migration:** The service provider shall cooperate fully with the Bank in migrating data to the Bank’s systems or the systems of a new service provider. This includes providing data in the required format, ensuring data integrity during migration, and securely deleting all copies of the data from the service provider’s systems after migration is complete. A clear data migration plan, including validation steps, will be established and agreed upon.
 - **Emergency Support:** Even after the formal off-boarding is complete, the service provider shall provide reasonable emergency support for a defined period (e.g., 3 months) to address any unforeseen issues or provide clarification on the transitioned services. The details of this support, including contact points and response times, will be documented in the agreement.
26. It shall be responsibility of the service provider to ensure smooth transition of all the data of the Banks data including audit trails, logs, to Bank specified location/storage on the conclusion of services /termination of contract. It would be obligatory for the Service Provider not to delete any data without the written permission from the Bank.
27. Service Provider shall ensure to comply with the data and media destruction and sanitization controls as stipulated in Media Disposal and Sanitization Policies of Bank. The Service Provider shall further preserve documents as required by law and take suitable steps to ensure that Banks interests are protected, even post termination of the services. This would include ensuring full integrity data transition from service provider to alternate service provider or on-premises setups.
28. The bidder shall ensure that the services are duly audited and certified by Cert-In Empaneled Audit Companies. The bidders are required to comply with requisite audit requirements as is specified under the security standards followed under the Information Technology Act and as stipulated by the Regulators from time to time.

29. Bank shall ensure that the Service Provider shall neither impede/ interfere with the ability of the Bank to effectively oversee and manage its activities nor impede the supervising authority in carrying out the supervisory functions and objectives.
30. The Service Provider shall ensure that the arrangement shall comply with all the policies of the Bank including, but not limit to, Information Security Policy, BCP, IT Outsourcing Policy, Incident Management Policy, Hosting Assessment requirements checklist etc. The service provider has to comply with all the laws/ regulations issued by RBI from time to time.
31. The Service Provider shall grant unrestricted and effective access to data related to the outsourced activities.
32. The relevant business premises of the Service Provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorized under law.
33. Bidder shall not propose any solution/components which will go end of support / End of Life for at least 7 years from the date of delivery during the tenure of the contract.
34. In case the technology/software platform/ hardware / infrastructure offered under the solution on service model reaches end of life / support during the contract period, the bidder must ensure that the systems are either replaced or upgraded at their/bidders' own cost without any disruption in the ongoing business transactions of the Bank.

Annexure O: No Deviation Certificate

The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar

Dear Sir,

This is to certify that our offer is exactly in line with your RFP for **Selection of Service provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model** (including amendments) no. _____ dated _____ and subsequent corrigenda's. This is to expressly certify that our offer contains no deviation either Technical or Commercial in either direct or indirect form.

Date:

Name and Designation of Signatory:

Name of Company:

Address:

Note: This form must be signed by authorized signatory.

Annexure P: Reference site details

The reference sites submitted must be necessarily of those banks/companies where bidder has been awarded the contract prior to date of issuance of this RFP. Reference site contacts must be provided separately for SDWAN and NOC support

Bidder shall provide the necessary number of referenced for fulfilling the eligibility criteria. Please provide reference details in the format defined below and enclose the necessary documentary proof:

S.N.	For SDWAN	Bidder's Response
1.	Name of Organization (Client)	
2.	No. of Branches/offices	
3.	Address of organization	
4.	Date of PO	
5.	Contract Duration	From
		To
6.	Status (Completed/ In Progress)	
7.	Brief details of scope of work	
8.	Order Quantity Supplied	
9.	Name of contact person in-charge from client side for reference with designation	
10.	Contact no. of contact person from client side	
11.	Email ID of contact person from client side	

S.N.	For NOC & Managed services	Bidder's Response
1.	Name of Organization (Client)	
2.	No. of Branches/offices	
3.	Address of organization	
4.	Date of PO	
5.	Contract Duration	From
		To
6.	Status (Completed/ In Progress)	

7.	Brief details of scope of work	
8.	Order Quantity Supplied	
9.	Name of contact person in-charge from client side for reference with designation	
10.	Contact no. of contact person from client side	
11.	Email ID of contact person from client side	

Note: These details should be on the letterhead of the bidder company and each & every page should be signed by their Authorized Signatory with name and seal of the company.

Place:

Date:

Seal and signature of the bidder

Annexure Q: Bid Submission Checklist

Annexure	Annexure Section Heading	Attached (Yes/No)	Page No. in Bid Document
A	Confirmation of Terms and Conditions		
B	Tender Offer Cover Letter		
C	Details of SI / OEM		
D	Compliance to Eligibility Criteria		
E	Technical Bid Evaluation		
E1	Technical specifications		
F	Commercial Bid Format		
G	Bank Guarantee Format		
H	Performance Bank Guarantee Format		
I	Non-disclosure Agreement		
J	Service Level Agreement		
K	Undertaking		
L	Know Your Employee		
M	Manufacturer Authorization Form		
N	Compliance requirements		
O	No Deviation certificate		
P	Reference site details		
T	Bidder Declaration for Country Sharing Land Border with India for compliance		
	Technical solution document		
	Technical Bill of Materials		

Note: These details should be on the letterhead of the bidder company and each & every page should be signed by their Authorized Signatory with name and seal of the company.

Technical Bill of Materials (The bidder should propose a single OEM make and model for each category (SD-WAN and switches) in the unpriced technical BOM. It is not required for both SD-WAN and switches to come from the same OEM, but each category must reference only one OEM solution. Multiple OEMs within the same category (e.g., multiple SD-WAN or switch OEMs for a single line item) will not be accepted.)

Place:

Date:

Seal and signature of the bidder

Annexure R: Template for Pre-Bid Queries

Bidders must provide their queries on eligibility criteria, scope of work, terms & conditions etc. in format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/ comments/ suggestions/ deviation.
All inquiries must adhere to the structure detailed below to ensure clarity and facilitate efficient processing. Please submit your questions in the below template.

S. No	Bidder Name	Document Name (Ex., Annexure XX)	Page Number	Section / Clause	RFP Text	Query

Annexure S: Existing Network Volumetrics

S. No	Devices	Make	Quantity
1	Routers	Cisco	1800 (~)
2	DC Switches - Nexus 7K, 9K in both Nexus and ACI Mode	Cisco	97
3	SDN Controller	Cisco	6
4	Firewalls	FortiGate	12
5	Proxy	Cisco	2
6	NAC	Cisco	2
7	Branch Switches	Cisco	1300
8	DC DR Links - WAN, Internet, Inter DC links, partner links		~40
9	Branch offices & ATMs WAN links		2900 (~)
10	Wireless access points	Cisco	10

Annexure T: Bidder Declaration for Country Sharing Land Border with India for compliance

<<To be printed on Bidder's Letterhead and signed by Authorized Signatory>>

The General Manager

Strategy & IT

Corporate Headquarters

Jammu & Kashmir Bank M.A Road, Srinagar

Subject: Declaration for the country sharing land border with India for participating in RFP for "Selection of Service provider for Supply, Implementation, and Managed Services of SD-WAN, Network Switches, and Network Operations Center (NOC) in an OPEX Model"

Dear Sir,

I have read the clause/Para regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

(a). I certify that M/s _____ (name of MSP) is not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I also certify that M/s _____ will not offer any products/services of entity from such countries unless such entity is registered with the Competent Authority.

or

(b) I certify that M/s _____ (name of MSP) is from such a country and has been registered with the Competent Authority. I also certify that M/s _____ has products/services of entity from such countries and these entity/entities are also registered with the Competent Authority. I also certify that M/s _____ has sub-contracted some work to a contractor from

such countries and that such contractor is registered with the Competent Authority.

I hereby certify that M/s _____ (name of MSP) fulfils all requirements in this regard and is eligible to be considered.

I hereby acknowledge that in the event of acceptance of my bid on above certificate and if the certificate is found to be false at any stage, the false certificate would be a ground for immediate termination of contract and further legal action in accordance with the Law.

Note:

1. Give certificate for either (a) or (b)/Strike which is applicable in your case.

2. Where applicable, evidence of valid registration issued by the Competent Authority shall be attached/uploaded along with the bid/offer.

3. Bidders are advised to attach/upload the valid certificate duly signed by authorized person of the Bidder and duly stamped along with their Bid/Offer

Yours Sincerely,

(Authorized Signature)

Place:

Date:

Company Seal: