Request for Proposal (RFP) for Enterprise Access Management System (EAMS)- Supply, Installation, Implementation, Integration, Commissioning, Testing, Operationalisation and Comprehensive Maintenance at Reserve Bank of India.

Reserve Bank of India desires to implement a state of the art Enterprise Access Management System (EAMS). The scope of this project is


ii. Installation of Visitor Management System will be part of the Enterprise Access Management System (EAMS)

iii. Warranty and post warranty comprehensive Annual Maintenance of the Enterprise Access Management System (EAMS)

For the above project, the Bank invites bids for appointment of Vendor through e-tendering route. This RFP is not following Reverse Auction Route. The "Request for Proposal" (RFP) for the project is hosted on MSTC Limited website. Steps to be performed by the bidder

a. Bidder needs to register themselves on the MSTC website (https://mstcecommerce.com/eprochome/rbi/) Vendor registration manual is present on MSTC website. Bidder needs to have a Digital Certificate with signing and encryption rights. The bidders are requested to ensure that they have the same, well in advance and if any assistance is required for the purpose, bidder can contact MSTC e-procurement team directly (Ms. Archana, Assistant Manager, MSTC, +91-9990673698/022-22872011) Bidders may direct their registration queries to MSTC only.

b. Post successful registration, Bidder can access the RFP document and related annexures

c. Bidder can upload their respective technical and commercial bids on the above mentioned MSTC portal. It is to be noted that Bidders will be able to view and access their own bids only.

d. The last date for submission of bids is November 26, 2018 1400 hrs on the MSTC website.

Chief General Manager
Department of Information Technology
Reserve Bank of India

Request for Proposal (RFP)

For

Tender for Supply, Installation, Implementation, Integration, Commissioning, Testing, Operationalisation and Comprehensive Maintenance of

Enterprise Access Management System (EAMS)

[ October 10, 2018]

Tender No. - RBI/Central Office/DIT/2/18-19/ET/82

Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

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Disclaimer & Disclosures:

Reserve Bank of India, Department of Information Technology, Central Office, Mumbai, has prepared this document to give background information on the Project to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be accurate, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by RBI in submitting RFP. The information is provided on the basis that it is non–binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

Reserve Bank of India reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

The proposal in response to the RFP should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. All pages of the RFP documents are to be signed by the authorized signatory. Any clarification sought can be mailed to eams@rbi.org.in. All clarifications sought shall be replied in pre-bid meeting or immediately thereafter through an addendum if necessary.
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1 RFP Schedule

The following table is an indicative time frame for the overall process. The Reserve Bank of India reserves the right to vary this time frame and/or venue at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the time frame and/or venue will be communicated to the Respondents concerned.

**Indicative Time frame for the Overall Process**

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<th>Sr. No</th>
<th>Process</th>
<th>Date and Time</th>
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<tr>
<td>1</td>
<td>Issue of RFP Document</td>
<td>October 10, 2018</td>
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<tr>
<td>2</td>
<td>Last date for receipt of queries over e-mail for clarification from bidders</td>
<td>October 19, 2018</td>
</tr>
<tr>
<td>3</td>
<td>Date and Time of Pre-Bid Meeting</td>
<td>October 25, 2018 at 1100Hrs. Conference Room, 14th Floor, COB, RBI, Shahid Bhagat Singh Road, Fort Mumbai – 400001.</td>
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<td>Last date for issue of any Addendum/Corrigendum to the Bid Document</td>
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<td>5</td>
<td>Earnest Money Deposit (EMD)</td>
<td>A Bid Security of Rs. 30,00,000/- (Rupees Thirty Lakh only) through a Bank Guarantee in favour of Chief General Manager, Department of Information Technology, Central Office, Reserve Bank of India, Mumbai, to be submitted along with the Bid.</td>
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<tr>
<td>6</td>
<td>Date &amp; Time of Final Submission of Technical &amp; Commercial Bids on the MSTC Portal</td>
<td>November 26, 2018 by 14.00Hrs</td>
</tr>
<tr>
<td>7</td>
<td>Date and Time of Technical Bid Opening</td>
<td>November 26, 2018 by 15.30Hrs</td>
</tr>
<tr>
<td>8</td>
<td>Date and Time of Commercial Bid Opening</td>
<td>Will be communicated later</td>
</tr>
</tbody>
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I. **Venue for opening of Bids/Meetings / Presentations**

Conference Room
Department of Information Technology
14th Floor, Central Office Building,
Reserve Bank of India, Shahid Bhagat Singh Road, Mumbai-400 001

II. All Queries to be mailed to eams@rbi.org.in with a copy to raghvendrak@rbi.org.in jkyadav@rbi.org.in

III. Portal for registration of bidder on MSTC

https://mstcecommerce.com/eprochome/rbi
2 Introduction

2.1 Background

2.1.1 The Reserve Bank of India (RBI) (hereafter referred to as RBI or “Bank”) was established on April 1, 1935 in accordance with the provision of the Reserve Bank of India Act, 1934.

2.1.2 The Bank desires to implement Enterprise Access Management System (EAMS) across all the 32 locations (Pan India) having 41 offices as detailed in Annex II. Objective of the project is to ensure Supply, Installation, Integration, Commissioning, Testing, Operationalization, Warranty, Maintenance, Support/Services, Training of EAMS in totality including related cabling, civil work conduit laying etc. Exact scope of work is given in the following section/paragraphs in RFP.

2.1.3 Organisational Structure: The Bank has 41 Offices at 32 locations, mostly in State Capitals. For more details about location of Bank’s offices and training establishments please see Annex II.

2.2 Purpose of Document

2.2.1 The Bank desires to Implement EAMS for its Employees, Visitors, Vendors and Contractors.

2.2.2 The Bank intends to sign a Ten-year contract (Warranty - 3 years, AMC – 7 years) with the selected Bidder for Supply, Installation, Implementation, Integration, Commissioning, Testing, Operationalisation and comprehensive Maintenance of EAMS as stated at all RBI locations (Annex II).

2.2.3 The Bank invites technically viable and commercially competitive proposals from Authorized Top/Best rated OEM’s classified partners / associates of OEMs / System Integrators having previous experience in Supply, Installation, Implementation and Maintenance of similar solutions for other institution in the last five years. The Bidder and respective OEM must attach an explicit Certificate that the Bidder will be supported by the OEM during the entire period of contract (i.e. 10 years.) The overall EAMS will be provided by one SI/Bidder.

2.2.4 All the locations and offices of RBI in the country will be covered under the scope of EAMS deployment.

2.2.5 The Bidders desirous of taking up the project for the Bank are invited to submit their proposals in response to this RFP on the e-tendering website http://www.mstecommerce.com/eprochome/rbi. The criteria and the actual process for evaluation of the responses to this RFP and subsequent process for selection of the successful Bidder will be entirely at the Bank’s discretion. Any deviation from any part of this document may be accepted by the Bank at its own discretion.
2.2.6 This RFP seeks proposals from Indian entities (Bidders) who have the necessary experience, capability & expertise to provide Enterprise Access Management System to the Bank as per the Bank’s requirements outlined in this RFP.

2.2.7 This RFP is not an offer by the Bank, but an invitation to receive responses from the Bidders. No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorized official(s) of the Bank with the selected Bidder. The Bank shall enter into a mutually agreeable contract with the Successful Bidder. The RFP will be a part of the contract.

3 Structure of RFP

This document consists of:
- The overview of services to be provided by the selected Bidder;
- Bidding Process
- The techno-commercial evaluation methodology which shall be followed to select the successful Bidder.
- Terms and Conditions
- Annexes seeking response for evaluation as per list given below

3.1 Annexes seeking Response for Evaluation

A detailed set of annexes is provided to the Bidder for formulation of responses covering sections such as functional requirements, technical requirements, proposed team fitment/ strength project methodology, etc. The list of such annexes is provided in the table below:

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<th>Annexes</th>
<th>Content / Details</th>
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<td>Specifications of Components (Compliance to Functional Specifications)</td>
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<td>Annex IB</td>
<td>Specifications of Components (Compliance to Technical Specifications)</td>
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<td>Annex II</td>
<td>List of RBI Offices &amp; Locations</td>
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4 Definition of Terms

Definition: - Throughout this RFP/Bid Document, the following terms shall have the meanings as given below and shall be interpreted accordingly:

- Bank/ Purchaser/ RBI - Reference to “RBI”, “the Bank”, “Bank” and “Purchaser” shall be determined in context of this RFP.
- Proposal/ Bid – the Bidder’s written reply or submission in response to this RFP
- RFP – the Request for Proposal (this document) in its entirety, inclusive of any addenda that may be issued by the Bank.
- Services/ Work – “Services” or “Work” means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation,
commissioning, provision of technical assistance, training, support, maintenance and other obligation of the Supplier covered under the RFP.

- System/ solution/ product (EAMS)/ platform - “System” or “solution” means and includes hardware, software, etc. required for operationalising the proposed solution and to provide the Services as mentioned in the RFP.
- “Service Period” means a period of 10 years (contract period including 3 years of warranty & 7 years of Comprehensive AMC Support) commencing from the date of acceptance by purchaser.
- “Bidder/Service Provider/System Integrator/Vendor” means an eligible Indian entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submit the bid and the EMD.
- “Successful Bidder” or “Vendor” means any firm / company, etc., to whom work has been awarded and whose Bid has been accepted by Purchaser and shall include its authorized representatives, successors and permitted assignees.
- “Acceptance of Bid” means the letter/fax or any memorandum communicating to the Bidder the acceptance of its Bid and includes an advance acceptance of his Bid.
- “Agreement” means the contract signed between the Bank and the Selected Bidder and all the attached documents. The “Agreement” includes the RFP, subsequent modifications to the RFP, response of the selected vendor to the RFP and the contract document itself.
- “Project cost” means the cost of all requisite hardware and software (including appliance based) supplied by bidder and include all Software license fees, support and subscription for 3 years, hardware warranty for 3 years, technical support fees, transportation charges, exclusive of GST in connection with delivery of equipment at site including incidental services and commissioning.
- Warranty – The Bidder will be required to provide on-site support during the 3 years of warranty period, applicable for software and hardware. The date of start of warranty period would be the date of issue of “Completion Certificate” by the Bank. During the warranty period the Bidder would be required to undertake all necessary modifications, support and maintenance as and when required on an on-site basis.
- Comprehensive Annual Maintenance Contract (AMC) – Post implementation and warranty, support and maintenance will be required for mentioned locations in Annex II during the 7 years of AMC period.
- “Authorised Signatory” means the person authorized by the company’s Board/ Managing Director/ Director for signing the bid documents on behalf of the company. The authorized signatory should give a declaration and through authenticated documentary evidence to establish that he/she is empowered to sign the bid documents and bind the bidder.
- “Installation” means the installation of equipment/software/appliance at the customer's premises or at such other location as may be specified by the customer which will be considered complete only after successful sanity testing.
“Implementation” means the implementation of equipment/software/appliance at the customer's premises or at such other location as may be specified by the customer which will be considered complete only after successful sanity testing.

“Integration” means the system should be able to integrate with existing component of the ESCAMS, and also with Active Directory, SIEM, Samadhan, Fire, CCTV.

“Commissioning” means, the System shall be considered to have been commissioned, when the entire job, including supply, installation, integration, configuration, testing and deployment of all hardware & software is executed to the satisfaction of the Purchaser.

“Operationalisation” means when all the components of the total solution are successfully commissioned and are in fully working condition for meeting any day to day operational requirements and any demands placed upon them.

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

“One-time cost” means the cost of supply, installation, integration, implementation, commissioning, testing, operationalisation of Total Solution (HW/SW) including warranty costs for three years, excluding the comprehensive AMC Charges for the entire period of the contract.

“Incident” refers to any event / abnormalities in the functioning of any of the components of the “Total Solution” that may lead to disruption in normal operations

“Availability” shall mean the time for which the services offered are available for conducting operations from the equipment / total solution hosted in RBI

“Downtime” means accumulated time during which any of the components/total solution is in operable within the Scheduled Operation Time but outside the scheduled maintenance time.

“Response time” is defined as the time between receipt of the incident by support team and its logging / generation of ticket on the system.

“Restoration Time” shall mean the time taken (after the incident has been reported to the support team) till resolution.

“Samadhan” is a SAP based HR system used by Bank.

CCTV- IP based CCTV

Fire Alarm- BOSCH Make, FPA-5000 MPC, Type C.

SIEM- Security Information and Event Management System

Change Management – Any request by the Bank that results in changes in the structure of the application or a new module is added would be considered as Change Management. Any minor changes required in the application such as addition / deletion / alteration of a row / column / field, additional report, menu items etc. will not be considered as part of change management and should be supported by the resident engineer (support engineer).
- Man-day – 8 hours of work of a qualified person.
- Week – 6 Calendar days.
- T – Technical Score of the Bidder
- THigh – The Bidder with the highest technical score shall be ranked as T1 and be considered as THigh for the techno-commercial score
- C – The final price quoted by the bidder.
- CLow – The lowest Commercial Bid.
- TC1 – The successful Bidder after the ‘techno-commercial’ Bidding process

Note: - The specification for components of the proposed solution are defined in generic terms on best effort basis. Reference of any term proprietary to an OEM in the RFP is incidental and has no other meaning other than specifying the nature and classification of the component of the proposed solution. In case of a difference of opinion on the part of the Bidder in comprehending or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by Purchaser and decision of Purchaser in this behalf shall be final, conclusive and binding on the Bidder.
5 Background and Objective of the Project.

Reserve Bank of India had implemented Enterprise wide smart card-based Access Management System (ESCAMS) - a Smart Card-based Access Control System at all the offices/locations and now proposes to replace the existing system with a new State of the Art Access Control System. However, the Bank will be using some of the components of the existing Access Control System viz. - Turnstiles, flap/tripod barriers, wires, EM locks, ID Cards, etc. Hence, the proposed EAMS should be compatible/integrated with the hardware components of existing ESCAMS -

The proposed EAMS should be located at all locations of RBI as defined in Annex II and shall be able to provide:

- Tiered Access control for Employees/ Visitors / Vendors / Contractors. It should have the capability to provide controlled access to different floors, areas, doors, rooms and to different category of card holders depending on the need.
- Multi-factor credentials-based system. Proposed EAMS should have the capability to provide access based on contactless cards, PIN, OTP, Biometric and Mobile Authentication (Mobile based Access). The Proposed EAMS System should be capable of providing access through other modes like: Palm, Retina, Forehead etc.
- The ability to integrate with the existing Active Directory, Samadhan (SAP based HR system), SIEM, Fire Alarm and CCTV system.
- Detailed scope of the requisite system is mentioned in Para No.6.

6 Scope

The Bank proposes to provide an Enterprise-wide multi-factor authorisation-based Access Control System to ensure that only authorised persons can enter / leave the Bank's premises including high security areas as may be designated by the Bank from time to time. Authorisation may be based on contactless smart card / biometric controls / PIN / OTP / mobile authentication, etc. with different combinations at different places depending upon their security levels as perceived and defined by the Bank. The controls /authorisation shall be dynamically programmable for various cards and for different time zones and various offices. Besides the employees, the Bank also wants to use the same EAMS for providing access to Visitors, Vendors and Contractors. The scope may include the following:

(a) EAMS must be a fully integrated Access System including Smart cards, Biometric & Smart card Readers and Access Controller, Attendance Management, Contract Labour, Vendor, Visitor Access Management.
(b) Access control is meant both for entry and exit.
(c) EAMS to ensure that only authorised person can enter/leave the Bank’s premises including high security areas as may be designated by the Bank from time to time at the respective/authorised time which shall be programmable dynamically for various cards and for different time zones and across offices.

(d) EAMS will be able to provide smart card-based access to employee and different categories of visitor (Visitor, Vendor, Contractor etc.) visitor management system should be able to define different categories of visitor and accordingly coloured code-based pass can be issued.

(e) It is proposed to use Contact-less Smart Card for access control, which will also function as an identity card for the employees. The proposed system should have the capability to provide access based on PIN, OTP, Biometric and Mobile authentication (access by mobile phone) etc. The smart card will be personalized as per Bank’s requirement. Personalization of the smart card will be in the scope of this project.

(f) The card shall have the capability to store/other applications/data, which may be implemented by the Bank, in due course; though initially it will be the access control application which shall be implemented.

(g) For the general entry into the Bank’s building, Turnstiles/ flap/ tripod barriers have been installed in many of the locations. The solution should have the capability to use and integrate with the turnstiles/ flap/ tripod barriers for entry/exit purpose.

(h) The entry/exit to other floors will require card reader/controller device. The existing EM locks may be used by the new solution.

(i) The Bidder/SI needs to consider the following high-level features and detailed technical/functional specifications as stated in the RFP while proposing for a solution. The Bidder should provide all necessary software, hardware and associated peripheral devices required to make the solution work strictly as per functional requirements provided herein. The specifications given are minimum.

(j) The scope also included providing A Visitor Management System for giving access to various categories of visitor. The Visitor Management System should be tightly integrated with EAMS so that door wise access can be provided/denied to visitors.

(k) The scope includes end-to-end solution - Supply, Install, Implement, Integrate, Commission, Test, Operationalize and comprehensive Maintenance as part of the total solution.

(l) EAMS to provide warranty and post warranty Comprehensive Annual Maintenance of the total solution. For maintenance of system in warranty and post warranty Comprehensive Annual Maintenance onsite engineer (total of 06) will be posted at 05 locations. The location where onsite engineer will be posted is given in Annex II.
6.1 Detailed Features List

The Bidder needs to consider the following high-level features and detailed functional requirements as stated in the annexes while proposing for a solution.

General Features: -

- The Platform shall be an enterprise class IP based EAMS solution with a capability to seamlessly integrate and unify with the other security systems like CCTV, Fire Alarm, Active Directory, Samadhan, SIEM etc.
- System architecture shall make use of the industry standard Ethernet IEEE802.3, TCP/IP protocols, etc. to interconnect all various nodes / subsystem.
- The System shall be designed in such a way that failure of any sub system shall not affect the overall functionality of EAMS. This should include loss of power supply or communications break between subsystems etc.
- System should be able to provide access through Turnstile, tripod turnstile, flap barrier, swing barrier, sliding and fixed doors, etc.
- EAMS shall support an unrestricted number of logs and historical transactions (events and alarms).
- EAMS shall support a variety of access control functionalities, including but not limited to:
  i. Controller (Unit) management, door management, and area management.
  ii. Cardholder and cardholder group management, credential management, and access rule management.
  iii. Personalization of smart card
  iv. Badge printing and template creation inbuilt.
  v. Visitors/Vendors/Contractors Management within Platform or through external integration.
- EAMS shall support the access control transaction being displayed on the GIS Maps or other offline map layouts in PDF or JPEG format of maps.
- EAMS shall have sufficient processing capacity and speed to process valid access requests, and unlock the doors, preferably within 1/1.5 seconds when all locations are attempted simultaneously.
- Access Control and Visitor Management System in EAMS should have the flexibility of being deployed in decentralized mode at various offices across India, however a centralized view / control should be available.
- EAMS should be compatible with existing Enterprise wide Smart Card Access Management System (ESCAMS). Bank will be using some of the components, such as wires, EML, Card of existing ESCAMS (shall be phased out in Transition manner)
- EAMS must have capability to integrate with third party Fire Alarm and CCTV System already installed and functioning in the Bank. In case of fire or other emergency, all
doors should get automatically freed/released through software from central management control system to make emergency exit from all the doors.

- Additionally, an emergency switch near fire department/section must be installed which also should be able to unlock all the doors in case of any eventuality.
- An emergency switch shall be installed near each door/controller, and in case of emergency the door reader can be disabled by pressing the emergency switch.
- EAMS shall provide a standard browser based or client based Graphical User Interface (GUI) for access control management.
- EAMS shall be IPv4 compliant and should be expandable to IPv6 and higher standards.
- The System should be easily expandable as per the requirement without replacing existing hardware/software.
- EAMS Platform shall be based on an overall open architecture able to support multiple access control hardware manufacturers. The Platform shall be able to integrate with multiple non-proprietary interface modules and controllers, access readers, and other third-party applications. Bidders to provide the list of OEMs integrated.
- The EAMS Platform shall provide synchronizing of all EAMS hardware units under its control, such as door controllers and I/O modules. It shall also be able to validate and log all access activities and events when the door controllers and I/O modules are online.
- The system shall maintain the communication link with the hardware controllers under its control. It shall also continuously monitor whether the controllers are online or offline.
- Synchronization of hardware units shall be automated and transparent to users and shall occur in the background. It shall also be possible to manually synchronize units or to synchronize units on a schedule.
- EAMS shall store all access events associated with the doors, areas, hardware zones (hardware input points) and controllers under its direct control.
- EAMS shall support the assignment of a single card per cardholder across all sites.
- EAMS should have feature to support assigning the different level of access rights to card holders.
- Each access rights may be assigned a different schedule.

### 6.2 Network Controller/ Door Access Controller

#### 1. General Specification:

i. EAMS shall provide an open architecture family of interface devices that provides a complete and fully functional hardware/firmware infrastructure for EAMS host systems.
ii. The controllers shall communicate with a host system by using industry standard TCP/IP protocol, over 10/100/1000 Mbps Ethernet Intranet, Internet, dial-up modem, or wireless modem.

iii. The controller should receive real time commands from the host software and should respond to the command.

iv. The controller should have fully functional offline operation in case of communication breakdown with host software application, the controller should be performing access decision and recording event log.

v. EAMS shall support multiple types of hardware devices: single-reader controller’s, 2-reader controller’s, 4-reader controller’s integrated readers and door controllers.

vi. The networked controller / reader interface device shall process input/output linking for all on-board I/O.

vii. The networked controller / reader interface device shall store a transaction history of all events generated on locally connected door devices.

viii. It should be possible to define unique access profiles for each of the cards with respect to valid doors, time zones and days of the week.

ix. The controller shall provide full distributed processing of all access control functions. The unit shall provide fully functional off-line operation when not actively communicating with the host access control software application; performing all access decisions (Access through Card, Biometric, PIN etc) and event logging. Upon connection with the host access control software application, the networked door controller or networked controller/reader shall upload all buffered off-line transactions (minimum of 50,000) to the host software.

x. The networked controller / reader interface device shall provide on-board persistent memory to allow program updates to be downloaded directly via the network.

xi. The products components such as batteries, real time clocks and non-volatile memory shall be designed to have a lifetime of ten years based on normal usage level and environmental condition.

xii. The Access Card Controller memory shall under no circumstance lose a single, not even the last transaction when power fails.

xiii. The network controller should backup the data automatically to the server.

xiv. The product should provide access control based on access groups, which shall consist of groups of readers and schedules which can be named and assigned to cardholders.

xv. The products shall allow a list of Holiday calendar dates and scheduling of holiday as per requirement.

xvi. System should support the use of network attached storage (NAS) or SAN devices or directly attached storage for backups or data storage.

xvii. EAMS shall have the capability to allow Anti-Pass back to be implemented in one of two modes: Real and Timed.

xviii. It can deny access based on incorrect progression of cardholders through controlled areas.
xix. EAMS shall integrate with NTP (Network Time Protocol).
xx. The Controller shall perform parity checking on card data and shall notify the network device on parity failure.
xxi. The Controller should be capable of being programmed for providing a command where a door can only be opened when two authorized cards are presented or both authorised person use their biometric for access.
xxii. The reader interface products shall be capable of causing the readers to beep upon detecting a door forced or door held condition.
xxiii. The reader interface products shall interpret Door Forced and Door Held open as two distinct alarm conditions.
xxiv. Both networked controller models shall send a periodic "I'm Alive" message to the host at configurable intervals.
xxv. Controller shall meet regulatory standards for electrical safety and RF emission norms.
xxvi. The controller shall report the current state of each input and output upon query from the host.
xxvii. The controller shall be able to monitor a periodic reader supervision and shall send a reader offline message to host.
xxviii. The controller shall contain persistent application and data storage, allowing them to be reprogrammed from the Host if necessary.
xxix. The Controller should have a CE certification
xxx. The family of products shall be able to execute operator or system commands received via the Network from the Host, including:

- Open Door – specify door name – unlocks door, shunts associated alarm, for locally programmed unlock times - door relocks automatically when timers expire -- overrides any restrictions
- Open a Group or list of doors – same as open door – specify door group or list
- Open all Doors – same as above
- Unlock Door (or group/list, or All doors)– specify door(s) – unlocks doors indefinitely -- usually used in an emergency -- overrides any restrictions
- Lock Door (or group/list, or All Doors) – resets Unlock Door --overrides any current/pending “door unlock by time schedule” controlled at the interface level

2. Event logger/alarm: - The family of products should be capable of sending the following event to the host system; and it should be capable of enabling, disabling and resetting any individual alarm.

- Access granted- Card, PIN, Mobile, and Biometric.
- Access denied - Card not found, PIN not found, wrong PIN used, unknown reader, Area violation, Door forced, Door Held, Temper, Anti pass back violation, battery failed alarm etc.
• Software shall be capable of accepting alarms directly from controllers, or generating alarms based on polling of data in controllers and comparing to limits or conditional equations configured through the software.
• Alarm message should be self-explanatory containing information like alarm location, device triggered alarm and severity of alarm, they should be queued in the system according to their priority settings.
• Automatic logging in the database of the alarm message, time stamp, user name, time of acknowledgement, and time of alarm silence
• Sounding of an audible beep or playing an audio (.wav) file
• Sending an e-mail or SMS text message to anyone listed in a workstation e-mail account address
• All alarm events must be logged in the central console’s event log database.

6.3 Access Control Smart Card Reader
1. General Specification:
   i. Each of the access control entry / exit points shall be provided with a card reader. The card reader shall be vandal resistant, tamperproof and shall be capable of accepting and reading the card from a distance of minimum 5 cms. The performance of the card reader shall be stable even in adverse operating conditions of temperature, humidity, rain, dust etc. Accumulation of dust or moisture on the reader or card shall not affect reading and further processing. They shall communicate with the controller / computer as the case may be and as required for the system operation and shall be compatible with controller / computer.
   ii. The card reader should be suitable for indoor as well as outdoor use.
   iii. The card reader should be light weight and can be easily mounted on any flat surface like: normal wood or glass door.
   iv. The card readers shall be mounted on both sides of the access gates for entry / exit.
   v. The card reader shall be mounted on Turnstile, tripod, flap barrier, wooden and glass door etc. for entry/exit purpose.
   vi. The contactless smart card reader shall comply with the following 13.56MHz-related standards: ISO 15693, ISO 14443A, ISO 14443B.
   vii. Optionally the contactless smart card reader shall be configurable to provide secure, bidirectional communication in compliance with v2 of the SIA Open Supervised Device Protocol (OSDP).
   viii. The contactless smart card reader shall support secure sector read of virtual credentials and Mobile Identities.
   ix. The contactless smart card reader must support Bluetooth Low Energy (BLE) / Near Field Communication (NFC) communication technologies that can be used for Mobile Access.
   x. Mobile Identity operation must be configurable to support Tap and go or turn and Go modes or any other modes.
xi. The contactless smart card reader shall provide enhanced user feedback options using tri-coloured LEDs configurable to support any three colour combinations (ex: - RGB - Red, Green, and Blue). Additionally, a Beep Tone should be generated to indicate acceptance/rejection of the card.

xii. The contactless smart card reader shall read Mobile IDs powered by the standard based software application or applet technology or any other technology.

xiii. The reader should be able to read the mobile credential using BLE from a minimum distance of 1 m.

xiv. The Contact less smart card reader should also be compatible with the existing smart card (Details of existing smart card is given in 6.12)

xv. The Communication between the contactless smart card reader and smart card shall be secured and encrypted with 128-bit encryption.

xvi. All transaction through card reader should have auto date and time stamp.

xvii. The reader should have operating voltage in the range of 05-16 vDC

xviii. Minimum Read Range for the card should be 05 CM.

xix. The reader shall be compact and should have operating temperature from -5°C to +55°C at operating humidity of 0% to 90% non-condensing.

xx. The reader should be CE certification.

6.4 Biometric Reader

1. General Specification:

i. Biometric reader will be used by the Bank in some of the area; The biometric reader shall be able to provide two or three factor authentications; using any of the combination from Card, PIN, and Biometric.

ii. In few cases, biometric reader having card reading facility (without PIN) will also be installed at entry/exit point in the banks. The biometric reader will be able to provide access in case of connectivity loss with the server (Offline Access).

iii. Biometric Reader shall be of ruggedized design, having weatherized polycarbonate enclosure or similar protection to withstand harsh environments for both indoor/outdoor used and provides a high degree of vandal resistance.

iv. It should provide Multi-layered authentication between card and reader. Multi-layered authentication of identity supported through combined contactless card presentation, entry of personal identification number (PIN) through an integrated keypad, and biometric data processing from an integrated biometric sensor.

v. The biometric reader should also have the ability to provide access through contactless smart card.

vi. Biometric reader should provide three factor authentications; Smart card, PIN and fingerprint. The Bank will have any factor combination for providing access.
vii. No special system modifications required to read credentials encoded with biometric data containers.

viii. Biometric Reader should also continue to operate in off-line mode, when the network connection is not available, however when the connection is restored, the reader/controller shall automatically upload and synchronize its database with the server.

ix. Biometric Reader shall include a FP scanner that uses Optical verification techniques for the live finger recognition and resistance of the human skin.

x. The Bidder shall supply and install the necessary software to manage the FP enrolment for all users and configuration of the FP access control operations.

xi. Biometric Reader provided shall have a read tolerance of at least ±30 degree and a displacement of about ± 5mm from the FP scanner.

xii. The biometric contactless smart card keypad reader with display shall provide enhanced user experience using clear and bright tri-coloured LEDs configurable to support any three colour combination hues (e.g., RGB - Red, Green, and Blue).

xiii. The EAMS system should have the capability to store fingerprint template on smart card or templates can also be stored on server for providing Access.

xiv. The biometric contactless smart card keypad reader with display shall provide the following programmable audio/visual indication
   - An audible beeper shall provide various tone sequences to signify: access granted, access denied, power up, and diagnostics.
   - An LCD display shall provide various user prompts (In English) to signify procedural steps and/or system acknowledgements.
   - A high-intensity red/green/blue (RGB) light bar shall provide clear visual status. The light bar shall provide uniform distribution of light eliminating individual bright spots.

xv. The biometric reader shall also have provision for using alternate finger in case of any person having difficulty in using his usual finger for the purpose for gaining access.

xvi. The biometric display should be able to display the Employee Details (Employee ID or Name) when employee swipes his cards or put his finger on scanner for Access.

xvii. The biometric contactless smart card keypad reader with display shall provide enhanced environmental and sustainability features. The size of the reader should be such that it can easily mounted of door for providing during enrolment process, the Reader and software used for capturing the finger-print shall provide, but not limited to the following:
   - The Finger Print (FP) image shall have a minimum size of 256 x 360 pixels
   - Provide full visibility of the ridge details including texture, continuity, edges and pores.
   - Allow for real-time on-screen preview of the FP image while performing the FP capture
   - FP captured shall have resolution of at least 500 dpi.
• Minimum file size of at least 512 bytes.
• The FP enrolment process shall support a percentage estimation of the image quality such that the operator can accept or reject the enrolled FP.
• FP images captured shall be stored in an open format such as jpeg for the purpose to export for further use by another application when required.
• The FP templates stored shall incorporate a date stamp and shall record the number and/or name of the finger taken.

xviii. Biometric reader can be configurable to provide secure, bidirectional communication in compliance with OSDP protocol.

xix. The keypad shall have back-light to allow easy viewing, in case of power blackout. It shall light automatically upon pressing any key or when card is presented.

xx. The communication between biometric reader and card shall be secured and encrypted with 128-bit encryption.

xxi. The biometric reader shall be suitable for operation from 0° C to +45° C at operating humidity of 0% to 90% non-condensing.

xxii. The reader should have operating voltage in the range of 05-16 vDC

xxiii. The reader should be able to verify the captured finger in less than 1 sec.

xxiv. The reader should be CE certification

6.5 Contactless High Security Smart Card

1. General Specification:

i. The Smart Card shall be of ruggedized design, having weatherized polycarbonate enclosure or similar protection to withstand harsh environments for both indoor/outdoor use and should provide a high degree of vandal resistance. The card should provide very high resistance to Heat, Dust, Water and rough handling.

ii. The contactless smart card should be strong, flexible and resistant to cracking and breaking.

iii. The smart card shall support ISO/IEC 14443 specifications parts 1-4 (with communication type A) and exposes a random UID. It can be programmed with different card data formats (with variable length) including standards-based and secure Data Object credentials.

iv. The card shall be available as a single RFID solution, operating frequency 13.56 Mhz.

v. The card shall be loaded with an application that leverages existing standards for maximum interoperability and heightened protection against attacks.

vi. All contactless communications shall be secured by a secure messaging established after mutual authentication between the card and the off-card application. Each secure session relies on diversified AES keys that are setup at the start of each
session. Keys are AES-128 bit. The secure messaging is based ISO/IEC 7816-4 (No proprietary command is accepted to ensure maximum interoperability).

vii. The card shall support efficient privacy protection to ensure that personally identifiable information or cards identifiers (such as contactless UID, key diversifier) are not accessible & cannot be retrieved by unauthorized parties. To prevent sequence replay or cloning, transmitted secrets or previously transmitted identifiers are not revealed clearly to the off-card application.

viii. The card shall support multiple applications as part of the available memory. Each application can be loaded with different data set and memory size.

ix. The smart card shall include multi-application support for on-card database application with a firewalled architecture (to ensure data separation between applications). To increase return on investment, the default application can be updated to support other services without card replacement.

x. The data on the smart card should be securely stored and in encrypted form (128 bit) so that the data can't be access outsider. This data can only be accessed through the smart card operating system by those with proper access rights.

xi. The smart card shall have the capability to store the biometric data.

xii. The design of the contactless smart card will be personalized as per Bank's requirement. The template for the personalization will be provided by the Bidder.

xiii. The card memory shall guarantee a data retention of 10 years; Card data integrity and consistency shall be preserved at all time during the life span of the card.

xiv. The cards shall be free from radioactivity, shall be tamper proof, environmentally acceptable and shall not be hazardous to people.

xv. The card-encoding format shall be so designed that additional cards can be ordered at a subsequent date without upgrading firmware in the existing readers. The card shall offer passive and no battery designed, allowing an infinite number of reads.

xvi. The smart card shall be suitable for operation from -10°C to +60°C

xvii. The card should have minimum 1,00,000 cycle of wright endurance.

xviii. The card should have 8K Bytes of Memory.

xix. The cards shall have a Lifetime Warranty.

6.6 EAMS Software

6.6.1 General Specification

i. The Platform shall be an enterprise class IP access control software solution. The software should be web-based software and can be logged on from any office of Bank through Ethernet intranet. The web-based software should be compatible with IE version 11 and Chrome version 68 and above.

ii. The EAMS software should have integrated or standalone Enrolment system/software for enrolment purpose and Card printing system/software for printing of employee card.
iii. Access levels should be assigned to a user, not to a card, in order to help issue a new card in a fast and easy manner, without reassigning access levels.

iv. The scope of the current project is for the consolidation of Access control system which shall be highly scalable to support configurations consisting of thousands of doors with facilities spanning multiple geographic areas.

v. User wise record should be accessed from the system, user movement to different area should be accessed. There should be template in the system from where the data can be accessed easily. The access to view the user wise movement, user wise details, etc shall be given only to the Administrator. He should be able to view access details of employees belonging to specific location and not for all the locations.

vi. The software shall support holiday management and have holiday rescheduling feature location wise.

vii. The application shall be designed and configured in such a way so that single point failure will not have impact/degradation in overall functionality.

viii. The system software architecture shall be designed not only to provide a high speed open architecture platform for individual single server applications, but also be specifically designed to insure high speed, high integrity partitioning and redundancy for large cardholder database systems.

ix. The software shall use a Web-Server architecture based on standard operating systems, networks and protocols. The system shall enable distribution of functions such as monitoring, control and graphical user interface etc. across the network.

x. The software shall be adapted for operators who have not received any special training related to management of integrated security systems. Graphical user interface shall be intuitive.

xi. The software shall have attractively designed and convenient to use modern interface.

xii. The software should have advance visualization concept like: pie, bar, area, line chart etc for analysing various data.

xiii. The software should have the capability to integrate with Fire alarm system, CCTV system, SIEM, Active Directory and Samadhan application of the Bank.

xiv. The software should be able to pull/push data of employee from the Active Directory and Samadhan application, and a customized template from the pulled data can be built. Then the same template later be printed on smart card.

xv. Card printing and card personalization facility shall be part of the solution.

xvi. The software shall have a menu driven display and shall facilitate configuration, control, communication and report generation.

xvii. The software should generate logs of all user activities that can be integrated with the existing SIEM system.

xviii. Access right system should allow administrator to restrict /assign the cardholder where to go and which floor to access with time duration.

xix. The system should have door interlocking facility, the Bank may be using this facility for some of the area in the Bank.
xx. The system should have the facility for area lock, in case of any unforeseen eventuality a particular door/area of the Bank can be locked. So, nobody has the access of the area.

xxi. It shall include comprehensive report facilities and a permanent record of cardholder activity. Administrator shall not have to use SQL command language to generate standard reports.

xxii. Visitor, Vendor and Contractor Management System should be part of the solution.

xxiii. The system should support Cardholder record of 1,00,000 and can be expandable up to 2,00,000.

xxiv. The system shall have a simple, easy to use graphical user interface and all functions shall be accessible by use of either mouse or keyboard. Help text shall be provided for each screen function and shall be sufficiently interactive that a user may access page help directly and be provided with explicit information relevant to the particular screen being displayed.

xxv. Solution should have feature to display information on central console such as Operators logged in from various location, doors open at any given point of time, status of readers and controllers and other integrated subsystems.

xxvi. The system shall maintain a master database of all cardholder records and all system activity for all connected points for each site.

xxvii. The application access and permissions are fully based on Role based user log-in, such that an administrator has configuration and customisation rights whereas an Operator has limited rights for card and access management.

xxviii. The software should be fully web browser-based application hosted in internal server and can be accessed from all the office with user login.

xxix. The employee registered in a specific location of the Bank can swipe his/her card in any of other location of the Banks. The system should be able to provide access and capture data for attendance purpose. The access should be given to the employees on the basis of the right provided to him/her.

xxx. Access to sensitive area of the offices will be given by local office only; if an employee has access of sensitive area in one location, on that access he shouldn't have the access of sensitive area of the other location.

xxxi. The platform shall allow multiple independent systems / Sites of Bank providing the independent systems autonomy and no dependency on the central site.

xxxii. System should be capable to sending email/SMS notifications of alarm events.

xxxiii. The Bidder should provide an interface where any issue related to EAMS can be lodged by administrator.

xxxiv. Migration of data from existing system to the new solution is in the scope of the solution.

xxxv. The software should be configured as per the location and office.

xxxvi. The solution should be able to be configured on two DNS servers for redundancy.

xxxvii. All text for events (alarms) in the system shall be configurable to be displayed in colour based on the customisable priority of the event.
xxxviii. Card issuance process should have an authorization system that will prevent a card being issued / printed until authorizations have been completed

xxxix. Enrolment of the employee and Biometric template capturing will be part of EAMS solution.

xl. Admin User Login normally have rights for actual rules definition, configuration, operations, monitoring and administration of following mentioned features:

- Configuration of Access Controllers, readers, Company master, Department masters, designation master, communication master etc.
- Login and authority rights to the software for each operator/administrator.
- Cardholder fields update, Modification, deletion & addition.
- Anti-pass back/anti-tailgate feature definition
- History/audit trail.
- Automatic card activation and deactivation with date stamp
- It should define different transaction status like access denied, access granted, expiry date for card user, anti-pass-back violation etc.
- Export of report to text, PDF, excel, CSV
- Capturing of Biometric data
- Issuance of new card
- Generation of Report.
- Providing Access to user.

6.6.2 Technological/ Security requirement

i. The solution should follow the industry best practices for IT security for similar systems. These best practices should be in-line with the IT practices followed at the Bank

ii. The Proposed system will undergo Vulnerability Assessment, Penetration Testing and other Security and risk assessment before Go Live. Bidders should facilitate code testing of the solution from security and process perspective. If there are any major gaps in the assessment, it is the responsibility of the Bidder to fix those gaps before ‘Go-Live’.

iii. The solution shall not be considered accepted until the independent review by the Bank is completed and all security issues have been closed or assigned to a mutually agreed upon remediation roadmap.

iv. The Bidders shall develop, implement, maintain and use best in class industry proven safeguards that prevent the misuse of information systems and appropriately protect the confidentiality, integrity, and availability of information systems. Follow industry standards like OWASP etc. during design and development phase

v. Information Security is paramount to the Bank. Hence during the preparation of document and the implementation, the Bidder need to ensure that best practices.

vi. Maintain a security plan that complies with industry accepted security requirements. Security Plan should be embedded within the Project Plan & approved by the Bank.
vii. Static & Dynamic application security testing should be conducted by the Bidder. A development manager of Bidder must certify in writing to the Bank that a security review has been conducted and risks that are open are shared with the Bank for acceptance before release of final code. The penetration testing report shall be shared with the Bank.

viii. The Bidder shall disclose the origin of all software components used in the product including any open source or 3rd party licensed components.

ix. Ensure access granted to any agent, including a vendor, agrees to the same restrictions and conditions that apply through the Agreement. These access levels ensure to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the information systems.

x. Bidder will not copy any data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by the Bank.

xi. Ensure the promotion of software build to production environment is done in a secure manner and the production environment is ready for the system Go-Live.

xii. The solution should have proper encryption and secure transmission of data and information throughout the application.

xiii. The application should be on flexible architecture and should be configurable.

xiv. Applications should be free from technology vulnerabilities and adhere to the Bank’s security policy and Bank’s IT/IS policy.

xv. The application should be compliant to all provisions of the Information Technology Act, 2000 (along with amendments as per Information Technology (Amendment) Act, 2008) and other applicable laws with latest amendments at the time of delivery.

xvi. Configurable server-side IT policy for passwords, lock-out, history and expiry.

xvii. Data encryption with all communication with the server over HTTPS.

xviii. All components of the proposed solution must be deployed on site.

xix. No data should be allowed to transit outside of the Bank’s premises.

xx. The solution should ensure data retention as per prevailing statutory requirements as well as the Bank’s policies.

xxi. Developer shall implement measures to protect the source code (if development is done on their premises), RBI reserves the right to review the measures.

xxii. The solution proposed should be developed based on secure software coding standards. Code should be developed as per secure coding practices and peer reviewed (or through tool) to ensure the same. Source code access should be authenticated and logged for authorized users only which will ensure integrity and confidentiality of code.

xxiii. The application should have the capability to be hosted on virtual environment.

xxiv. The Bidder will not have access to outside applications from RBI Datacenter. All ports pertaining to the application will be restricted and opened basis on the Bank’s permission only. The Bidder will not have access to the proposed application for making any changes to the software from outside RBI network / Datacenter. This
being a mandatory requirement, implementation of changes shall be done from the RBI Datacenter only.

6.6.3 Hardware Requirement
i. Prospective Bidders may note that the Bank has arrangement of supply of hardware and software which ensure a standardised IT environment at the Datacentre(s) as per IT Policy of the Bank. Therefore, the compatibility of the proposed solution with the existing infrastructure will be taken into account during Bidder evaluation.
ii. The application will be hosted in the Disaster Recovery Data Centre and Primary Data Centre, and a separate test environment would be provided at the test data centre. The Bidder is expected to replicate the PDC environment in the DR and in the test environment in all respects (1:1).
iii. The successful Bidder may require to visit Data Centres to baseline on the Hardware needs after preparing their High-Level Design and Low-Level Design Document. It may be required that, the Bidder needs to travel on own cost to Data Centres in defining the deployment strategy with Data Centre team for the application.

6.6.4 Solution Development and Testing
i. The Bidder shall conduct the development of the solution at its own premises. The Bank will only provide Testing facilities i.e. space for Bidder personnel to sit and conduct testing in the Test environment.
ii. The Bank will provide space for the Bidder personnel for the purpose of implementation and thereafter for maintenance.

6.6.5 System Specific Document
i. The Bidder shall create a detailed System Specification Documents for the scope of the solution implementation as per the processes defined by the Bank. The System Specification Document shall be signed off by the Bank on acceptance of the same.
ii. The Bidder shall build the solution as per the approved System Specification Document. On acceptance of the final System Specification Document, by the Bank, the Bidder cannot deviate from it under any circumstance unless agreed by the Bank. The agreed solution shall be binding on the part of the Bidder and inability to deliver the solution may result in annulling the contract and the same being awarded to another Bidder as per the decision of the Bank. The Bank shall impose financial penalties or / and invoke the Performance Bank Guarantee in such circumstances or any other action deemed fit by the Bank.

6.6.6 Technical Architecture
i. Proposed EAMS architecture should adhere to the RBI standards. The architecture should conform to the standard ‘3-Tier architecture’ implemented at the Bank’s datacentre.
ii. The application will be hosted out of 3 sites including the Test infrastructure site.
iii. The envisaged application will have asynchronous replication at a remote DR site. In case of disaster, the application should be accessible from the DR site.

6.6.7 Proposed software requirement for the solution

i. The Bidder should furnish a comprehensive list of the licenses (application and support) that the Bidder proposes to use to implement the proposed solution

ii. All software licenses will be in the name of Reserve Bank of India only. The licenses should not be restrictive in nature for example licensing based on turnover, number of customers, etc.

iii. The Bidder shall suggest solution architecture and rollout sequence with a detailed rationale for the same, the Bank shall suggest changes to the same to meet desired milestones.

6.6.8 Implementation of EAMS Software

i. The Bidder shall give a detailed documentation on the customization/development in the software and customization required. The document should contain both the technical and the functional details along with the timeline of the customization required.

ii. All gaps identified during the testing should be resolved by customizing/developing the proposed solution by way of modifications/enhancements, as necessary to the Bidder's products with no extra commercial charge on the Bank

iii. The bidder should be preparing a Business Requirement document (BRD), wherein all the requirement of the bank will be included and as per BRD document EAMS will be implemented.

iv. The Bidder should carry out all modifications, customization of the software at no additional cost. The customization effort is to be estimated and included within the scope of the project by the Bidder in their technical and commercial proposals.

v. The test environment will be provided by the Bank to the Bidder.

vi. The Bidder’s resources will be required onsite during the testing phase.

vii. UAT testing will be carried out by the Bank’s team. The testing activities shall include but not limited to the Functional, Performance, Technical and Penetration testing. The Bank may also undertake any other appropriate testing approach.

viii. The Bidder is expected to fix any gaps identified during testing phase

ix. Any deviations/discrepancies/errors observed during the testing phase will have to be resolved by the Bidder. Any exceptions will have to be documented and signed off by the Bank

x. VAPT exercise shall be conducted by the Bank before Go-live and thereafter, it shall be the Bidder’s responsibility to rectify the gaps unearthed during the VAPT at no additional cost to the Bank during the contract period.
xi. Before the final rollout of EAMS Software the Bidder has to complete the development/ customization of the application as per the Functional and Technical Specifications agreed with the Bank

xii. The Bidder is required to develop a change management methodology to ensure all application changes and technical changes (after go-live), are reviewed, tested, approved, implemented, and verified post implementation.

xiii. RBI would initiate or invoke penalty clause in case of repeated roll-back of change request (more than 2 roll backs).

xiv. Any standard functionality available in the proposed solution would not form part of the Change Request submitted by the Bidder.

6.6.9 Training for Administrator
i. It is the Bidder's responsibility to create customer education materials and to provide training to EAMS Administrator.

ii. The Bidder should use multiple channels such as videos, pdf, ppt etc for functional and technical training materials for Administrator of EAMS application.

iii. The Bidder is expected to maintain, edit and update all training content in sync with changes made in the solution throughout the contract period.

6.6.10 Report generator: the EAMS software should be able to generate report as per the requirement like:

i. The report must be in a readily accessible format (pdf, excel, CSV) can be generated without any additional cost or software requirement.

ii. Create an emergency evacuation report with a single click and share a list of all individuals in the building at a given time with fire, police and emergency response personnel.

iii. Operator shall not have to use SQL command language to generate standard reports. The system can generate various kind of report.

iv. Reader report; working, not working reader

v. Employee wise report, Cardholder report

vi. Report related to alarm

vii. Report related to any employee, or group of employees, any office

viii. Attendance report i.e. daily, monthly or of any periodicity

ix. In-out report

x. Occupancy report security zone wise, area wise, floor wise.

xi. First-in last-out report

xii. Specific reader report

xiii. Specific card holder report

xiv. Card swipe report

xv. Emergency evacuation report.
xvi. Report for currently assigned & configure designations & designation under which department, division, location or office details
xvii. Report for currently configure Holiday definition and rules set for holidays
xviii. Report for currently configure Access groups, active & inactive access group status details, assigned & available rights
xix. Any other custom reports as required by the Bank (minimum 30 Reports).

6.6.11 Attendance Management:
i. Proposed EAMS shall have the ability to transfer/push entry and exit events to Samadhan system with the purpose of work time calculation and attendance capturing.
ii. Holiday details can be entered in to EAMS. Every office has different holiday calendar holiday should be mapped as per the office calendar.

6.6.12 Import/Export tool
i. The Platform should support an integrated Import Tool to facilitate the import of existing cardholder and credential data. The import of data shall be through the use the CSV/excel file format. The tool shall be available from the Configuration user interface.
ii. Providing Import/export tool shall be part of the solution.
iii. The Import Tool shall also support the ability to manually import data that has been exported from a third-party database.
iv. The import tool shall permit the import of the following data:
   a. Cardholder name, descriptions, picture, email, and status.
   b. Cardholder group information.
   c. Credential name, status, format, and card number (including credentials with custom formats).
   d. Partition information.
   e. Custom fields.

v. Full flexibility in selecting the fields to be imported during an import session shall be available.
vi. The Platform shall also support re-importing a CSV file containing new information to update existing information in the EAMS database. Re-importing shall enable bulk amendments to existing access control data.

6.6.13 People counting and Area Presence tracking
i. The Platform shall support people counting (or area presence tracking). The system shall be able to monitor and report the number of cardholders in an area in real-time
and for all areas. Monitoring shall be based on the entire access control infrastructure, for both local areas and those in remote geographic locations.

ii. The Platform shall report area presence counts in the user interface. Area presence tracks shall dynamically track the total number of cardholders in an area. Displayed data shall be updated dynamically.

iii. Create an emergency evacuation report with a single click and generate a list of all individuals in the building at a given time.

iv. Through people counting, the system shall be able to generate First Person in and Last Person Out events. The First Person In event shall detect when the first cardholder enters an empty area. The Last Person Out event shall detect when the last cardholder leaves an area. It shall be possible to trigger actions from both events such as sending a message or triggering an alarm.

6.7 Visitor/Vendor/Contractor Management system

- Visitor/vendor/contractor Management System should be part of the access control software or separate standalone software but integrated with EAMS for providing access through the EAMS.
- For visitor visiting other area of the Bank except Banking Hall, a paper-based pass containing all the details of the visitor and host along with the photograph of the visitor will be issued and a smart card will also be issued where only floor wise access can be given to visitor.
- In few cases when the visitor wants to visit another floor along with the floor for which access has been given, the administrator should have the ability from software side to add the access to another floor.
- The solution should have capability for Single Sign-on for the employee for accessing the portal
- System should allow visitors to be pre-registered; registered visitors should be sent a QR code or OTP by email or SMS and this should be used for authenticating the user
- All users should by default be able to register / invite visitors of a standard profile.
- Ability to register / authorize visitors of other profiles will be by appropriate authorization
- The Software shall be a Windows based software capable of working in the background, to permit MS Office and such other software to be used simultaneously. The application should work on windows 10 64 bit and above.
- Systems should have the ability to create various categories of the visitor in the same Visitor Management System (visitor, vendor, contractor, VIP, Temp employee etc.) different coloured/symbol pass will be printed for different types of visitor.
- The software needs to be installed in minimum 70 terminal for issuing visitor pass.
- An Interface in the VMS will be provided to employee by bidder, where a visitor details can be entered and sent to security officers for authorization and after authorization it
will automatically go to the security guard for printing of pass. If required, in few cases two/three level authorization will be included in the system for issuing pass.

- In case, where a visitor is not pre-registered, his/her details will be entered in the system by security guard and it will go to the host and after approval from host it will go to security officer then the pass will be issued.
- The system shall keep records of all visitors with; in time, out time, material carried, purpose of visit etc. The application should have interface to card scanner, webcam, signature pad, Fingerprint reader, Printer (for printing coloured pass) etc.
- The application should have the features to enrol/register a visitor in advance
- The Visitor Management System shall be tightly integrated with proposed EAMS. Each Visitor shall be issued a coloured photo pass with smart card which will enable him/her to gain entry through specific access-controlled doors. The card will be programmed to give access only to a particular floor/area/door. While leaving the visitor will swipe/show the card at exit gate and deposit the card with security personnel / drop it in a box. The card will be automatically deactivated after swiping it at the exit gate.
- For planned visitor the information of visitor can be shared to security personnel by e-mail, calendar integration.
- The application shall have the feature to issue timed card for the visitor.
- Photograph of the visitor will be taken from the attached webcam with a resolution of at least 300 dpi it which shall be printed on visitor pass.
- The system will also have a visiting card scanner attached, the visitor details can be captured by scanning the card.
- Real time Notification by e-mail/SMS to the employee, when the visitor reports at the gate for meeting and when he returns the access card on exit.
- Application shall be capable of logs generation for the visitor.
- The system shall have the facility to blacklist a visitor based on name, mobile number or any other credentials.
- The system should display the number of visitors present in the premises at any point in time which is required during any security or fire issue.
- The visitor details can be accessed from any location/office.
- The system should be building database from visitor data. Quick retrieval of old database of visitors should be possible, who have previously visited the Local head Office.
- The system should be able to automatically deactivate the card by end of day; if the card is issued for single day only.
- Visitor pass can be generated based on calendar invitation/integration.
- The system should have Host quick search facility
- The system should be capable of automatic database backup to local/remote database
- Various report generation: -
i. Visitor log generation
ii. No of visitor visited banks.
iii. Visitor access area.
iv. Visitor stay duration.
v. Visitor wise report; giving full details of number of times visited, number of office visited (with office details).
vi. Emergency evacuation report
vii. Visitor in and out report
viii. Visitor occupancy report
ix. Report for visitor who has not submitted smart card during checkout, and automatic SMS/e-mail can be sent to visitor for submission of the same.
x. Visitor access to different area then assigned area
xi. Department wise visitor, company wise visitor
xii. Date wise visitor
xiii. Name wise visitor
xiv. List of pending timeouts etc.
xv. Any other report required by the Bank

- The system should be able to export report to various format: CSV/PDF
- Data entry shall be made easy by remembering previous entries of personal data and allowing selection from pick list to minimize repetitive typing when creating each visitor’s record.
- Access for Group Visitor, each visitor will be issued a smart card and paper pass containing all the details of visitor and host with visitor photograph.
- System should have the facility to issue gate pass for VIP visitor.
- Centralized system/database that would allow communication with all locations/devices.
- System should have the facility to enter driver’s data and vehicle details which should be stored along with visitor’s data.
- The operator should have the access to data of today's appointment and expected number of visitors at any point of time.
- Visitor details; name, company, Mobile number, telephone number, designation etc should be recorded in the system.
- Filter reception views to cater for multiple receptions should be possible.
- Pre-printing of pass can be done through system, if the information is shared by user department.
- Printing of pass can be done through any attached printer in the system.
- The system should include a portable USB digital camera, Visiting card scanner, Signature Pad.

6.8 Specification of Web Cam
- High speed USB 2.0, HD quality Picture
- Optical resolution- 1280*960, 1.2 MP
- Image capture- 480p, 720p
- Focal length- 04 MM
- Field of view- 60°
- Frame rate- 30fps
- The USB wire should be minimum 1 meter in length so that it can be put on desk to capture the photograph of visitor
- The Web cam should be compatible with Windows 10 and above version of windows.

6.9 Specification of visiting card scanner
- High Speed USB 2.0
- High quality colour scan should have OCR ability
- Resolution- 600dpi
- Dimension- 4.5*4*1.3 (inch) (maximum)
- Should be integrated with visitor Management system, and the card scanner should be able to capture the details mentioned in the card and the details should be properly populated in the respective field in the Visitor Management System.

6.10 Signature Pad
- USB 2.0
- Pressure level- 1024
- Resolution- 2540 LPI
- Report rate-100 RPS
- Digital pen along with pad

6.11 Smart card Printer
- Thermal transfer- High Definition print
- Interface- High speed USB 2.0 or Ethernet 10 base-T/100 base-TX
- Capabilities- Encoding, lamination and personalization. Should be capable of printing colour photograph on cards.
- Colour- 16.7 million colour / 256 shades per pixel
- Resolution- 300dpi or higher
- Access Card type- ABS, Laminated PVC, PET, PETG, proximity, smart card.
- Printing- Dual side in full colour edge, card input hopper and inbuilt cleaning system,
- Compliance- ISO 14443 A and B
- Compatible with Microsoft OS 10 64 bit and above.
- Print contactless smart card
- Support embedded hologram
- Should have capability to laminate the card
• Support in line coding for contact less smart card
• input hopper and output hopper for storing card.
• Should be able to print a card in under 2 Minutes.

6.12 EM Locks
• Electromagnetic Mechanism
• Holding force 800/1200 LBS
• Water proof and Anti rust surface
• Operating temperature-0°C to +50°C

6.13 Cable
• Power and control cables shall be armoured copper conductor cables
• Communication cable should be twisted pair and have a shield.

6.14 Details of Present Access Control in Bank – ESCAMS.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Items</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cable</td>
<td>CAT 6/8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Network cable- CAT 6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Power cable- 3 core</td>
</tr>
<tr>
<td>2</td>
<td>EM Locks</td>
<td>800 LBS on Glass Door</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1200 LBS on wooden Door</td>
</tr>
<tr>
<td>3</td>
<td>Contactless Smart Card</td>
<td>Java card, 32 KB, JCOP31 Dual Interface</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact less smart card.</td>
</tr>
</tbody>
</table>

7 Bidder Eligibility Criteria

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Eligibility Criteria</th>
<th>Documentation Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Bidder should be a Registered Indian entity under the respective Acts of India and can be an OEM or System Integrator.</td>
<td>Attested copy of the Certificate of Incorporation/Registration of the Bidder</td>
</tr>
<tr>
<td>2</td>
<td>The Bidder should have a minimum annual turnover of at least Rs. 15 crores in each of the last three financial years (i.e. 2015-16, 2016-17&amp; 2017-18). The Bidder should have made net profit in each of the last three financial years (i.e. 2015-16, 2016-</td>
<td>Audited financial statements indicating the net profit and the net worth as required set forth in the eligibility criteria. OR Auditor / Chartered Accountant Certificate. -</td>
</tr>
</tbody>
</table>
### Eligibility Criteria

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Eligibility Criteria</th>
<th>Documentation Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>The Bidder should have prior experience in implementing physical access control solution with multi-factor authentication for a user base of at least eight thousand users per organization at multiple location in at least 3 different organisations in last 5 year.</td>
<td>A) Bidder to submit satisfaction/credential letter from the client clearly stating the scope of work including location and user base of the solution. OR B) Completion letter from the client indicating the scope of work including location and user base of the solution executed by the bidder. C) Copy of purchase order and completion certificate between the Bidder and its client and documentary evidence proving the number of user, locations and authentication method used in the organization.</td>
</tr>
<tr>
<td>4</td>
<td>The Bidder(s) should not be currently blacklisted by any financial institution/ regulator / Court of Law in India. The Bidder should not be involved in any legal case that may affect the solvency /existence of firm or in any other way affect the bidder’s capability to provide/ continue the services to the Bank.</td>
<td>Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory</td>
</tr>
</tbody>
</table>

* The onus of proving the credential via documentary evidence will fall on the Bidder.

### Evaluation Process

**8 Evaluation Process**

**8.1 Introduction of Evaluation Process**

8.1.1 The objective of the evaluation process is to evaluate the bids to select an effective and best fit solution at a competitive price. The evaluation by RBI will be undertaken under the guidance of the Technical Advisory Group (TAG) formed by the Bank which would have Bank officials and external experts. The decision of the TAG shall be final.
8.1.2 For the purpose of the evaluation and selection of Bidder for this project, a two-stage bidding process will be followed. The Bidder has to submit (1) Technical Bid and (2) Commercial Bids separately before the stipulated time.

8.1.3 The ‘Technical Bid’ will contain the exhaustive and comprehensive technical details, whereas the ‘Commercial Bid’ will contain the pricing information. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.

8.1.4 The overall score for evaluating the Bidder would be 100 marks, out of which 70 marks is for the Technical evaluation and 30 marks is for Commercial bid.

<table>
<thead>
<tr>
<th>Technical Evaluation</th>
<th>Commercial Bid</th>
<th>Overall Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>30</td>
<td>100</td>
</tr>
</tbody>
</table>

8.2 Technical Evaluation Matrix

8.2.1 The technical evaluation of the bid by Bidder will be done for only those Bidders who will be fulfilling the eligibility criteria as mentioned in RFP. The document supporting the eligibility criteria will be uploaded by the bidder on MSTC portal along with technical details document, all the documents will be downloaded and will be saved in local PC/Laptop. First the document related to eligibility criteria will be checked by the Bank, and if found eligible for bid then only the technical bid will be evaluated of the respective Bidder. In case the Bidder is not fulfilling the eligibility criteria, Bank will not be evaluating the bid of the Bidder and the Bidder will be disqualified.

8.2.2 The technical bid will be evaluated primarily based on documents submitted as mentioned in the RFP.

8.2.3 Complete requirements are classified in two types as follows:

- Business Critical (B): These requirements are those which are extremely critical to the functioning for the complete solution and are to be met in their entirety in the precise manner as documented in the requirements.
- Desirable (D): These requirements are those which are required but not mandatory.

8.2.4 The Bidder should provide a response to each of the requirements, which could be any one from the following categories:

i. Available: Features available in the product; readily available for deployment.
ii. Customization: - The function since not available in the product as it is would require customization by the Bidder’s and Bidder shall provide these features at no additional cost
iii. Not Available: The function is not available in the product and would require a paid customization.

- It may be noted that if any functionality termed as Available by the Bidder in the response is found to be a not available at a later stage, then the scores of the Bidder will be reduced retrospectively.
- The Bidder has to evaluate the product vis-à-vis the functionality required and then has to provide all the requirements which have been stipulated as “Business Critical” and “Desirable”.
- The response should be given by marking under the category, which shall apply to the requirement. Where a response requires explanation, the Bidder has to provide the explanation in the Remarks column or on a separate page, if necessary, with reference to the requirement number.
- Any requirement where the Bidder has not marked a response will not be scored.
- The responses of the Bidders to the requirements shall be scored as given below in the table below:

  **Functional/Technical Requirements Scoring Mechanism for bidders:**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Business Critical (B)</th>
<th>Desirable Requirements (D)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available (A)</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td>Customization (C)</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Not Available (NA)</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The Bidder should provide 100% of requirements as either Available or Customization or Not available in the functional/technical requirements. The Bank reserves the right to reject the bid if the Bidder does not respond / leaves the response field blank for any of the requirements. The responses provided by the Bidder will be scored with appropriate weightage for calculation of the bidder’s score.

8.2.5 Scoring methodology for technical evaluation is developed as shown below to assess Bidder ‘s on Total solution offered including bidder’s expertise and experience for the following Solution.
<table>
<thead>
<tr>
<th>S. No</th>
<th>Parameter</th>
<th>Description</th>
<th>Weight age of Technical evaluation</th>
<th>Total marks out of 70</th>
<th>Minimum cut-off marks (75%) of Total Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Compliance to Functional specification</td>
<td>Functional specification for the proposed solution as mentioned in RFP (Annex IA)</td>
<td>20%</td>
<td>14.00</td>
<td>10.50</td>
</tr>
<tr>
<td>2.</td>
<td>Compliance to Technical Specification</td>
<td>Technical specification for the proposed solution as mentioned in RFP (Annex IB)</td>
<td>20%</td>
<td>14.00</td>
<td>10.50</td>
</tr>
<tr>
<td>3.</td>
<td>Presentation &amp; POC of solution. Presentation on project plan and implementation framework</td>
<td>The solution offered by bidder and the “Approach and Methodology” adopted for the Implementation, rollout, comprehensive AMC of the total solution. Bank may also ask the bidder for POC.</td>
<td>40%</td>
<td>28.00</td>
<td>21.00</td>
</tr>
<tr>
<td>4.</td>
<td>Bidder experience in implementation of similar Solution</td>
<td>Bidder should have prior work experience in successfully implementation of similar Access Control Project in other organization in last 5 years.</td>
<td>20%</td>
<td>14.00</td>
<td>10.50</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td>100%</td>
<td>70.000</td>
</tr>
</tbody>
</table>

8.2.6 The eligible bidder would be invited to RBI to make an exclusive presentation & POC detailing the proposed solution, implementation approach, rollout strategy, training, Comprehensive AMC for the solution which would be evaluated based on the following:
- The Bidder would be required to present details of the proposed solution.
- The Bidder would be required to present details of the Business Critical and Desirable requirements as mentioned in RFP and have to specify how they are meeting the Business Critical and Desirable requirement.
• The Bidder may be required to present details of the approach & rollout strategy.

• The Bidder should conform to all the functional requirements and technical specifications for each of the components as mentioned in the RFP. Any dependencies/risks/assumptions with proper justification should be explicitly called out as part of the presentation.

• The Bidder(s) would be required to present details of the post implementation support at the various offices.

• For better understanding of the proposed EAMS solution offered by vendor, the Bank may request the Bidder for POC at location preferred by RBI, the cost of the POC will be borne by Bidder only.

8.2.7 Date of Presentation will be advised by RBI at later stage. However, the Bidder should be available at one day notice by mail for the presentation.

8.2.8 The Bidder is expected to provide, as a part of the technical bid, a detailed document that explains the approach and methodology proposed by the Bidder for the implementation of the proposed solution including Comprehensive AMC services of the solution.

8.2.9 The Bidder should provide explanation on the implementation and Maintenance that is proposed for the Bank including details of how the same was applied in a similar project implemented elsewhere by the bidder.

8.2.10 The Bidder should note that it is mandatory to score minimum cut-off marks in each parameters of technical evaluation and also score an overall cut-off score, which is at least 75% of the total 70 marks i.e. 52.5 marks allocated for the Technical evaluation.

8.2.11 The Bidder with the highest Technical score shall be declared as T1.

8.2.12 The Bank shall disqualify any Bidder who does not achieve the cut-off marks on the above-mentioned bidding parameters (each of four parameters or overall) from the bidding process.

8.2.13 The technical scores of the qualifying Bidders shall not be disclosed to all the Bidders.

8.2.14 The marks will be calculated up to two Decimal places.

8.3 Scoring for Past Experience/feedback

Scoring for the reference/experience/feedback will be done as mentioned - below:

• The Bidder has to submit the client’s details where the solution has been implemented in last 5 years along with the technical bid document.

• Scoring will be done by the TAG Members based on below parameters:
  i. Number of Organization where the bidder has implemented the solution in last 5 years.
  ii. User base of the organization.
iii. Locations where the solution has been implemented.
iv. Feedback form the existing customer.

- During the presentation the Bidder will be asked to present the cases where the Bidder has implemented the solution.

8.4 Disqualification Parameters in Technical Bid Evaluation

8.4.1 The Bank at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the Bank’s opinion, the Solution offered by the Bidder was not made appropriately to meet the performance criteria or security requirements as stipulated by the Bank.

8.4.2 The Bank at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the Bank’s opinion, the Bidder could not present or demonstrate the proposed solution as described in the proposal.

8.4.3 The Bank at its discretion may reject the proposal of the Bidder, in case the responses received from the reference sites are negative.

8.4.4 The Bidder who do not qualify in the Eligibility criteria and who do not adhere to the integrity pact will be disqualified.

8.4.5 The Bank reserves the right to disqualify any Bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process.

8.4.6 The Bank reserves the right to disqualify the Bidder under any other disqualification criteria mentioned in this RFP.

8.5 Commercial Bid Evaluation

8.5.1 Commercial bids of only those eligible Bidders who qualify in the technical evaluation shall be opened. Commercial bids of the other disqualified Bidders shall not be opened. The date of opening of commercial bid will be communicated to the Bidders through mail.

8.5.2 Bidders will have to submit the Commercial bid in the relevant Annex. The Bidder is expected to submit the Commercial bid based on an all-inclusive price exclusive of GST/Tax. All the applicable taxes should be calculated on the base price and indicated separately.

8.5.3 Prices quoted by bidder in commercial bid shall be reasonable and as per industry standards. If any extreme abnormalities/discrepancies observed in prices, RBI at its discretion will disqualify the Commercial Bid.

8.5.4 Bank may call for any clarifications/additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder’s offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.
8.5.5 The TCO for the purpose of commercial evaluation of the qualified Bidders shall be arrived by calculating

\[ \text{TCO} = A + B \]

Where

\[ A = \text{One Time Cost of Total Solution (HW/SW) with 3 years warranty.} \]
\[ B = \text{AMC for year 1 to 7} \]

8.5.6 The payments shall be done as per the costs quoted by the Bidder when the corresponding services are provided, and such payments become due.

8.5.7 The Technically Qualified bidder with the lowest Commercial Bid (TCO) after scrutiny would be declared as L1 price.

8.5.8 The prices of the passive components and labour charges will be fixed for a minimum period of one year from the date of award of contract and for all subsequent years the new amount will be arrived based on the indexation formula as given in Annex XX.

8.6 Techno-Commercial Score

8.6.1 Technical Evaluation will carry 70% weight while Commercial Offer will carry 30% weight while arriving at T+L ranking.

8.6.2 The techno-commercial score shall be calculated as follows:

\[ \text{Total Score} = \left( \frac{\text{L1 price}}{C} \right) \times 0.3 + \left( \frac{T}{T1 \text{ score}} \right) \times 0.7 \]

Where:

\[ C: \text{Commercial bid of the respective bidder} \]
\[ T: \text{Technical score of the respective bidder} \]
\[ \text{L1: Lowest price of all qualified bidders} \]
\[ \text{T1: Highest Technical score of all qualified bidders} \]

8.6.3 Bidder with the highest Techno-commercial Score would be awarded the contract. In case of a tie of Techno-commercial Score between two or more Bidders, the Bid with higher technical score would be chosen as the successful bidder.

8.6.4 RBI will notify the name of the successful Bidder only.

9 Delivery Schedule

9.1 The Bank would like to have the following schedule for completion of the activities from the date of placement of orders.
9.2 Submission of High Level Design Document (HLDD) to Bank after doing survey to all the location of the bank where Enterprise Access Management System will be installed: 4 weeks from the date of issue of Purchase Order (PO).

9.3 Customization of software as per the Banks need, Testing, Go-live of the proposed software and delivery of hardware to all the location may be completed within 16 weeks from the date of issue of PO.

9.4 Hardware / software supply, installation, implementation, Commissioning and Operationalization of the complete solution at all locations of RBI: 32 weeks from the date of issue of Purchase Order (PO).

9.5 The hardware, software and associated documentation so received should be in good working condition at the designated locations of the Bank.

9.6 The delivery of the solution will be deemed complete when an authorised representative of each location of the Bank Issues Work Completion Certificate (WCR)/Acceptance certificate for final commissioning of the total solution at their respective sites.

9.7 The Bidder should communicate the timelines for the Installation schedule and any other relevant details to the Bank as part of its project plan and obtain Bank’s approval.

9.8 The installation will be deemed to be complete after successfully conducting ATP (Acceptance Test Procedure) and acceptance of the same by Reserve Bank of India.

9.9 The Bidder has to resolve any hardware, system software and integration issues with existing systems and application related problems during installation of the Total Solution.

9.10 On the evaluation of the Acceptance Test results and if required in view of the performance of the Total Solution, as observed during the Acceptance Test, the Bidder shall take remedial measures including up-gradation of the Total Solution or of any component there under, including replacement thereof, at no additional cost to the RBI, to ensure that the Total Solution meets the requirements of RBI as envisaged in the Tender Document.

10 Site Particulars

10.1 Site survey will be done by the successful Bidder before installation of the EAMS. After the survey, a High-Level Design Document (HLDD) location wise will be submitted by Bidder. The HLDD will be signed off by the respective offices. In case of variation in HLDD document from the expected unit of requirement a revised P.O may be issued.

10.2 Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the work in strict conformity with the timelines and specifications. Successful Bidder is expected to familiarise themselves with the site conditions and operationalise the total solution.
11 Warranty

11.1 The selected Bidder shall give warranty for three (3) years from the date of acceptance of the systems by Reserve Bank of India. During the warranty period, the Bidder will have to undertake comprehensive maintenance of the Total Solution including hardware and software part of the solution.

11.2 During the warranty period the selected Bidder should maintain the systems and shall be responsible for all costs (Hardware and Software) relating to maintenance/replacement of parts/installation of new parts.

11.3 During the Warranty Period, the selected Bidder will have to provide at no additional cost to the Bank all software updates, firmware update, version upgrades, New versions etc within 30 days of their availability.

11.4 The bidder is expected to maintain the EAMS including all servers/hardware accessories/components/cables and software supplied for the warranty period. During the warranty period, the supplier is expected to visit the EAMS site on call by the Bank any number of times in case of defects, if any, in the system without any additional cost to the Bank and the supplier shall maintain all the equipment's and repair/replace all defective components, major or minor and may use for this purpose spares or consumables at no additional charge.

11.5 The Bidder warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Bidder further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Bidder that may develop under normal use of the supplied products in the conditions prevailing in India.

11.6 Any penalty due during the warranty period will be adjusted from the PBG amount.

11.7 During warranty period the selected Bidder has to replace the default parts of EAMS within prescribed times (As per SLA) without any additional cost.

11.8 The selected Bidder shall ensure 99% uptime for the solution software and 90% for each hardware component.

11.9 The Bidder shall guarantee the availability of spares/Software for a period of at least Ten years in respect of all the equipment supplied by them, from date of Acceptance Test of the total solution.

11.10 In every six months Bidder has to do preventive maintenance to every location where EAMS has been installed. One engineer will visit the office and check the overall system i.e. Controller, Card reader, Wire, EM lock etc and will provide a report of their respective zone.

11.11 The bidder will have to deploy one onsite engineer for four locations (Mumbai, New Delhi, Kolkata, Chennai) and two onsite engineers at DC/DR site. The responsibility of the engineer is given in 12.15, 12.16 and 12.17.

11.12 If Bank desire, the Bidder will be asked to provide onsite engineer for Maintaining the EAMS at desired location, the cost will be borne by Bank.
11.13 Besides the above, the selected Bidder will have to conform to the terms and conditions mentioned in the tender.

11.14 RBI should be able to log calls directly by web/email or over phone to the OEM during the warranty period. Accordingly, escalation matrix of each OEM and confirmation letter from OEM should be submitted.

11.15 After expiry of the warranty, Bank shall have sole discretion to enter into Comprehensive Annual Maintenance Contract (AMC) either in full or in part for maintenance of Total Solution. Thereafter, Bank, at its discretion, may renew the AMC in full or in part yearly.

12 Post Warranty Comprehensive Annual Maintenance

12.1 After completion of warranty period, bidder has to give Comprehensive Annual Maintenance Service (AMC) for at least Seven years.

12.2 In Comprehensive AMC the bidder is required to manage the overall infrastructure of the EAMS comprising of Controller, Card Reader, Card, Wire, EMS locks and software etc. for all the locations.

12.3 The total cost of Comprehensive Annual Maintenance Contract (AMC) for and System Software should be minimum 8% of the total cost of solution offered by Bidder. These rates will be considered in the calculation of Total Cost of Ownership (TCO).

12.4 The Bidder has to submit fresh Performance Bank Guarantee (PBG) for the total AMC value of 7 years (AMC value quoted by bidder for 1 to 7 years) at the beginning of AMC period (1st year) and the PBG will be reduced each year by the AMC amount quoted by bidder for completed AMC period. i.e. after completion of first year of AMC the PBG amount submitted by bidder will be reduce by the amount quoted by bidder for the completed AMC year and so on. Bidder has to submit fresh Performance Bank Guarantee (PBG) in starting of each AMC year. PBG will be the total amount of AMC for remaining year.

12.5 The Bidder is expected to maintain the EAMS including all servers/hardware accessories/components/cables and software supplied for at least Seven years after the expiry of warranty period. During the warranty period and the comprehensive AMC period, the supplier is expected to visit the EAMS site on call by the Bank any number of times in case of defects, if any, in the system without any additional cost to the Bank and the supplier shall maintain all the equipment's and repair/replace all defective components, major or minor and may use for this purpose spares or consumables at no additional charge other than the AMC contract charges. The AMC charges will be released in four instalments at the end of every three-month period from the date of the expiry of warranty, on satisfactory performance.

12.6 As a part of the maintenance contract, the Selected Bidder will have to provide software maintenance service (Minor Modification, Enhancement and Product Upgrades), firmware update, Version upgrades, New Versions etc. of the
Application Software and Custom Software included in the Products. The Supplier will also undertake to carry out implementation / operationalisation / customisation of software updates, releases, Version upgrades, New Versions etc. The maintenance contract shall also require that the Selected Bidder maintain all supplied documentation in such a state as to correctly reflect the state of the Products at any point in time.

12.7 Post Commissioning of the total solution, the selected Bidder would be responsible for overall management and monitoring of solution and coordination for Servicing/Integration/Maintenance/Installation of Access control hardware/software license as per the stipulated time frame.

12.8 The AMC shall be responsible for Access Control Hardware and software (including appliance based) maintenance, Configuration management, Change and release management, incident management (problem identification, diagnosis, root cause analysis and resolution/escalation), audit and reporting.

12.9 In comprehensive AMC the bidder will be responsible for delivering EAMS performance and monitoring, Service request Management, Incident and problem Management, Configuration and change Management, Software/firmware release management.

12.10 In comprehensive AMC the Bidder is required to install EAMS at new location as desired by the Bank.

12.11 The Bidder will be responsible for upkeeping of all the system related to EAMS in all the location.

12.12 In comprehensive AMC, the Bidder is expected to resolve problem/service request from any of the location where EAMS has been installed as per the given time line.

12.13 In case of any issue related to EAMS, the office should be able to raise a ticket either in a Complaint portal (to be provided by the Bidder) or through mail (a dedicated email id will be provided by Bidder). The bidder will have to resolve the issue as per the given time line in SLA. All the service after guarantee period should be part of the Comprehensive AMC.

12.14 In addition, in the comprehensive AMC the Bidder is expected to do following functions for all/respective components of the total solution

- Overall monitoring, management and quality service delivery
- Server security management and optimization
- Monitoring and up keeping the communication with central server, ensuring data transfer to central server at specified location
- Maintenance and keep up of Visitor/vendor/contractor Management System
- Service request, change and incident tracker.
- Support schedule mock and DR Drills
- Root cause analysis for repetitive and critical incidents.
- Verify software releases, bug fixes, vulnerability fixes and identify recommended software.
• Configuration Backups
• Complete maintenance of the EAMS solution.
• Replacing any faulty parts in all location as per the mentioned time line. (In SLA)

12.15 The Bidder will have to deploy one onsite engineer for four locations (Mumbai, New Delhi, Kolkata, Chennai) and two onsite engineers at DC/DR site.

• The onsite engineer which has been deployed in four zones will be maintaining and upkeeping of EAMS in their respective zone. However, the responsibility for Maintaining overall system is lies with the Bidder.
• Each RBI Offices will be mapped/attached to a zone, adequate stock of all the spares related to EAMS will be kept in four zones by the Bidder; in case of requirement of any equipment by any offices the equipment will be sent by respective zone. Sending of equipment from that zone/or any other zone within the prescribed time limit (as mentioned in SLA) to respective office will be responsibility of onsite engineer.
• In every six months Bidder has to do preventive maintenance to every location where EAMS has been installed. One engineer will visit the office and check the overall system i.e. Controller, Card reader, Wire, EM lock etc and will provide a report of their respective zone.

12.16 The responsibility of resident engineer at DC/DR site will be
• Server Security Management and Optimization
• Monitoring and Maintaining overall EAMS system.
• Monitoring and up keeping the communication with central server, ensuring data transfer to central server at specified location.
• Maintenance of log book for entire system.
• Attending and rectifying broad level problems as and when required
• Data Backup & Recovery
• Software patches and updates.
• Periodic assessments, maintenance of all the equipment of the system.
• Resolution of both logical and physical issues.
• Crisis management and Emergency response procedures.
• Create and implement Event Management policies
• Detect that an Event has occurred by monitoring syslog.
• Help identify meaningful Events by creating filtering rules
• Implement Event correlation and filtering though Event Management policies when an Event occurs
• Proactive insights to help remediate issues quickly and also detailed drill-downs to identify the impact quickly.
• Maintain History of critical events
• Configuration Backups
• Plan & Validate critical changes and prepare Change Procedure, analyse impact of Change and execute approved changes
• Verify software releases, bug fixes, vulnerability fixes and identify recommended software.
• Log Collection and Analysis
• Coordination with Samadhan team for smooth flow of Data.
• Root Cause Analysis for Critical & Repetitive Incidents
• Preparation of frequently known error datasheet
• Support scheduled mocks and DR drills.
• Daily Checklist and Historical Trend Analysis
• Manage the lifecycle of Change Management Requests, as required, resulting from an Incident, Problem, Service Request
• Service Request, Change and Incident Tracker

12.17 Responsibility of Resident engineer posted at four zones
• It will be the responsibility of onsite engineer to print contact less smart cards.
• Replacement of controller board, reader, locks etc if required
• The resident engineer on the zone have the responsibility to upkeep the overall EAMS system at their location and monitor the other location in their zone.
• Monitor the respective zone wise system and report if any problem found.
• Maintain and upkeep of Visitor Management System in their respective zone.
• Rectifying broad level problem as and when required.
• Re-personalization and unblocking of card as and when required.
• Other EAMS related work as per Bank’s instruction.

12.18 Payment will be made on quarterly basis after the end of every quarter, after submission of satisfactory report from RBI.

12.19 If RBI desires, the service contract shall be renewed for 3 more years after the initial AMC contract period of 7 years, excluding three-year warranty period. At the time of renewal of the contract after the expiry of the original validity period of AMC (i.e. 7 years after warranty) and for all subsequent years the new contract amount will be arrived based on the indexation formula given in the Annex.

12.20 If Bank desires, the Bidder will be asked to provide onsite engineer for maintaining the EAMS at desired location.

12.21 Onsite Engineer posted at DC and Mumbai should be a B. Tech engineer having minimum 2 years of experience in the field and should be certified from software OEM for maintaining the software.

12.22 Onsite engineer posted at other centre should have Diploma holder having minimum 1 years of experience in the field.
13 Project Team

13.1 The shortlisted Bidder is required to formulate a Project Governance team and a dedicated Project Implementation team for this project, including appropriate representation from OEM and share details of the same with RBI.

13.2 Project Governance Team – Governance Team shall comprise of the Project Manager, Project Director and Service Delivery Head; and will be responsible for reviewing and overseeing the project during implementation. Project governance meetings will be held at least once in a month during the implementation.

13.3 Project Implementation Team – Implementation team shall comprise of Project Manager, Team members. The team shall be responsible for implementation of the proposed solution as per the implementation schedule.

13.4 At the time of Bidding, the Bidder need to have the Project Manager, Team Leader and Team Members with appropriate skills and experience on their payrolls (excluding those employees on their notice period) to successfully commence and complete the project. The Bidder must ensure necessary technical qualifications for the team in accordance with the guidelines below, and to ensure project timelines and SLA can be met. The details of the project team shall be furnished along with technical bid.

13.5 Central Project Manager for this project should have 5 years of experience in Project Management with at least one similar project implementation as Project Manager

13.6 Team Leader- Team leader in this project should have at least 3 years of experience in the solution being proposed

13.7 Team Members – Team Members in this project should have at least 1-2 years of experience in the solution being proposed.

14 Project Scope of Work

14.1 Both bidder and OEM services are required to participate in a Design workshop to discuss the proposed solution required to meet RBI's business requirements and uptime SLA, access and security policies as per RBI business requirements, and confirm that equipment and software procured is meeting the stated requirements.

14.2 The Bidder is required to perform following activities under implementation scope of work for equipment procured through this RFP

- Supply of equipment procured through this RFP at all locations (Annex II) as per the delivery schedule decided by the Bank.
- Verifying equipment delivery as per bill of material approved by RBI and physical installation of supplied equipment at all the locations (Annex II), RBI Offices.
- The cabling used in for current ESCAMS - Access Control System will be also used for the proposed solution. However, if at any place new cabling is
required then the cabling is also included in the scope of this project. Bidders will be asked to provide the cabling at no extra cost.

14.3 The Bidder should provide a detailed project plan for supply and implementation of this project, delivery timelines and SLAs mentioned in this RFP; and provide weekly updates on project progress.

14.4 The Bidder should work with OEM services for creating a detailed plan for integration of the proposed solution with existing Access Control System.

14.5 The Bidder has to engage OEM services for implementation of all equipment at least two (2) RBI locations, preferably Central Office Building and 1 major RO identified by RBI. The bidder and OEM are required to provide acceptance test reports for these two (2) locations to RBI along with as-built configurations and will proceed with implementation of remaining sites only after RBI approval.

14.6 The Bidder is required to complete implementation of remaining Offices locations (Annex II) as per the configuration template provided by OEM, and then perform acceptance testing along with RBI.

14.7 The Bidder is required to ensure that OEM services team conducts an audit of implemented solution, in order to confirm that implementation and configuration has been done as per OEM best practices and the design is suitable to deliver 99% & 90% uptime, before Final Acceptance Testing certificate is issued.

14.8 Integration with Active Directory, Fire Alarm, Samadhan and SIEM is to be ensured.

15 Service Level Agreement and Contracting

15.1 The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be expected from the selected Bidder during the implementation and its subsequent support for the project period. The severity would be as follows. It will be the Bank’s discretion to assign the appropriate severity parameter to the incident.

i. Critical: In case multiple subsystems are down threatening business continuity and multiple users are affected, it shall be considered as a Critical incident.

ii. High: In case any of the subsystem is down causing high impact on business operations and few clients are affected, it shall be considered as a High Severity incident.

iii. Medium: In case an essential functionality becomes unavailable which is not actually hampering the business but may impact few services if not attended immediately will be termed as medium.

iv. Low: The incidents would be termed as low, which does not have any significant impact on the business or functionality.
15.2 Implementation of Service Level Agreement

15.3 System Availability SLA:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Service Category</th>
<th>Target</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Delivery of hardware at all sites. Go-live of software.</td>
<td>16 weeks from the date of Issue of Purchase Order</td>
<td>Penalties will be applicable after 16 weeks, if the Delivery is still not completed. (Delivery shall be considered completed on the confirmation by the concerned office of delivery of all items as per Purchase Order.) A penalty of 1% per week for first two weeks, 2% per week for every subsequent week subject to a maximum of 10% of one-time cost. In case of genuine difficulty, the time line may be relaxed at Bank’s discretion.</td>
</tr>
<tr>
<td>2.</td>
<td>Installation and Operationalization – commissioning of the project</td>
<td>32 weeks from the date of Issue of Purchase Order</td>
<td>Penalties will be applicable after 32 weeks, if the installation and operationalization is still not completed at all locations. (Installation and operationalization shall be considered completed on the date of submission of all relevant installation documents at all the locations. A penalty of 1% per week for first two weeks, 2% per week for every subsequent week subject to a maximum of 10% of one-time cost. In case of genuine difficulty, the time line may be relaxed at Bank’s discretion.</td>
</tr>
</tbody>
</table>

The “System Availability” metric for the proposed solution with a system Availability Target SLA will be calculated as per below formula.

\[
\text{Total Solution Uptime} - \text{Total Qualifying Outage Time} = \frac{\text{Total Solution Uptime}}{\text{Total Solution Uptime}} \times 100
\]

The SLA for software component will be 99% location wise.
The SLA for Hardware component will be 90% and will be measured for each hardware component location wise.

For the purpose of System Availability, qualifying outage time is defined as below: Total Qualifying Outage Time or Downtime means accumulated time during which any of the components/total solution is inoperable within the Scheduled Operation Time but outside the scheduled maintenance time. For System Availability, only Critical or High Severity Incidents will be considered. It will be solely the Bank’s discretion to assign the appropriate severity parameter to the incidents.

For any non-performance of SLA, penalties will be levied. The SLA performance measurement shall be tracked and reported every month, referred to as Reporting Period. However, the penalty calculation for not being able to fulfill SLA will be aligned with quarterly invoicing period, referred to as Measurement Period.

<table>
<thead>
<tr>
<th>System availability (software component)</th>
<th>Less than 97%</th>
<th>Greater than equal to 97% and less than 98%</th>
<th>Greater than equal to 98% and less than 99%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downtime</td>
<td>More than 21.6 Hrs.</td>
<td>Greater than 14.4 hrs. but less than 21.6 hrs.</td>
<td>Greater than 7.2 hrs. but less than 14.4 hrs.</td>
</tr>
<tr>
<td>Penalty</td>
<td>2% of total quarterly value for the measurement period up to 10% of quarterly payable amount or from PBG</td>
<td>1.5% of total quarterly value for the measurement period up to 10% of quarterly payable amount or from PBG</td>
<td>1% of total quarterly value for the measurement period up to 10% of quarterly payable amount or from PBG.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>System availability (Hardware component)</th>
<th>Less than 83.3%</th>
<th>Greater than equal to 83.3% and less than 86.7%</th>
<th>Greater than equal to 86.7% and less than 90%</th>
</tr>
</thead>
</table>
### Downtime

<table>
<thead>
<tr>
<th>Downtime</th>
<th>More than 5 days</th>
<th>Greater than 4 days but less than 5 days</th>
<th>Greater than 3 days but less than 4 days</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Penalty</strong></td>
<td>2% of total quarterly value for the measurement period up to 10% of quarterly payable amount or from PBG</td>
<td>1.5% of total quarterly value for the measurement period up to 10% of quarterly payable amount or from PBG</td>
<td>1% of total quarterly value for the measurement period up to 10% of quarterly payable amount or from PBG</td>
</tr>
</tbody>
</table>

### 15.4 Incident Restoration SLA

<table>
<thead>
<tr>
<th>Severity of Incident</th>
<th>Restoration/ Resolution Time</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>Next working Days, if the incident has been reported before 02:00 PM</td>
<td>No Penalty</td>
</tr>
<tr>
<td></td>
<td>&gt; 1 Day</td>
<td>1% of quarterly amount payable for every unresolved call per day beyond 1 day, maximum up to 10% of quarterly amount payable or from PBG</td>
</tr>
<tr>
<td>High</td>
<td>02 working days if the incident has been reported before 02:00 PM</td>
<td>No Penalty</td>
</tr>
<tr>
<td></td>
<td>&gt; 02 working days</td>
<td>0.5% of quarterly amount payable for every unresolved call per day beyond 2 working day maximum up to 10% of quarterly amount payable or from PBG</td>
</tr>
</tbody>
</table>
• The response time for all types of incidents shall be 02 Hours
• Working day for High, medium and Low incident will start from the next working day of Incident reporting day.
• The SLA performance measurement shall be tracked and reported every month, referred to as Reporting Period. However, the penalty calculation for not being able to fulfill SLA will be aligned with quarterly invoicing period, referred to as Measurement Period.
• The maximum penalty during a measurement or invoicing period will be capped to 10% of total AMC cost or invoicing value during that measurement or invoicing period.
• First Information Report of any incidents should be communicated to the Bank within 2 hours from the time of occurrence of the incident/issue.
• Root Cause Analysis (RCA) of any incidents should be communicated to the Bank within 48 hours from the time of occurrence of the incident/issue.

15.5 Overall Liability of the Bidder: -

The Bidder’s aggregate liability in connection with obligations undertaken as a part of this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract. The Bidder’s liability in case of claims against the Bank resulting misconduct or negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations or information security requirements shall be unlimited.

15.6 Scope of services

The Bidder would be in total charge of the following:

<table>
<thead>
<tr>
<th>Medium and Low</th>
<th>03 Working days if the incident has been reported before 02:00 PM</th>
<th>No Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&gt; 03 working days</td>
<td>0.5% of quarterly amount payable for every unresolved call per day beyond 3 working day, maximum up to 10% of quarterly amount payable or from PBG.</td>
</tr>
</tbody>
</table>
• Complete Systems Software required for the EAMS implementation
• Implementation Services for EAMS
• Warranty, Comprehensive AMC
• Training & maintenance of all training content during the contract period.

16 Right to Verification

16.1 The RBI reserves the right to verify any or all statements made by the Bidder in the tender document and to inspect the Bidder’s facilities, if necessary, to establish to its satisfaction about the Bidder’s capacity to perform the job. The technical evaluation will be based on such information.

16.2 The RBI, if deemed fit, will inspect any or all the equipment at OEM’s manufacturing site before shipment to the Bank, to verify that the equipment supplied to RBI are as per the technical specification specified in the tender document or purchase agreement.

17 Payment Terms and Milestones

The selected Bidder will undertake to Supply, Install, Implement, Integrate, commission, Test, operationalize all the requisite components of the total solution and integrate with the existing ESCAMS - Access Control System of the Bank.

The payment milestone will be spread as per the following schedule.
18 **Earnest Money Deposit (EMD)**

18.1 Bidder may submit the Earnest Money Deposit (EMD) value in INR currency through a Bank Guarantee. The value of the EMD is Rs.30,00,000/- (Rupees Thirty Lakhs).

18.2 The BG should be in favour of Chief General Manager, Department of Information Technology, Central Office, Reserve Bank of India, Mumbai.

18.3 The EMD/BG should be valid for the period of 1 year from the last date of submission of bid. The non-submission of EMD/BG will lead to rejection of the bid. The irrevocable BG issued by a scheduled commercial bank only, shall be acceptable to the RBI.

18.4 The proof of EMD i.e. Physical copy of Bank Guarantee must be submitted before the technical bid opening by addressing it to Chief General Manager, Department of Information Technology, Central Office, Reserve Bank of India, Mumbai.

18.5 EMD of unsuccessful Bidders shall be returned within 30 days from the final result of the bidding process and after declaration of the Successful Bidder

18.6 EMD of the successful bidder will be returned on submission of the Performance Bank Guarantee of 10% of the contract price as per relevant Annex “Performance Bank Guarantee Proforma”. The EMD will not carry any interest.

18.7 Offers made without the Earnest money deposit will be rejected.

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<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Payment Milestone</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Completion of Business Requirements along with completion of designing, development, customisation, testing and acceptance of solution and Signing of Agreement &amp; SLA with RBI.</td>
<td>15% of one-time cost</td>
</tr>
<tr>
<td>2</td>
<td>Delivery of all the required equipment’s at all designated locations (Annex II)</td>
<td>35% of one-time cost</td>
</tr>
<tr>
<td>3</td>
<td>On award of Acceptance Certificate for successful operationalisation of the total solution including installation of software at four out of six locations in Mumbai and two locations outside Mumbai. Integration with Samadhan and Active Directory.</td>
<td>15% of one-time cost</td>
</tr>
<tr>
<td>4</td>
<td>Complete implementation and integration of the solution at all the designated locations and Acceptance Certificate for successful operationalisation of the total solution at all the designated locations based on the installation schedule which shall be decided by the Bank. **</td>
<td>25% of one-time cost</td>
</tr>
<tr>
<td>5</td>
<td>Implementation and Stabilisation (90 days) at all designated locations.</td>
<td>10% of one-time cost</td>
</tr>
</tbody>
</table>

** However, existing circumstances may be considered while making the payment.
18.8 The amount of Earnest money deposit would be forfeited in the following scenarios:
- In case the Bidder withdraws the bid prior to validity period of the bid without providing any satisfactory reason;
- In case the successful Bidder fails to accept and sign the contract as specified in this document without any satisfactory reason within 30 working days.
- PBG is not submitted by Bidder within stipulated time.

19 Performance Bank Guarantee

19.1 The successful Bidder shall at his own expense deposit PBG on the name of:

Chief General Manager
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001.

Within Thirty (30) days from the date of issue of Purchase Order, a Performance Bank Guarantee shall be obtained from a scheduled commercial bank, payable on demand in terms of relevant Annex Bank Guarantee format, for an amount equivalent to Ten percent (10%) of the one-time cost for the due performance and fulfilment of the contract by the Bidder.

19.2 Without prejudice to the other rights of the Purchaser under the Contract in the matter, the proceeds of the performance bank guarantee shall be payable to the Bank as compensation for any loss resulting from the Bidder’s failure to complete its obligations under the Contract. The Bank shall notify the Bidder in writing of the invocation of its right to receive such compensation, indicating the contractual obligation(s) for which the Bidder is in default.

19.3 The Performance Bank Guarantee may be discharged upon being satisfied that there has been due performance of the obligations of the Bidder under the contract.

19.4 The Performance Bank Guarantee shall be valid till the end of the warranty (3 years).

19.5 The Bidder has to submit the fresh Performance Bank Guarantee (PBG) for the total AMC value at the beginning of each AMC period. AMC payment will be released after submission of valid PBG.

19.6 The performance bank guarantee shall be denominated in Indian Rupees (INR) and shall be by bank guarantee.

19.7 Bank will not release the any payment milestone without submission of PBG.
20 **Liquidated Damages**

20.1 The Bidder should strictly adhere to the implementation schedule, as specified in the purchase contract, executed between the Parties for performance of the obligations arising out of RFP terms and any delay attributable to vendor, will enable the purchaser to resort to any of the following.

- The bidder shall be liable to pay the RBI a penalty for reasons solely attributable to the bidder and not the bank, subject to a maximum of 10% of the contact amount.
- Termination of contract fully or partly and claim liquidated damages.

20.2 In case of the termination of the purchase order by the RBI due to non-performance of the obligations arising out of the purchase order, the Performance Bank Guarantee will be forfeited.

20.3 All disputes of any kind arising out of supply, commissioning, acceptance, warranty, maintenance etc., shall be referred by either party (Bank or Bidder) after issuance of 30 days’ notice in writing to the other clearly mentioning the nature of dispute to a single arbitrator acceptable to both the parties.

20.4 Liquidated Damages is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to the Bank and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and Bank’s official that the delay is attributed to the Bank and Force Majeure along with the bills requesting payment.

21 **Acceptance Test**

21.1 The Acceptance Test shall be carried out jointly by the representatives of the Bank after the total solution is commissioned and operationalised at each of the location prescribed in Annex II.

21.2 A comprehensive “Acceptance Test Plan (ATP)” document, containing various aspects of the ‘Acceptance Test’ to demonstrate all the features of the Solution Proposed as envisaged in this tender document and claimed by the Bidder shall be held. The Acceptance Test shall be deemed to be complete only on the issuance of the ‘Acceptance Certificate’ by the RBI to the Bidder as given in the relevant annex.

21.3 Without limiting the scope of the Acceptance Test, the test cases to be carried out in this connection should be submitted by the OEM/Bidder to the Bank and subject to approval of the Bank shall be used to assess the acceptability of the total solution. On evaluation of the Acceptance Test results and if required in view of the performance of the solution, as observed during the Acceptance Test, the Vendor shall provide necessary solution at his own cost thereof, to ensure the
performance of the solution is meeting the requirement, as envisaged in this document.

21.4 The solution provided by the Bidder must meet the technical and other specifications at the minimum, as envisaged in this document.

21.5 The Bidder shall demonstrate the capabilities and perform complete testing of equipment, features, configuration of all the equipment.

22 Contacting the Bank

No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Bid to the time the Contract is awarded. Any effort by any Bidder to influence the Bank in its decisions on Bid evaluation, bid comparison or contract award may result in the rejection of that bidder’s Bid.

23 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

24 Bidding Document

The Bidder should examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or submission of a bid not fully responsive to the Bidding Document in every respect will be at the Bidder’s risk and may result in the rejection of the bid without any further intimation to the bidder. At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

25 Bidding Process

25.1 Instruction for bid Submission

- The entire bidding process would be conducted through the e-tendering portal of MSTC Ltd. The URL for the same is http://www.mstcecommerce.com/eprochome/rbi
- The bids should be submitted online at the website MSTC e-Procurement Portal for RBI (http://www.mstcecommerce.com/eprochome/). The bidders will have to upload the duly signed and scanned documents along with scanned copy of EMD Bank Guarantee as part of technical bid. The original hardcopy of the EMD should reach us at the address of the communication before opening of the technical bids. It must be ensured that all the documents are uploaded while submitting the tender online. The
vendors are requested to note that they cannot make their online submission after the
time stipulated above and no extension of time will normally be permitted for
submission of tenders.

- In case the Commercial Bid amount is indicated in any manner or form in the
  Technical Bid, the Bank shall reserve the right to summarily reject the bid. The bid
  amount should only be indicated in the relevant annex in the Commercial Bid.
- All respective technical and commercial bids need to be submitted through this portal
  only. The Bidder shall exercise due care in submitting bill of material by referring to all
  the relevant requirements and technical specifications given in this document.
- The opening of bids (technical & commercial) for this RFP will be through the MSTC
  Ltd. ecommerce web portal.
- The bids will be submitted in Two parts on the MSTC web portal:
  a. Technical Bid: This bid comprises of the following
     - Pre-requisite: Compliance to Integrity Pact, EMD and Bidder Eligibility
       Criteria outlined in this document.
     - Assessment of Bidder experience and expertise in implementing the total
       solution as envisaged in this RFP.
     - Presentation & POC on overall project planning and implementation
       framework along with an approach paper detailing on implementation and
       rollout strategy for the total solution.
     - Compliance to functional and technical specification.
  b. Commercial Bid: This bid comprises of the commercial evaluation response
     - The bidders are requested to note that it is mandatory to register with MSTC and
       have a valid digital certificate/signing certificate issued by any certifying authority
       approved by Govt. of India to participate in the online bidding. The Bidders are
       requested to ensure that they have the same, well in advance and if any assistance is
       required for the purpose, Bidder can contact MSTC e-Procurement team directly (Ms.
       Archana, Assistant Manager, MSTC, +91-9990673698/022-22872011).
     - RBI will open the bids on scheduled dates mentioned in the RFP in the presence of
       Bidders’ Representative who choose to be present on the date, time and address
       mentioned, or as amended by RBI from time to time. The representatives of the
       Bidders have to produce an authorization letter from the Bidder/ Identity Card to
       represent them at the time of opening of the bids. A maximum of two representative
       will be allowed to represent each Bidder. The Bidder’s representatives who are
       present shall sign the register evidencing their attendance. In case the Bidder’s
       representatives are not present at the time of opening of bids, the bids will still be
       opened at the scheduled time at the sole discretion of RBI.
     - Technical Bid: The Technical Bid should be in accordance with the following.
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Documents required</th>
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<tbody>
<tr>
<td><strong>Online</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Bidder’s Profile</td>
</tr>
<tr>
<td>2</td>
<td>Bidder eligibility criteria (Necessary documents in support of this)</td>
</tr>
<tr>
<td>3</td>
<td>Functional &amp; Technical specification of Proposed Total solution (Annex)</td>
</tr>
<tr>
<td>4</td>
<td>Confirmation to Terms and Conditions</td>
</tr>
<tr>
<td>5</td>
<td>Technical Bid Form</td>
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<tr>
<td>6</td>
<td>Deviation from Technical Specification Document</td>
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<tr>
<td>7</td>
<td>Letter of Authority</td>
</tr>
<tr>
<td>8</td>
<td>Copy of EMD in PBG format (original to be submitted in physical to Bank)</td>
</tr>
<tr>
<td>9</td>
<td>Authorization letter(s) from OEM</td>
</tr>
<tr>
<td>10</td>
<td>Letter of acceptance to all Terms and conditions as mentioned in the RFP</td>
</tr>
<tr>
<td>11</td>
<td>Copy of Integrity Pact document (original to be submitted in physical to Bank)</td>
</tr>
<tr>
<td>12</td>
<td>Product Brochures containing detailed description of essential technical and performance characteristics of all offered components</td>
</tr>
<tr>
<td>13</td>
<td>Audited Balance Sheet and Profit &amp; Loss Account documents for the last 3 years and Auditor/CA certificate</td>
</tr>
<tr>
<td>14</td>
<td>Undertaking from Bidder on Support</td>
</tr>
<tr>
<td>15</td>
<td>Undertaking from Bidder on Products</td>
</tr>
<tr>
<td>16</td>
<td>Bidder’s Application Form</td>
</tr>
<tr>
<td>17</td>
<td>Purchase Order/ Reference Letter with letter of satisfaction from client in support of Experience claimed (Each Component with size, level and duration of engagement)</td>
</tr>
<tr>
<td>18</td>
<td>Signed copy of all other Annexes part of RFP except commercial BID</td>
</tr>
</tbody>
</table>

- Commercial Bid: The Commercial Bid should be in accordance with the following
  
  i. The Bidder should quote the commercial value as per the relevant Annex
ii. The Bidder should indicate unit price of each component proposed by them.

iii. The prices quoted by the Bidder shall be in Indian Rupees, firm and not subject to any price escalation within the period of one year from the date at which L1 is declared.

iv. The price quoted should be all taxes exclusive of GST which will be paid as per actuals (documentary proof).

v. Further, subsequent to the orders being placed/agreement executed, the successful Bidder shall pass on to the Bank RBI all fiscal benefits arising out of reductions in Government levies viz GST, etc

vi. L1 bidder will be selected on the basis of Total cost of Ownership (TCO).

vii. The Calculation of Arriving at L1 for commercial selection of a vendor is by calculating Total Cost of Ownership.

\[
TCO = A + B
\]

Where

\[
A = \text{One Time Cost of Total Solution (HW/SW) with 3 years warranty.}
\]

\[
B = \text{AMC for year 1 to 7}
\]

### 25.2 E-Tendering Registration and Bid submission

- The Bank has entered into an agreement with MSTC Ltd. for e-tendering services. The Bidders are expected to register themselves on the MSTC Ltd. Ecommerce Web portal. The Bidder is expected to have a Digital certificate with encryption and signing rights. The vendor registration on the MSTC Ltd. Ecommerce Web portal is present on the MSTC website.
- It is the Bidders responsibility to register on the MSTC Ltd. Ecommerce Web portal and obtain the necessary digital certificate.
- The Bank shall upload the entire RFP with annexes on the MSTC Ltd. Ecommerce Web portal (http://www.mstcecommerce.com/eprochome/rbi)
- As per MSTC rules, applicable charges will have to be paid by the bidder.

### 25.3 General Guidelines

- The offers should be made strictly as per the formats specified.
- The Bid should not contain any erasures, over-writings or corrections using whiteners. Any corrections to be made would be by striking through the content being corrected and duly authenticating the corrections.
- 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 in conformity to the Bidding Documents in every respect will be at the Bidder’s risk and may result in rejection of the bid.
No rows or columns of the bid should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given above, are liable for rejection.

The Bank may at its discretion abandon the process of the selection of Bidder any time before notification of award.

All information (bid forms or any other information) to be submitted by the Bidders must be submitted on the MSTC Ltd. Ecommerce web portal. The Bidders may note that no information is to be furnished to the Bank through e-mail except when specifically requested for. Bank can seek clarification/ information from the Bidder if required.

It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be by email only to the designated email id. For this purpose, communication to any other email id or through any other mode will not be entertained.

The Bank reserves the right to pre-pone or post-pone the pre-bid meeting date. However, Bidders will be informed of the revised date of pre-bid conference in advance to submit their queries to the Bank seeking clarification.

The bids will be opened in the presence of authorized representatives of the Bidders. However, the representative of the Bidder has to produce an authorization letter from the Bidder to represent them at the time of opening of Technical/Commercial bids. A maximum of two representatives will be allowed to represent any Bidder. In case the Bidder’s representative is not present at the time of opening of bids, the quotations/bids will still be opened at the scheduled date/time at the sole discretion of the Bank.

25.4 Pre-Bid Meeting

The Bank will conduct a pre-bid meeting to address all the queries received by the bank on the tentative date as indicated above.

Any pre-bid queries can be sent to the designated email id (eams@rbi.org.in) by the date mentioned in RFP Schedule. The questions/points of clarification and the responses will be published on MSTC website under the Tender Notice for the benefit of all prospective bidders the source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, the Bank may at its discretion, answer all such queries in the Pre-bid meeting. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be by email only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.

The Bank reserves the right to pre-pone or post-pone the pre-bid meeting date and/or change its venue. The Bidders will be informed of any changes to the date / venue of pre-bid meeting on the RBI website in advance to submit their queries to the Bank seeking clarification.
• All points discussed during the pre-bid meeting, if need be, may be posted on the MSTC website along with their responses.
• For the pre-bid meeting, Bidders are required to inform the Bank at least a day in advance via eams@rbi.org.in with participant details such as name, details of electronic devices if any, company name and mobile number.
• No queries will be answered after Pre-bid meeting.

25.5 Correction of Errors

Arithmetic errors in bids will be treated as follows:

• Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
• Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will govern.
• If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
• If there is discrepancy between unit price and total price, the unit price shall prevail for calculation of the total price
• If there is a discrepancy in the total, the correct total shall be arrived at by Bank
• In case the Bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
• The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case the Bank will be free to accept the Total Bid amount as mentioned in the field “Total Cost of Ownership (TCO)” in relevant Annex

25.6 Acceptance or Rejection of Bid

The Bank reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever

25.7 Duration and Condition of Engagement

• Reserve Bank of India shall engage and appoint the successful Bidder to provide services as detailed in Scope of work of this document and in consideration of remuneration payable by Reserve Bank of India to the Bidder. Post implementation there shall be a User acceptance process to ensure all agreed deliverables are met. Subsequently the Bank shall issue a Work Completion Certificate to the Bidder. This shall mark completion of the implementation phase of the total solution. Post issue of Work Completion Certificate, the Bidder is expected to provide 3 years warranty and 7 years of AMC.
• The Bank will reserve the right to terminate the services of the successful Bidder at any point of the Project (during the implementation phase and User acceptance) without assigning any reasons. In such cases the Bank may consider making payment commensurate with the last completed phase.
• Information collected or provided to the Bidder would be confidential and shall not be used by the bidder for any other purpose. The work/study carried out by the Bidder would be the sole property of the Bank. The successful bidder will sign a confidentiality agreement with the Bank.
• At no point should Bidder use the name of the Bank without prior written permission as a reference or to advertise itself in anyway.

25.8 Clarification on the Bid Document
• For any clarification with respect to this RFP, the Bidder may send an email. The format to be used for seeking clarification is mentioned in relevant Annex. Queries posted over the MSTC portal will not be entertained.
• It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be by email only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.
• Email for clarification may be submitted to the Bank by the date mentioned in RFP Schedule and clarifications for such queries shall be provided by the Bank or its representative in the pre-bid meeting. Request for clarifications after pre-bid meeting will not be entertained.
• Bidders Queries Proforma (as given in relevant annex for bidders queries) should be emailed to the Bank only on the designated email ID (eams@rbi.org.in).
• Bidders should provide their email address in their queries without fail since replies from the Bank will be by emails only.

25.9 Amendments to Bid Document
• Amendments to the Bid Document may be issued by the Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, prior to the deadline for the submission of bids, which will be placed on the MSTC web portal.
• The amendments so placed on the MSTC web portal will be binding on all the Bidders. From the date of issue, amendments to Terms and Conditions shall be deemed to form an integral part of the RFP. Further, in order to provide prospective Bidders reasonable time to take the amendment into account in preparing their bid, the Bank may at its discretion extend the deadline for submission of bids.
25.10 Format and Signing of Bid

- The bid should be signed by the Bidder or any person duly authorized to bind the Bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the Bidder. All pages of the bid documents except brochures if any are to be signed by the authorized signatory. All the pages of the bid should be serially numbered.
- Forms with respective Power of Attorney should be submitted and signed by the authorized signatory. Unsigned bids would entail rejection of the bid.

25.11 Language of Bids

All bids and supporting documentation shall be submitted in English.

26 Terms and Condition

26.1 General Terms and Condition

- The Bidder shall ensure to supply all the hardware/software of the latest versions available as part of the “Total Solution”.
- Total Solution offered should integrate with the ESCAMS – existing Access Control System at RBI so as to protect the existing investment.
- The term of this Bidder assignment is for a period of 10 years (3 years warranty & 7 years Comprehensive AMC support) from the date of acceptance from the Bank or such extended period as may be mutually agreed upon.
- Adherence to terms and conditions: The Bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such Bidders will be disqualified and will not be considered for the selection process.
- Bidders should authorize a person who can sign the bid and do all future correspondence. Authorization should be vetted by the Notary. Accordingly, Bidder should provide authorization document and all the details of the person. No correspondence will be entertained from unauthorized persons.
- Bidders should provide escalation matrix for this project. Names of all the persons, contact details with their designation should be submitted. Escalation matrix should be up-to their company head.
- On account of any negligence, commission or omission by the engineers of the Bidder and if any loss or damage caused to the Equipment, the Bidder shall indemnify/pay/reimburse the loss suffered by the Bank.
• In cases where Bank will be shifting its premises from one place to another place the bidder will be required to install the EAMS solution at new place, all the component of old place will be used and if any new component is required bank procure the same for installation. The Bank shall bear the charges for such shifting and the Bidder shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the Bidder.

• All the proposals / declarations / assertions made by Bidder should be on their letter head and each and every page of the document should contain name of company and initials of the authorised signatory.

• Bidder should obtain from the OEM(s) a counter guarantee indicating “End of Sale” & End of support” etc. in the OEM’s letter head signed by their authorised signatory, for providing all hardware items supplied by them for the projected life period of the complete solution. Even if some of the hardware reaches the declared end of life, replacement for such products should be made available by them. This counter guarantee is required in case the bidder/integrator fails to perform their contractual liability during the Project period citing such reasons.

• The Bank is not responsible for non-receipt of bids within the specified date and time due to any reason including postal delay or holidays.

• The Bank reserves the right to accept or reject any bid or scraps the Tender without assigning any reason thereof and the Bank’s decision in this regard will be treated as final.

• The Bank reserves the right to alter / increase / decrease the hardware and software requirements, as the case may be to meet RBI’s requirements at any point of time.

• The Bank reserves the right to short list Bidders based on its requirement and consider them for the next stage of evaluation based on technical evaluation of the documents submitted by the bidders, presentations, their site visits, etc. The decision of the - Bank in this regard shall be final.

• Notwithstanding anything contained herein above, in case of any dispute, claim and/or legal action arising out of this invitation, the same shall be subject to the jurisdiction of courts at Mumbai only.

• No queries will be answered over email/telephone etc. All queries will be answered in the pre-bid meeting only.

• People who come to attend the pre-bid meeting and all future meetings should have valid ID card issued by their respective company and should come in-time to attend the meeting/s.

• There should not be any subcontracting for rendering services to the Bank without the prior written consent of the Bank.

• The acceptance of tender, subject to contract, will be communicated in writing at the address supplied for the prime bidder in the tender response. Any change of address of the Bidder, should therefore be promptly notified to the Chief General Manager-In-
The successful Bidder shall be required to undertake site survey following the issue of Letter of Intent and then come up with a comprehensive report comprising of bill of material, detailed project plan and implementation report as per the timelines and installation schedule indicated in the RFP. The report shall be submitted to RBI within 8 weeks.

The successful Bidder shall be required to sign a contract (Purchase Agreement/Service Level Agreement) in bilingual format (English & Hindi) after the issue of Purchase Order with Reserve Bank of India, within thirty (30) days of the award of the tender or within such extended period as may be specified by the CGM, Department of Information Technology, Reserve Bank of India, Mumbai. At the time of execution of the form of contract a Memorandum of Understanding (MoU) containing the terms and conditions necessary for the due performance of the work in accordance with the bids and acceptance thereof will be signed, which will be prerequisite for payment release. Failure of the Bidder to comply with the above requirement will result in the non-release of EMD.

To execute the above Agreement, signatory from the Bidder’s side should be authorized by the Board of Directors. A copy of such authorisation should be submitted.

The Selected Bidder at the time of signing Purchase Agreement/Service Level Agreement will have to bear all the legal charges like cost of Stamp duty etc., Under Maharashtra Stamp act.

Bidder should be ready to accept payment through NEFT/RTGS.

The bidder should have to have a presence in all over India during the entire period of contract. The details of offices shall be furnished in relevant Annex.

The Bidder should have 24x7x365 support centres in India.

The tenders found incomplete in details OR received after due date and time are liable to be rejected.

All the technical specifications and other terms and conditions of the offer proposed by the Bidder should be valid for a minimum period of One Year from the last date of submission of Tender.

Technical and Commercial deviations from Technical Specifications and Terms and Conditions of the Tender, if any may be mention in the relevant Annex.

The Bidder should provide all the details as per the Annex and must submit with the Bid.

The Bank shall not provide any Road Permit / Certificate.

After the award of contract, the concerned Bidder may be asked based on Bank’s discretion to implement the complete solution at one or two sites as suggested by the Bank. In case of deficiencies in the product and services RBI would have the option to cancel the agreement.
• All the equipment supplied in this project should be covered with a valid service and support agreement and the OEM should certify the same along with documentary details of such a contract as per the requirement of this RFP.

26.2 Other terms and conditions

Reserve Bank of India reserves the right to:

• Reject any and all responses received in response to the RFP without assigning any reason whatsoever
• Cancel the RFP/Bid at any stage, without assigning any reason whatsoever
• Waive or Change any formalities, irregularities or inconsistencies in this proposal (format and delivery). Such a change/waiver would be duly and publicly notified on RBI's website before the closure of the bid date.
• Extend the time for submission of all proposals and such an extension would be duly and publicly notified on RBI's website.
• Select the next eligible Bidder (L2) if the first successful Bidder (L1) evaluated for selection fails to result in an agreement within a specified time frame.
• Share the information/ clarifications provided in response to any queries made by any Bidder, with all other Bidder(s) /others on RBI's website, in the same form as clarified to the Bidder raising the query.
• Professionalism: The Bidder should provide professional, objective and impartial advice at all times and hold the Bank’s interest’s paramount and should observe the highest standard of ethics while executing the assignment.
• Adherence to Standards: The Bidder should adhere to laws of land and ‘rules, regulations and guidelines’ prescribed by various regulatory, statutory and Government authorities.
• No legal binding relationship: It may be noted that no binding legal relationship will exist between any of the Respondents of this RFP and the Bank, until execution of a contractual agreement.
• The Bank reserves the right to conduct an audit/ongoing audit of the services provided by the successful Bidder.
• The Bank reserves the right to ascertain information from any of the Institutions which the Bidders have rendered their services for execution of similar projects.
• The Bank shall disqualify any bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process.

26.3 Application

For the purpose of the Purchase Agreement as well as for the purpose of the Bid Document, the Purchaser is:
26.4 Governing Language

- All correspondences and other documents pertaining to the contract shall be in English. The Contract will be signed in Bilingual that is Hindi and English. In case of any interpretation issue, the version in English will prevail.

26.5 Applicable Law

- The Contract shall be governed and interpreted in accordance with the Indian Laws.

26.6 Notices

- Any notice given by one party to the other, pursuant to the contract shall be sent to the other party (as per the address mentioned in the contract) in writing either by hand delivery or by registered post or by courier and shall be deemed to be complete only on obtaining acknowledgement thereof; or by facsimile or by other electronic media and in which case, the notice will be complete only on confirmation of receipt by the receiver.
- A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

26.7 Contract Amendments

- Any change made in any clause of the contract which shall modify the purview of the contract within the validity and currency of the contract shall be deemed as an Amendment. Such an amendment can and will be made and be deemed legal only when the parties to the contract provide their written consent about the amendment, after which the amendment is duly signed by the parties and shall be construed as a part of the contract. Further details of the procedure for amendment shall be as specified in the contract.
26.8 Use of Contract Documents and Information

CONFIDENTIALITY

- Bidder will acknowledge that during the performance of this Agreement, the Bank may disclose certain confidential information to Bidder to further the performance of this Agreement. For purpose of this Agreement, the term “Confidential Information” means any and all oral or written information that is not generally known and that receiving Party obtained pursuant to this Agreement and the term “Confidential Information” shall include, but shall not be limited to, papers, documents, writings, classified information, inventions, discoveries, know how, ideas, computer programs, source codes, object codes, designs, algorithms, processes and structures, product information, research and development information and other information relating thereto, financial data and information and processes of a business, commercial, technical, scientific, operational, administrative, financial, marketing or intellectual property nature or otherwise and any other information that RBI may disclose to Bidder, or that Bidder may come to know by virtue of this Agreement. Confidential Information also includes information obtained by Bidder in confidence from third parties, including, but not limited to, its sub-contractors, consultants, or clients and any other information of a private, confidential or secret nature concerning RBI, whether or not relating to the affairs of RBI.

- Bidder will agree to hold RBI’s Confidential Information in strict confidence and take all steps necessary (including but not limited to those required hereunder) to preserve such confidentiality. Bidder covenants and agrees with RBI that it will not, during the term of the Contract and thereafter, perpetually, directly or indirectly use, communicate, disclose or disseminate to anyone any Confidential Information and any other information concerning the businesses or affairs of RBI or of any of its affiliates or subsidiaries or the database which Bidder may have acquired in the course of or as incidental to Bidder engagement or dealings with RBI or with any of its affiliates or subsidiaries other than with prior written consent of RBI.

- The successful Bidder shall not, without the Bank’s prior written consent, disclose the Contract or any provision thereof, or any specification or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Successful Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence against Non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far, as may be necessary for the purposes of such performance.

- Any document, other than the Contract itself, shall remain the property of the Bank and all copies thereof shall be returned to the Bank on termination of the Contract.

- The successful Bidder shall not, without the Bank’s prior written consent, make use of any document or information above except for the purposes of performing the Contract.
26.9 Force Majeure

Neither Party shall be responsible for any failure to perform due to unforeseen circumstances or due to causes beyond the defaulting Party’s control even after exertion of best efforts to prevent such failure, which failure may include, but not be limited to, acts of God, war, riots, embargoes, strikes, lockouts, acts of any Government authority, delays in obtaining licenses or rejection of applications under the Statutes, fire or floods.

26.10 Arbitration

- In the event of any dispute or differences between the parties relating to the “Contract or LOI whichever is issued later” the same shall be referred to arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India.
- In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to this Agreement.

26.11 Integrity Pact

- As a part of the implementation of Integrity Pact programme in the Bank all bids will be covered under the integrity programme and the vendors are required to sign the Integrity Pact document and submit the same to the Bank along with the bids.
  i. All Bidders need to sign the Integrity Pact before the bids are opened by the Bank. Bids without the signed Integrity pact are liable to be rejected.
  ii. Only those vendors who have signed the Integrity document and submitted the bid can send their queries, if any, to eams@rbi.org.in.
  iii. Bidders are requested to sign the Integrity pact as per the relevant Annex.
- The Integrity Pact envisages, if required, the appointment of an Independent External Monitor (IEM) who would independently review the extent to which the two parties to the contract (the bidder and the Bank) have complied with their obligations under the Integrity Pact. As approved by the Central Vigilance Commission Shri Jayant Kumar Banthia, IAS (Retd.) has been appointed as an Independent External Monitor (IEM) in RBI.
26.12 Subcontracting

The Bidder shall not subcontract or permit anyone other than its personnel and the parties enlisted in the response to perform any of the work, service or other performance required of the Bidder under the contract without the prior written consent of the Bank.

26.13 Escrow

- Intellectual property rights for all modules/product developed especially for the Bank and integrated in the Bank’s Access Control System will rest solely with the Bank. However, in the case of the Enterprise Access Management System being an out of the box product and difficult to concede the IP rights by the bidder, Escrow arrangement should be made to deposit the source code of the proposed solution. A certificate in the format as per relevant Annex “Undertaking Accepting Escrow Agreement” should be submitted along with the RFP documents.
- The successful bidder shall, within 30 Business Days from the receipt of completion certificate from the Bank, deposit the Software in human readable form and such other material, instructions and documentation (including updates and upgrades thereto and new versions thereof) as are necessary to compile or otherwise generate the then current version of the Software supplied to the Bank in escrow with a suitable escrow agent jointly appointed by the Bidder and the Bank. All costs incurred in connection with the escrow shall be borne by the Bank, other than the travelling and other expense of Bidders Personnel.

26.14 Indemnity to the Bank

- The successful Bidder shall, at its own cost and expenses, defend and indemnify the Bank against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India or outside India.
- The successful Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Successful Bidder shall be fully responsible therefore, including all expenses and court and legal fees.
- The Bank will give notice to the successful Bidder of any such claim and shall provide reasonable assistance to the Successful Bidder in disposing of the claim.
- The successful Bidder shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which the Bank may suffer on account of
violation by the Successful Bidder of any or all national/international trade laws, norms, standards, procedures, etc.

26.15 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:
  a. The selected Bidder commits a breach of any of the terms and conditions of the bid/contract.
  b. The Bidder goes into liquidation voluntarily or otherwise.
  c. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month’s notice for the same. In this event, the bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.
- The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order. Work, Study Reports, documents, etc. prepared under this contract will become the property of the Reserve Bank of India.
- The Bidder reserves the right to cancel the contract with a written notice of 30 calendar days to the Bank. The Bank will not make any payments if any milestones have not been achieved and has the right to recover any advance payments made. The Bank also reserves the right to claim expenses it has incurred in appointing the bidder.

26.16 Resolution of Disputes

- The bids and any contract resulting there from shall be governed by and construed according to the Indian Laws.
- All dispute or differences whatsoever arising between the selected Bidder and the Bank out of or in relation to the construction, meaning and operation or effect of the Contract, with the selected Bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, after issuance of 30 days’ notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute/s and difference/ strictly under the terms and conditions of the purchase contract, executed between the Bank and the Bidder. In case, the decision of the sole arbitrator is not
acceptable to either party, the disputes / differences shall be referred to joint arbitrators, one arbitrator to be nominated by each party and the arbitrators shall also appoint a presiding arbitrator before the commencement of the arbitration proceedings. The arbitration shall be governed by the provisions of the Rules of Arbitration of the Indian Council of Arbitration under the exclusive jurisdiction of the courts at Mumbai, India.

- The award shall be final and binding on both the parties and shall apply to the purchase contract.
- Work under the Contract shall be continued by the selected Bidder during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the Bidder shall be withheld on account of the on-going arbitration proceedings, if any, unless it is the subject matter or one of the subject matters thereof.
- The venue of the arbitration shall be at Mumbai, INDIA under the exclusive jurisdiction of the courts at Mumbai, India.

### 26.17 Taxes and Duties

- The Bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed within and outside India.
- The Bidder is expected to submit the Commercial bid inclusive of all taxes except GST for each line item as mentioned in the format in the relevant Annex. The GST will be paid as per actual (on submission of documentary proof)
- The calculation of the applicable taxes and other levies should be shown separately.
- In case of any new taxes or duties and revision of existing new taxes and duties, if any, introduced by Government of India or State Government after the award of contract to the vendor shall be paid separately by the Bank on actuals(on submission of documentary proof).
- Benefit realised, if any, due to lower rate of taxes/duties/levies/charges shall be passed on to the Bank.

### 26.18 Notification of Awards

The acceptance of a bid, subject to contract, will be communicated in writing at the address supplied by the Bidder in the bid response. Any change of address of the Bidder, should therefore be promptly notified to:
26.19 Authorized Signatory for signing the contract

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The authorized signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the bidder. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.

26.20 Signing of Contract

The Bidder shall be required to enter into a bilingual contract in English and Hindi with the Bank, within 30 days of the award of the contract or within such extended period mutually agreed upon by both the parties. In case of any interpretation issue, the version in English will prevail.

26.21 Vicarious Liability

The Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the Bidder shall be paid by the Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Bidder’s employees, agents, contractors, subcontractors etc. The Bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature
caused to the Bank through the action of Bidder’s employees, agents, contractors, subcontractors etc.

26.22 Non-Negotiability on RFP

- The Bank is not responsible for any assumptions or judgments made by the Bidders for arriving at any type of sizing or costing. The Bank at all times will benchmark the performance of the Bidder to the RFP documents circulated to the Bidders and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Bidder should make good the same at no extra costs to the Bank, in order to achieve the desired service levels as well as meeting the requirements of these documents.
- All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this bid will remain unchanged unless explicitly communicated by the Bank in writing to the Bidder. The Bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this RFP.
- The Bidders shall adhere to the terms of this RFP. Deviations will be accepted as per Bank’s discretion.

26.23 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

26.24 Non-Solicitation

The Bidder, during the term of the contract and for a period of two years thereafter shall not without the express written consent of the Bank, directly or indirectly:
- Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services under the contract; or
- Induce any person who is / have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.
26.25 No Employer Employee Relationship

- The Bidder or any of its holding/subsidiary/joint-venture/affiliate/group/client companies or any of their employees/officers/staff/personnel/representatives/agents shall not, under any circumstances, shall not have/deemed to have any employer-employee relationship with the Bank or any of its employees/officers/staff/representatives/personnel/agents.
- A self-declaration is required from the Bidder as part of the Technical Bid.

26.26 Transit Insurance

The Bidder is required to take transit insurance to cover hardware equipment/software cost at respective Bank’s location till the equipment is registered and capitalization is recorded in the books of the Bank. Please note that transit insurance amount will not be reimbursed by the Bank.

26.27 Firm Prices

Prices quoted must be firm and final and shall not be subject to any re-openers or upward modifications, on any account whatsoever including exchange rate fluctuations, revision in taxes, duties, levies, charges etc. The Bid Prices shall be indicated in Indian Rupees (INR) only. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder. The Prices quoted by Bidder shall be valid for 1 year from the date of issue of contract.

26.28 Local Conditions

It will be imperative on each Bidder to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract and/or the cost. It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the Bid Documents. Bank shall not entertain any request for clarification from the Bidder regarding such local conditions. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the Bid Documents will be entertained by Bank and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by Bank on account of failure of the Bidder to appraise themselves of local laws/conditions.
26.29 Information Security

- The Bidder and its personnel shall not carry any written material, layout, diagrams, CD/DVD, floppy diskettes, hard disk, storage tapes or any other media out of Bank’s premises without written permission from the Bank.
- The Bidder personnel shall follow The Bank’s Information Security Policy and instructions in this behalf.
- Bidder shall, upon termination of this Contract for any reason, or upon demand by the Bank, whichever is earliest, return any and all information provided to Bidder by the Bank, including any copies or reproductions, both hardcopy and electronic.
- Bidder, shall provide certificate/assurance from application providers/OEMs that the application is free from embedded malicious / fraudulent code.
- The Bidder shall ensure that the equipment / application / software and future upgrades being supplied shall be free from malicious code (Viruses, Trojan, Spyware etc.) and shall be liable for any loss (information, data, equipment, theft of Intellectual Property Rights, network breach, sabotage etc.) incurred to the bank arising due to activation of any such embedded malware / malicious code.
- The Bidder shall ensure that subsequent patch, hot fixes and upgrades are also free from malicious code.

26.30 Ownership and Retention of Documents

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

26.31 Manuals

- The Bidder must along with the equipment, supply all relevant manuals for the systems delivered / installed. The manuals shall be in English / Bilingual.
- Unless and otherwise agreed, the equipment(s) shall not be considered to be completely delivered for the purpose of taking over, until such manuals as may be necessary are provided by the Bidder.
- System manuals should include the specifications of the various equipment’s supplied.
26.32 Standard of Performance

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

### Annex IA

Specifications of Components (Compliance to Functional specifications)

<table>
<thead>
<tr>
<th>No</th>
<th>Item description</th>
<th>Feature Type</th>
<th>Compliance (A/C/NA)</th>
<th>Deviation if any</th>
<th>Remarks</th>
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<tbody>
<tr>
<td>1</td>
<td>Functional</td>
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<tr>
<td>1</td>
<td>The Solution should be compatible with existing RBI Access control infrastructure like wires &amp; cable to interconnect access control devices, electromagnetic locks installed on doors etc.</td>
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<td>2</td>
<td>Proposed access card reader should be compatible with existing java make dual interface access card (JCOP31) during transition phase.</td>
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<td>3</td>
<td>The platform shall be enterprise class IP based EAMS solution with a capability to seamlessly integrate with the existing CCTV, Fire alarm system, Active Directory, SIEM and Samadhan (SAP Based) system.</td>
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<td>4</td>
<td>The system shall be designed in such a way that failure of any sub system shall not affect the overall functionality of EAMS. This should include loss of power supply or communication break between subsystems. There should not be loss of any data due to any of the issue.</td>
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<td>5</td>
<td>System should be able to provide access through Turnstile, tripod turnstile, flap barrier, swing barrier, sliding and fixed doors</td>
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<td>6</td>
<td>The EAMS shall support an unrestricted number of logs and historical transactions (events and alarms).</td>
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<td>7</td>
<td>The system shall support the Access control transaction being displayed on the GIS Maps or other offline map layouts in PDF or JPEG format of maps.</td>
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<td>8</td>
<td>System should have sufficient processing capacity and speed to process valid access requests, and unlock the doors, preferably within 1/1.5 seconds when all locations are attempted simultaneously.</td>
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<td>9</td>
<td>System should have capability that in case of fire or other emergency all doors should automatically free/released from central management control system to make emergency exit from all the doors.</td>
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<td>10</td>
<td>System should be easily expandable as per the requirement without replacing existing hardware/software.</td>
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<td>11</td>
<td>The EAMS platform shall provide synchronizing of all EAMS hardware unit under its control, synchronization of hardware unit shall be automated and shall occur in background. Manually synchronization/ schedule synchronization is also possible.</td>
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<td>12</td>
<td>EAMS shall support a variety of access control functionalities, like: Door Management, Area Management, Cardholder group Management, credential Management etc.</td>
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<td>13</td>
<td>Tiered access control should be provided on single smart card. The same smart card will be used for providing access control through PIN, Biometric etc.</td>
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<td>14</td>
<td>The system shall maintain the communication link with the hardware under its control. It shall continuously monitor whether the controllers are online or offline.</td>
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<td>15</td>
<td>The controller should receive real time commands from the host software and should respond to the command.</td>
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<td>16</td>
<td>The controller should have fully functional offline operation in case to communication breakdown with host software application, the controller should be performing</td>
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<td>17</td>
<td>EAMS should support multiple type of controller 1 or 2 or 4 reader interfaces.</td>
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<td>18</td>
<td>The networked controller / reader interface device shall store a transaction history all events generated on locally connected door devices. Minimum 50,000 transaction history can be stored by Controller.</td>
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<td>19</td>
<td>It shall be possible to define unique access profiles for each of the cards with respect to valid doors, time zones and days of the week. The access can be provide based on access groups. Area/door wise access can be provided/denied to cardholder.</td>
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<td>20</td>
<td>The networked controller / reader interface device shall provide on-board persistent memory to allow program updates to be downloaded directly via the network or can be reprogrammed from Host.</td>
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<td>21</td>
<td>The network controller should backup the data automatically to the server.</td>
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<td>22</td>
<td>The controller/product shall have the capability to allow Anti-Pass back to be implemented in one of two modes: Real and Timed.</td>
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<td>23</td>
<td>The controller shall allow a list of holiday calendar and scheduling of holiday.</td>
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<td>24</td>
<td>The controller should be able of providing a command where a door can only be opened when two authorized cards are presented or both authorised person use their biometric for access.</td>
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<td>25</td>
<td>The controller should be able to execute command from system; like: Open all door, open a single or group of doors,</td>
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<td><strong>lock a single/group/zone/area door.</strong></td>
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<td>26</td>
<td>The controller should be able to generate event/alarm for any defined events to the host. Like: Access Granted, Access Denied, tamper alarm, Door held, forced open etc. it should be capable of enabling, disabling and resetting any alarm.</td>
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<td>27</td>
<td>The product component such as batteries, real time clock and non-volatile memory in the controller shall be designed to have a lifetime of ten years based on normal usage level and environmental condition.</td>
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<td>28</td>
<td>The controller should meet regulatory standards for electrical and RF emission norms.</td>
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<td>29</td>
<td>The Biometric/ smart card reader should be vandal resistant, tamperproof and can accept and read the card from a distance of at least 5 Cms. Accumulation of dust, moisture and water on the reader should not affect the reading and processing capacity of reader.</td>
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<td>30</td>
<td>The Card Reader should be suitable for indoor use as well as outdoor use.</td>
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<td>31</td>
<td>All transactions through card reader shall have an auto date-time stamp.</td>
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<td>32</td>
<td>Mobile identity operation must be configurable to support Tap and go, turn and go modes or any other modes.</td>
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<td>33</td>
<td>The reader should be able to read the mobile credential using BLE from a minimum distance of 1m.</td>
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<td>34</td>
<td>The contactless smart card reader shall provide enhanced user feedback options using tri-coloured LEDs configurable. Additionally, a beep tone should be generated to indicate acceptance/rejection of card.</td>
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<td>35</td>
<td>The reader shall be compact and shall be suitable for operation from -5°C to +55°C</td>
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<td>at operating humidity of 0% to 90% non-condensing.</td>
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<td>36</td>
<td>Biometric and smart Card reader operating voltage- 05-16 vDC.</td>
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<td>37</td>
<td>CE Certification- Controller, Biometric and smart card reader.</td>
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<td>38</td>
<td>Reader should be light weight and can be easily mount on Turnstile, tripod, flap barrier, glass and wooden door and any flat surface.</td>
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<td>39</td>
<td>Biometric Reader should also continue to operate in off-line mode, when the network connection is not available, however when the connection is restored, the reader/controller shall automatically upload and synchronize its database with the server.</td>
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<td>40</td>
<td>Biometric Reader provided shall have a read tolerance of at least ±30 degree and a displacement of about ± 5mm from the FP scanner.</td>
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<td>41</td>
<td>The biometric contactless smart card keypad reader with display shall provide enhanced user experience using clear and bright tri-coloured LEDs configurable to support any three colour combination hues (e.g., RGB - Red, Green, and Blue).</td>
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<td>42</td>
<td>Biometric Reader shall include a FP scanner that uses Optical verification techniques for the live finger recognition and resistance of the human skin. It should provide full visibility of the ridge details including texture, continuity, edges and pores.</td>
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<td>43</td>
<td>The Biometric reader shall also have provision for using alternate finger in case of any person having difficulty in using his usual finger for the purpose for gaining access</td>
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<td>44</td>
<td>The size of the reader should be such that it can easily mounted on door for providing access.</td>
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<td>45</td>
<td>An LCD display shall provide various user prompts (In English) to signify procedural steps and/or system acknowledgements. The display should be able to display the employee ID, Name when a card is presented.</td>
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<td>46</td>
<td>An audible beeper shall provide various tone sequences to signify: access granted, access denied, power up, and diagnostics</td>
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<td>47</td>
<td>FP images captured shall be stored in an open format such as JPEG and shall incorporate date and time of capture with name of finger print taken.</td>
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<td>48</td>
<td>The keypad of Biometric card reader shall have back light to allow easy viewing, in case of power blackout. It shall automatically light upon pressing any key.</td>
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<td>49</td>
<td>The biometric reader shall be suitable for operation from 0°c to +45° C at operating humidity of 0% to 90% non-condensing</td>
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<td>50</td>
<td>The Tenderer shall supply and install the necessary software to manage the FP enrolment for all users and configuration of the FP access control operations.</td>
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<td>51</td>
<td>The smart Card should provide very high resistance to heat, dust, water and rough handling. The card should be strong, flexible and resistance of cracking and breaking. It should provide high degree of vandal resistance.</td>
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<td>52</td>
<td>The smart card shall be loaded with an application that leverages existing standards for maximum interoperability and heightened protection against attacks.</td>
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<td>53</td>
<td>The smart card shall support efficient privacy protection to ensure that personally identifiable information or cards identifiers are not accessible &amp; cannot be retrieved by unauthorized parties.</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
54. The smart card shall support multiple applications as part of the available memory. Each application can be loaded with different data set and memory size

55. The smart card can able store two biometric templates for providing access using fingerprint.

56. The personalization template for printing of smart card should be available and provided by the bidder and can also be customized.

57. The smart card memory shall guarantee a data retention of 10 years; Card data integrity and consistency shall be preserved at all time during the life span of the card. Lifetime warranty for the card.

58. Smart card can operate in temperature range from -10°C to +60°C

59. The smart cards shall be free from radioactivity, environmentally acceptable and shall not be hazardous to people.

60. Smart card should have minimum wright endurance cycles of 1,00,000

61. Smart card Memory- 8K Bytes

62. The platform shall be an enterprise class IP access control solution. The web-based software should be compatible with IE version 11 and Chrome version 68 and above

63. The EAMS software should have integrated or standalone enrolment system/software for enrolment purpose and card printing system/software for printing of smart card.

64. The software shall support holiday Management and have holiday rescheduling feature Location wise.

65. The software shall be adapted for operators who have not received any special training related to management of integrated security systems. Graphical
user interface shall be intuitive and should have advance visualization concept like: pie, bar, area and line chart etc for analysing various data

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>66</td>
<td>The software should be able to pull/push data of employee from the AD/Samadhan application, and a customized template from the required data can be built. The same template later be printed on contact less smart card.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>67</td>
<td>The software shall have menu driven display and shall facilitate configuration, control, communication and report generation.</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>68</td>
<td>The system should have door interlocking facility, the bank may be using this facility for some the area in the bank.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>69</td>
<td>The system should have the facility for area lock, in case of any unforeseen eventuality a specific area/door or all door can be locked/unlocked from system.</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>70</td>
<td>The system should include a comprehensive report facility and a permanent record of cardholder activity. Administrator shall not have to use SQL command language to generate standard reports. The report generated should be in readily accessible format.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>71</td>
<td>The system shall maintain a master database of all cardholder records and all system activity for all connected points for each site.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>72</td>
<td>EAMS software should be capable to sending email/SMS notifications of alarm events.</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>73</td>
<td>The Platform shall support an integrated Import Tool to facilitate the import of existing cardholder and credential data. The import of data shall be through the use the CSV/excel file format. The tool shall be available from the Configuration</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>---</td>
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<td>---</td>
<td>---</td>
</tr>
<tr>
<td>74</td>
<td>The Platform shall support people counting (or area presence tracking). The system shall be able to monitor and report the number of cardholders in an area in real-time and for all areas. Monitoring shall be based on the entire access control infrastructure, for both local areas and those in remote geographic locations. Can generate an emergency evacuation report.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>75</td>
<td>The EAMS Software should support cardholder record of 1,00,000 and can be expandable up to 2,00,000</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>76</td>
<td>Systems should have the ability to create various categories of the visitor in the same Visitor Management System (Visitor, vendor, contractor, VIP Temp employee etc.) different coloured pass will be printed for different types of visitor</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>77</td>
<td>The PC software shall be windows-based software capable of working in the background. The application should work on windows 10 64 bits and above.</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>78</td>
<td>A portal should be provided for each employee for advance enrolment of the visitor, where an employee can register any visitor.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>79</td>
<td>The pass for the visitor will be printed from the system only after 2 or 3 level of authorization.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>The system shall keep a record of all visitors/vendor/contractor ex: in time, out time, overstay etc. and the visitor record can be access from any office based on login credential.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>81</td>
<td>Notification by e-mail/SMS to the employee, if visitor reported for meeting and after the meeting when visitor exited from the premise.</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>82</td>
<td>System should send a QR code/OTP by</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>mail or SMS to registered visitor, this should be used for authentication of visitor.</td>
<td></td>
<td></td>
<td>B</td>
</tr>
<tr>
<td>For planned visitor the information can be shared with security personnel by calendar integration.</td>
<td></td>
<td></td>
<td>D</td>
</tr>
<tr>
<td>The system should have the facility to blacklist any visitor. A list of blacklisted visitors can be generated from system.</td>
<td></td>
<td></td>
<td>D</td>
</tr>
<tr>
<td>Door/floor/area wise access can be provided for visitor/vendor/contractor.</td>
<td></td>
<td></td>
<td>B</td>
</tr>
<tr>
<td>Data entry shall be made easy by remembering previous entries of personal data and allowing selection from pick up list to minimize repetitive typing when creating each visitors record. Quick retrieval of old database of visitors should be possible, who have previously visited the Local head Office.</td>
<td></td>
<td></td>
<td>D</td>
</tr>
</tbody>
</table>
### Annex IB

**Specifications of Components (Compliance to Technical specifications)**

<table>
<thead>
<tr>
<th>No</th>
<th>Item Description</th>
<th>Feature Type</th>
<th>Compliance (A/C/NA)</th>
<th>Deviation if any</th>
<th>Remarks</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>EAMS architecture shall make use of the industry standard Ethernet IEEE802.3, TCP/IP protocols etc. to interconnect all various nodes / subsystem</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Access Control and Visitor Management System should have the flexibility of being deployed in decentralized mode at various offices across India, however a centralized view and Control should be available.</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The Solution should provide a standard browser based or client based Graphical User Interface (GUI) for access control management.</td>
<td>D</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The Solution should be IPv4 compliant and should be expandable to IPv6 and above.</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The controller should provide an open architecture family of interface device that provides a complete and fully functional hardware/firmware infrastructure for EAMS host system.</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The controllers shall communicate with a host system by using industry standard TCP/IP protocol, over 10/100/1000 Mbps Ethernet Intranet, Internet, dial-up modem, or wireless modem.</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>EAMS platform shall be based on an overall open architecture able to support multiple access control hardware manufacturer. The platform shall be able to integrate with multiple non-propriety interface module.</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8. The networked controller / reader interface device shall process input/output linking for all on-board I/O.

9. System should support the use of network attached storage (NAS) or SAN devices or directly attached storage for backups or data storage for backups or data storage.

10. System should integrate with NTP servers.

11. The controller shall perform parity checking on card data and shall notify the network device on parity failure.

12. The contactless smart card reader shall comply with the following 13.56MHz-related standards: ISO 15693, ISO 14443A, ISO 14443B.

13. Optionally the contactless smart card reader and biometric shall be configurable to provide secure, bidirectional communication in compliance with v2 of the SIA Open Supervised Device Protocol (OSDP).

14. The contactless smart card reader must support Bluetooth Low Energy (BLE) and Near Field Communication (NFC) communication technologies that can be used for Mobile Access.

15. The reader should shall support secure sector read of virtual credentials and Mobile identities.

16. The contactless smart card reader shall read Mobile IDs powered by the standard based software application or applet technology.

17. The Biometric FP image shall have a minimum size of 256*360 pixels, 500 dpi resolution and file size should be 512 Bytes.

18. The data on the smart card should be securely stored and in encrypted (128 bit) form so that the data can’t be access.
outsider. The data can only be accessed through the smart card operating system by those with proper access rights.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>The smart card shall support ISO/IEC 14443 specifications parts 1-4 (with communication type A) and exposes a random UID. It can be programmed with different card data formats (with variable length) including standards-based and secure Data Object credentials.</td>
</tr>
<tr>
<td>20</td>
<td>The card shall be available as a single RFID solution, operating frequency 13.56 MHz</td>
</tr>
<tr>
<td>21</td>
<td>All contactless communications shall be secured and encrypted (128 bit)</td>
</tr>
<tr>
<td>22</td>
<td>The secure messaging is based ISO/IEC 7816-4. (no proprietary command is accepted to ensure maximum interoperability).</td>
</tr>
<tr>
<td>23</td>
<td>The solution should be able to be configured on two DNS servers for redundancy.</td>
</tr>
<tr>
<td>24</td>
<td>The solution should have proper encryption and secure transmission of data and information throughout application.</td>
</tr>
<tr>
<td>25</td>
<td>The application should be free from technologies vulnerabilities and adhere to the bank’s security policy and bank’s IT/IS policy.</td>
</tr>
<tr>
<td>26</td>
<td>The application should be on flexible architecture and should be configurable.</td>
</tr>
<tr>
<td>27</td>
<td>Configurable server-side IT policy for passwords, lock-out, history and expiry.</td>
</tr>
<tr>
<td>28</td>
<td>Data encryption with all communication with the server over HTTPS</td>
</tr>
<tr>
<td>29</td>
<td>The software should have strong password policy.</td>
</tr>
<tr>
<td>30</td>
<td>The solution proposed should be developed based on secure software coding standards and OWASP Top ten</td>
</tr>
</tbody>
</table>

B

D
<table>
<thead>
<tr>
<th></th>
<th>vulnerabilities</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>31</td>
<td>The application should be compliant to all provisions of the Information Technology Act, 2000 (along with amendments as per Information Technology (Amendment) Act, 2008) and be in conformity with the guidelines issued by the Bank and other applicable laws with latest amendments at the time of delivery.</td>
<td>D</td>
</tr>
<tr>
<td>32</td>
<td>Application can be able to deploy on Virtual environment.</td>
<td>B</td>
</tr>
<tr>
<td>33</td>
<td>Single sign for employee for EAMS/visitor management system.</td>
<td>B</td>
</tr>
</tbody>
</table>
### Annex II

#### RBI Location

<table>
<thead>
<tr>
<th>S No</th>
<th>RBI Offices location</th>
<th>Offices</th>
<th>On site Engineer</th>
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<tbody>
<tr>
<td>1</td>
<td>Ahmedabad</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Agartala</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Aizawl</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Bangalore</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Bhopal</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Bhubaneshwar</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Chandigarh</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Chennai</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>Dehradun</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Gangtok</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Guwahati</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Hyderabad</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Imphal</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Jaipur</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Jammu</td>
<td>1</td>
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</tr>
<tr>
<td>16</td>
<td>Kanpur</td>
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<td>Kochi</td>
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<td>Lucknow</td>
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<td>Mumbai</td>
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<td>Nagpur</td>
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<td>2</td>
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<tr>
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<td>Navi Mumbai</td>
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<td>New Delhi</td>
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<td><strong>Total</strong></td>
<td><strong>41</strong></td>
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</table>
### Data Sheet- Door Controller

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Parameters</th>
<th>Provided by Vendor/SI/Bidder</th>
<th>Remarks</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Manufacturer and Model No.</td>
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<td></td>
</tr>
<tr>
<td>2</td>
<td>Dimensions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Operating Weight</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>No of reader controlled</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Power Supply (VDC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Operational Temperature range</td>
<td></td>
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</tr>
<tr>
<td>7</td>
<td>Maximum Current requirement</td>
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</tr>
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<td>8</td>
<td>Maximum Cable distance supported up to</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>the network controller (m)</td>
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<td></td>
</tr>
<tr>
<td>9</td>
<td>Maximum cable distance supported from</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>the card reader (m)</td>
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</tr>
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<td>10</td>
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</table>

### Data Sheet- Smart Card Reader

<table>
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<th>Remarks</th>
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<td>Manufacturer and Model No.</td>
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<td>3</td>
<td>Operating Weight</td>
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<tr>
<td>4</td>
<td>Operating temperature/ R.H.</td>
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</tr>
<tr>
<td>5</td>
<td>Power Supply (VDC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Read Range</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Maximum Current requirement (mA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Maximum Cable distance for the controller provided (m)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Certification</td>
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<tr>
<td>10</td>
<td>Mobile based access</td>
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## Data Sheet- Biometric Card Reader

### Annex IIIC

<table>
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<th>Sr. No</th>
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<th>Remarks</th>
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<tbody>
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<td>Manufacturer and Model No.</td>
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</tr>
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<td>2</td>
<td>Dimensions</td>
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<tr>
<td>3</td>
<td>Operating Weight</td>
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<td></td>
</tr>
<tr>
<td>4</td>
<td>Operating temperature/ R.H.</td>
<td></td>
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</tr>
<tr>
<td>5</td>
<td>Power Supply (VDC)</td>
<td></td>
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<tr>
<td>6</td>
<td>Read Range</td>
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<td>7</td>
<td>Maximum Current requirement (mA)</td>
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<td>Maximum Cable distance for the controller provided (m)</td>
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## Data Sheet- Contactless Smart Card

### Annex IIID

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</tr>
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<td>Dimensions</td>
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</tr>
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<td>Operating frequency</td>
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<td></td>
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<tr>
<td>5</td>
<td>Operating Temperature</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Read Range</td>
<td></td>
<td></td>
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<tr>
<td>7</td>
<td>Printable – High Definition and Lamination</td>
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<td></td>
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<tr>
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</table>
## Make of the Product- Enterprise Access Management System

**Annex IIIE**

<table>
<thead>
<tr>
<th>No</th>
<th>Items</th>
<th>Name of OEM</th>
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<tbody>
<tr>
<td>1</td>
<td>Electromagnetic locks-600 &amp; 1200 LBS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Emergency switch</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>3</td>
<td>Exit switch</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Cable</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>5</td>
<td>Identity card printer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Web cam</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Signature pad</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Visiting card scanner</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Annex IVA**

**Commercial Bid Form**

(To be submitted with Commercial Bid)

<table>
<thead>
<tr>
<th>No</th>
<th>Items</th>
<th>Unit</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Total Price (in Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Access Control Component</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Contactless Smart Card Reader- BLE/NFC</td>
<td>1</td>
<td>1610</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Network/door Controller- 02 reader with PS cabinet, adapter for power supply &amp; onboard TCP/IP.</td>
<td>1</td>
<td>593</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Network/door Controller- 04 reader with PS cabinet, adapter for power supply &amp; onboard TCP/IP.</td>
<td>1</td>
<td>136</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Biometric reader with display and with Keypad cum Contactless smart card reader</td>
<td>1</td>
<td>120</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>e. Contactless smart card</td>
<td>1</td>
<td>20000</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>f. Smart Card Printer -Thermal Transfer</td>
<td>1</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>g. Break glass Emergency Bypass switch</td>
<td>1</td>
<td>865</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>h. USB based Biometric Enrolment Kit with software for enrolment with smart card writer.</td>
<td>1</td>
<td>60</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Visiting Card Scanner</td>
<td>1</td>
<td>60</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>j. Signature Pad</td>
<td>1</td>
<td>60</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>k. Web Cam</td>
<td>1</td>
<td>60</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>l. Any other specific item- furnish details</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><strong>Enterprise license for EAMS – Web-enabled software for Access control and Visitor/Vendor/Contractor Management System.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Application software cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv. Customization, Development, Deployment, Installation and Implementation cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v. Training cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi. 100 Man-days Customization effort cost (after deployment valid during warranty period of 3 years).</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>vii. Any other one-time cost – furnish details</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>Total (One-time cost with 3 years warranty)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(1+2)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th>Comprehensive Annual Maintenance contract</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AMC for 1st year (min 8% of Total onetime cost)</td>
</tr>
<tr>
<td></td>
<td>AMC for 2nd year (min 8% of Total onetime cost)</td>
</tr>
<tr>
<td></td>
<td>AMC for 3rd year (min 8% of Total onetime cost)</td>
</tr>
<tr>
<td></td>
<td>AMC for 4th year (min 8% of Total onetime cost)</td>
</tr>
<tr>
<td></td>
<td>AMC for 5th year (min 8% of Total onetime cost)</td>
</tr>
<tr>
<td></td>
<td>AMC for 6th year (min 8% of Total onetime cost)</td>
</tr>
<tr>
<td></td>
<td>AMC for 7th year (min 8% of Total onetime cost)</td>
</tr>
<tr>
<td></td>
<td>Total (3+4)</td>
</tr>
</tbody>
</table>

**Note:**

i. TCO = One Time cost of total solution (HW/SW) with 3 years warranty+ AMC cost for 7 years.

ii. Prices should include installation, freight, insurance and other charges (except Tax/GST).

iii. **Warranty period- 3 years; Comprehensive Annual maintenance contract-7 years**

iv. The price will be inclusive of all except GST/Tax, which will be paid as per actual (documentary proof). The tax calculation should be shown separately.
v. Above Rates should be valid for a period of minimum One Year from the date at which L1 is declared.

vi. Estimates for number of units are on notional basis which may vary at the time of deployment. However, for commercial comparison these estimates will be taken.

vii. All the prices quoted for hardware, software and appliances should be comprehensive and cover the complete contract period i.e. for 10 years.
Bill of Material (Optional Item)
(To be submitted with Commercial Bid)

<table>
<thead>
<tr>
<th>S. No</th>
<th>Description</th>
<th>Qty.</th>
<th>Unit</th>
<th>Rate (Rs)</th>
<th>Amount (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EM Locks-600 LBS</td>
<td>1</td>
<td>Nos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>EM Locks-1200 LBS</td>
<td>1</td>
<td>Nos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Wire-8 Core</td>
<td>1</td>
<td>Meter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Wire- 3 Core (Power Cable)</td>
<td>1</td>
<td>Meter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Wire- 2 Core</td>
<td>1</td>
<td>Meter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Wire- 6 Core</td>
<td>1</td>
<td>Meter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Mobile ID for Access Control</td>
<td>1</td>
<td>Nos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Mobile Admin Card</td>
<td>1</td>
<td>Nos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Admin Card</td>
<td>1</td>
<td>Nos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Configuration Card</td>
<td>1</td>
<td>Nos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Resident Engineer (any Location)/ Month</td>
<td>1</td>
<td>Nos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Integration with CCTV</td>
<td>1</td>
<td>Nos</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Change Request</td>
<td>1</td>
<td>Hrs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Integration with Fire Alarm</td>
<td>1</td>
<td>Location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Card reader with inbuilt keypad</td>
<td>1</td>
<td>Nos.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>SMS Gateway integration for EAMS/VMS</td>
<td>1</td>
<td>Nos.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Any other item- please furnish details</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**The price will be valid for one year; all price is inclusive of installation charges.**
Annex V

Deviations from Technical Specifications and Terms and Conditions of the RFP
(On the letterhead of Bidder)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>RFP Clause And Page No. of RFP</th>
<th>Technical Specification or terms and conditions in the Tender document</th>
<th>Deviation Offered</th>
<th>Reasons and whether deviation adds to the operational efficiency in case of the systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
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<td>7</td>
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<tr>
<td>8</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Place:
Date: Signature of Authorized signatory with seal

Note:

i. Above information in detail should be furnished in case of each component offered separately.

ii. Also, in case of deviations from any of the terms and conditions of the tender document should be specified.

iii. If any deviations from the technical specifications are warranted, reasons for such variations should be specified and Whether such variations add to improvement of the overall performance of the systems, if any, should be specifically mentioned and supported by relevant technical documentation as required above.
Annex VI

Bidder’s Application Form

[On the Letter head of the Applicant]  
Place:  
Date:  

To,

The Chief General Manager  
Reserve Bank of India,  
Department of Information Technology,  
14th Floor, Central Office,  
Shahid Bhagat Singh Marg,  
Fort, Mumbai – 400 001.

Sir,

Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

Being duly authorized to represent and act on behalf of …………………………………. (hereinafter referred to as “the Applicant”) and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India. The details as per the requirements of the RFP enquiry are enclosed for your consideration.

Yours faithfully,

___________________________  
(Signature of Authorized Signatory)  
<NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF  
<NAME OF THE APPLICANT ORGANISATION>
Annex VIIA

Undertaking from Bidder on Support

(To be furnished by the Bidders)

Place: 
Date: 

To,

The Chief General Manager
Reserve Bank of India,
Department of Information Technology,
Central Office,
Central Office Building,
Shahid Bhagat Singh Marg,
Mumbai - 400 001.

Dear Sir,

Sub: Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

In compliance with the requirement of the tender document, we hereby undertake to give 10 years product support for active components from the OEM and maintain the ‘Total Solution’ for 10 years from the date of Acceptance. If, we are unable to provide support for the said period then we shall upgrade the component/ sub-component with an alternative that is acceptable to the Bank at no additional cost to and without causing any performance degradation and/or project delays.

Yours faithfully,
(Signature with designation)
Annex VII B

Undertaking on Support
(To be furnished by the OEM on its Letter head)

Place:
Date:

To,

The Chief General Manager
Reserve Bank of India,
Department of Information Technology,
Central Office,
Central Office Building,
Shahid Bhagat Singh Marg,
Mumbai - 400 001.

Dear Sir,

Sub: Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

In compliance with the requirement of the tender document, we hereby undertake to give 10 years product support for active components and maintain the 'Total Solution' for 10 years from the date of Acceptance. If, we are unable to provide support for the said period then we shall upgrade the component/ sub-component with an alternative that is acceptable to the Bank at no additional cost to and without causing any performance degradation and/or project delays.

Yours faithfully,

(Signature with designation)
Annex VIII

Undertaking from Bidder on Products
(To be furnished by the Bidders)

Place:
Date:

To,

The Chief General Manager
Department of Information Technology,
Central Office,
Reserve Bank of India,
Central Office Building,
Shahid Bhagat Singh Marg,
Mumbai – 400 001.

Dear Sir,

Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India
This bears reference to our quotation Ref. ……………………………dated………….

2. We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.

3. For the preventive and corrective maintenance support offered to you, during the warranty/AMC period we shall ensure that the downtime for the following configuration shall be less than 2 hours.

4. Further, during the downtime, we shall provide at our cost, hardware and system software so as to keep the system working.

Yours faithfully

(Signature with Designation)
Annex IX

Letter of Authority

(This 'Letter of Authority' should be issued on the letterhead of all the OEMs)

Place: 
Date: 

To, 

The Chief General Manager 
Department of Information Technology, 
Central Office, Reserve Bank of India, 
14th Floor, Central Office Building, 
Shahid Bhagat Singh Road, 
Mumbai – 400 001.

Dear Sir, 

Subject: Letter of Authority

We have been approached by M/s____________________________ in connection 
with your tender name ______________no._________dated_____________.

We confirm having offered to them the software/ hardware in line with your requirement. 
Our offer to them is for the following software/hardware for which we are the OEM and 
having back to back support agreement with the bidder.

1.___________________________________
2.___________________________________
3.___________________________________
4.___________________________________
5.___________________________________

The authorized agency would independently support and service the above-mentioned 
software / hardware during the contract period.

(Authorized Signatory)
For ______________________
Earnest Money Deposit Bank Guarantee

To,

The Chief General Manager,
Reserve Bank of India,
Department of Information Technology,
Central Office, Fort,
Mumbai 400 001.

Dear Sir,

Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

WHEREAS The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Marg, Mumbai has invited tenders for the Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India (hereinafter referred to as ‘Total Solution’) on the terms and conditions mentioned in the tender documents.

1. It is one of the terms of invitation of tenders that the bidder shall furnish a Bank Guarantee for a sum of Rs.30,00,000 (Rs Thirty Lakhs only) as Earnest Money Deposit.

2. M/s_________________________________________, (hereinafter called as Bidder), who are our constituents intend to submit their tender for the said work and have requested us to furnish guarantee to the Employer in respect of the said sum of Rs.30,00,000 (Rs Thirty Lakhs only).

NOW THIS GUARANTEE WITNESSETH

1. We _______________ (Bank) do hereby agree with and undertake to the Reserve Bank of India, their Successors, Assigns that in the event of the Reserve Bank of India coming to the conclusion that the Bidder have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the Reserve Bank of India, pay without demur to the Reserve Bank of India, a sum of rupees mentioned as EMD i.e., Rs.30,00,000 (Rs Thirty Lakhs only) or any lower amount that may be
demanded by the Reserve Bank of India. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of EMD Rs. 30,00,000 (Rs Thirty Lakhs only).

2. We also agree to undertake and confirm that the sum not exceeding the EMD amount i.e., Rs. 30,00,000 (Rs Thirty Lakhs only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the Reserve Bank of India on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the Reserve Bank of India shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the Reserve Bank of India within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the Reserve Bank of India under this guarantee shall be independent of the agreement or agreements or other understandings between the Reserve Bank of India and the Bidder.

4. This guarantee shall not be revoked by us without prior consent in writing of the Reserve Bank of India.

5. We hereby further agree that -

   a) Any forbearance or commission on the part of the Reserve Bank of India in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the Reserve Bank of India to the Bidder or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Bidders of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. 30,00,000 (Rs Thirty Lakhs only)

   b) Our liability under these presents shall not exceed the sum of Rs. 30,00,000 (Rs Thirty Lakhs only)

   c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

   d) This guarantee shall remain in force up to 1 year from the last date of submission of bid i.e., ----------, 2018 provided that if so desired by the Reserve Bank of India, this
guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under this presents will terminate unless these presents are renewed as provided hereinabove on the day when our said constituents comply with their obligations, as to which a certificate in writing by the Reserve Bank of India alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the Reserve Bank of India against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,
For and on behalf of
____________________________
Bank.
Authorized official.

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).
Annex XI

Manufacturer’s Authorization Form
(On OEM”s letter head)

No. __________ Date:

To,

Chief General Manager
Reserve Bank of India,
Department of Information Technology,
14th Floor, Central Office Building,
Shahid Bhagat Singh Marg,
Fort, Mumbai – 400 001

(Ref: Request for Proposal (RFP) for Enterprise Access Management System- Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India)

Sub: Manufacturer Authorization for your procurement needs

Dear Sir/ Madam:

We wish to take the opportunity to inform you that as a policy, <Name of OEM> business associates/Partners/System Integrator in each country carry out all the commercial transactions for <OEM products> with the customers directly and enter into contracts independent of OEM. OEM is the sole manufacturer of products like --------------, etc. which can be procured through <Name of OEM> business associates/Partners/System Integrator.

We confirm that the business associates/Partners/System Integrator (Name …………………..) having its registered office at (Address ………………………) is one such “business associates/Authorised Partners/System Integrator” for <OEM> products in India business associates/Partners/System Integrator Name ………………….. , among others, possesses the requisite expertise and resources to supply, renew, upgrade, install and maintain<OEM> products to you.

The “business associates/Authorised Partners/System Integrator” has been a partner with us (please mention the level of partnership) ………………… Continually for the last ………………… years in India

The software/hardware supplied by bidder will be free from any malicious / fraudulent code.

Trust that the above points suffice your requirements. Should you need any further information or clarification in this regard, please feel free to contact us.
Thanking You,

For <OEM>Authorised signatory

Name :

Designation:

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.
### Annex XII

**Bidders Queries Proforma**

**Contact Details**

| Name of Organization submitting request (Enter Full Legal Entity name) | : |
| : | : |
| Full formal address of the organization | : |
| Tel | : |
| Fax | : |
| Email | : |

**Name & position of person submitting request**

| Name | : |
| : | : |
| Position | : |

| Sr No | RFP Section Number | RFP Page Number | RFP Point Number | Query Description |
| : | : | : | : | : |
| : | : | : | : | : |
| : | : | : | : | : |
| : | : | : | : | : |
| : | : | : | : | : |
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| : | : | : | : | : |
| : | : | : | : | : |
| : | : | : | : | : |
### Bidders profile Form

<table>
<thead>
<tr>
<th>BIDDER DETAILS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The registered name of the bidding company</td>
</tr>
<tr>
<td>2</td>
<td>Business address for correspondence and telephone no. as well as email along with Mobile</td>
</tr>
<tr>
<td>3</td>
<td>Name of the Bidder’s Contact Person</td>
</tr>
<tr>
<td>4</td>
<td>Contact’s position with Bidder</td>
</tr>
<tr>
<td>5</td>
<td>Contact addresses if different from above</td>
</tr>
<tr>
<td>6</td>
<td>Business structure</td>
</tr>
<tr>
<td>7</td>
<td>Bid Company’s registered address</td>
</tr>
<tr>
<td>8</td>
<td>Details of company registration</td>
</tr>
<tr>
<td></td>
<td>Names of Directors</td>
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<td>10</td>
<td>Include a structure chart reflecting the organization</td>
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<td>11</td>
<td>Technical details</td>
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<td>12</td>
<td>Total Current Employees for the last 3 years</td>
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<tr>
<td>13</td>
<td>Company Profile(s)</td>
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<td>14</td>
<td>Reference Site(s)</td>
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<tr>
<td>15</td>
<td>Experience in Similar Projects: (Give details about the following with respect to the methodology followed by you in projects of similar nature in last 5 years)</td>
</tr>
<tr>
<td>16</td>
<td>a) Project Name:</td>
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<td></td>
<td>b) Nature of Project:</td>
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<tr>
<td>17</td>
<td>Project Location:</td>
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<td>18</td>
<td>Client Name:</td>
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<td>19</td>
<td>Client address:</td>
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<td>20</td>
<td>Client contact/reference person(s):</td>
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<tr>
<td></td>
<td>Address – if different from above</td>
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<td>Telephone</td>
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<td>Mobile Phone</td>
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<td>Email address</td>
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<tr>
<td>21</td>
<td>Project Start date and elapsed duration</td>
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<tr>
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<td><strong>19</strong> Role of the Bidder (whether complete end to-end involvement or for a particular module. Any other information of relevance)</td>
</tr>
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<tr>
<td></td>
<td><strong>20</strong> Project Information:</td>
</tr>
<tr>
<td></td>
<td>a) Hardware Installed (make/model)</td>
</tr>
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<td></td>
<td>b) Software Product (specification)</td>
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<td></td>
<td>c) Disaster Recovery mechanism</td>
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<td>d) Security Features</td>
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<td>e) Level of Authentication used by organisation; details may be provided</td>
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<tr>
<td></td>
<td>f) Support/Maintenance Obligations</td>
</tr>
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<td></td>
<td>g) Overall Architecture Implemented</td>
</tr>
<tr>
<td></td>
<td>21 &lt;&lt;Any other information of relevance and interest to the Bank may be furnished&gt;&gt;</td>
</tr>
</tbody>
</table>
Confirmation to Terms and Conditions
(On letterhead of the Bidder)

To,

The Chief General Manager
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Sub: Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

Further to our proposal dated ______________, in response to the Request for Proposal (RFP) for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India (hereinafter referred to as “RFP”) issued by Reserve Bank of India (“RBI”) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addenda, other documents and if required including the changes made to the original bid documents issued by RBI, provided that only the list of deviations furnished by us in the relevant Annex, which are expressly accepted by RBI and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. RBI is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and RBI’s decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,
Authorized Signatory
Designation

Bidder’s corporate name
Annex XV

INTEGRITYPACT
(On letterhead of the Bidder)

General

This Agreement (hereinafter called the Integrity Pact) is made on this ...... Day of .........Month, 20...., between, Reserve Bank of India, established on April 1, 1935 in accordance with the provisions of the Reserve Bank of India Act, 1934 having its Head Office at Mumbai 400001 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s……………………………… represented by Mr. / Mrs. …………………………………………….., Chief Executive Officer / Authorized Representative (hereinafter called the "BIDDER / Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to purchase services and goods for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India and the BIDDER is willing to offer / has offered the said services. The BUYER needs to adhere with all relevant laws of land, rules, regulations, economic use of resources and of fairness in its relations with the Bidder. In order to achieve these goals, the Buyer may appoint an Independent External Monitor (IEM), who will monitor the bidding process and the execution of the contract for compliance with the principles mentioned above. Shri Jayant Kumar Banthia, IAS (Retd.) has been appointed as an Independent External Monitor (IEM) for this RFP

WHEREAS the BIDDER is a Private Company / Partnership / LLP / LLC, constituted in accordance with the relevant law in the matter and the BUYER is the Central Bank of the country performing its functions on behalf of the President of India.

NOW,
THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

Enabling the BUYER to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and
Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. **Commitments of the BUYER**

   1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

   1.2 The BUYER will treat all BIDDERs alike and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.

   1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

   1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

2. **Commitments of the Independent External Monitor (IEM)**

   2.1 The Buyer may appoint a competent and credible Independent External Monitor for this Pact. Shri Jayant Kumar Banthia, IAS (Retd.) has been appointed as an Independent External Monitor (IEM) in RBI. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
• The Bidder's accept that the Monitor has the right to access without restriction to all project documentation of the Buyer including that provided by the Bidder. The Bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-bidder's (if any). The Monitor is under contractual obligation to treat the information and documents of the Bidder’s / Sub-bidder’s with confidentiality.

• The Buyer will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings cloud have impact on the contractual relations between the Buyer and the Bidder. The parties offer to the monitor the option to participate in such meetings.

• As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Buyer and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

• The Monitor will submit a written report to the CGM (DEPARTMENT OF INFORMATION TECHNOLOGY) within 8 to 10 weeks from the date of reference or intimation to him by the Buyer and, should the occasion arise, submit proposals for correcting problematic situations.

• If the Monitor has reported to the CGM (DEPARTMENT OF INFORMATION TECHNOLOGY), a substantiated suspicion of an offence under relevant IPC/PC Act, and the CGM (DEPARTMENT OF INFORMATION TECHNOLOGY) has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

• The word 'Monitor' would include both singular and plural.

3. Commitments of BIDDERs

3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

• The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any
advantage in the bidding, evaluation, contracting and implementation of the contract.

- The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with the Government.

- BIDDERS shall disclose the name and address of Agents and Representatives and Indian BIDDERs shall disclose their foreign Principals or Associates.

- BIDDERS shall disclose the payments to be made by them to Agents / Brokers or any other intermediary, in connection with this bid / contract.

- The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / service provider / system integrator and has not engaged any individual or firm or company whether Indian or Foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- The BIDDER, either while presenting the bid or during negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, Agents, Brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

- The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

- The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

- The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

- The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

- The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
• If the BIDDER or any employee of the BIDDER or any person acting on behalf of
the BIDDER, either directly or indirectly, is a relative of any of the officers of the
BUYER, or alternatively, if any relative of an officer of the BUYER has financial
interest/stake in the BIDDER's firm, the same shall be is closed by the BIDDER
at the time of filing of bid. The term 'relative' for this purpose would be as defined
in Section 6 of the Companies Act 1956.
• The BIDDER shall not approach the court while representing the matter to IEMs
and he/she will await their decision in the matter.
• The BIDDER shall not lend to or borrow any money from or enter into any
monetary dealings or transactions, directly or indirectly, with any employee of
the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three
years immediately before signing of this Integrity Pact, with any other company in
any country in respect of any corrupt practices envisaged hereunder or with any
Public-Sector Enterprise in India or any Government Department in India that
could justify BIDDER's exclusion from the bid process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject,
BIDDER can be disqualified from the bid process or the contract, if already
awarded, can be terminated for such reason.

5. Earnest Money Deposit

5.1 While submitting Technical Proposal and Commercial Bid, the BIDDER shall
submit the EMD in the form of Bank Guarantee as per the format shared in this RFP.

5.2 In case of the successful BIDDER a clause would also be incorporated in the
Article pertaining to Performance Bank Guarantee in the Purchase Contract that
the provisions of Sanctions for Violation shall be applicable for forfeiture of
Performance Bank Guarantee in case of a decision by the BUYER to forfeit the
same without assigning any reason for imposing sanction for violation of this Pact.

5.3 No interest shall be payable by the BUYER to the BIDDER on Earnest Money
Deposit for the period of its currency.

6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or
acting on its behalf (whether with or without the knowledge of the BIDDER) shall
entitle the BUYER to take all or any one of the following actions, wherever required:-

• To immediately call off the pre-contract negotiations without assigning any
reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

- The Security Deposit / Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- To recover all sums already paid by the BUYER with interest thereon at 1% higher than the prevailing Base Rate of a Scheduled Commercial Bank, while in case of a BIDDER from a country other than India with interest thereon at 1% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other services, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- To encash the Performance Bank Guarantee / Warranty Bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or Agent or Broker with a view to securing the contract.
- In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- Forfeiture of Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned in Section 6.1 of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.
7. **Fall Clause**

The BIDDER undertakes that it has not supplied / is not supplying similar product / services or sub-services in similar quantity during last one year from the date of issuance of this RFP, at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or PSB or any other company and if it is found at any stage that similar product / services or sub-services was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU or PSB or any other company at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. **Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. **Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

10. **Other Legal Actions**

The actions stipulated in this INTEGRITY PACT are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

11. **Validity**

The validity of this INTEGRITY PACT shall be from date of its signing and extend up to 7 years or 10 calendar months post last payment to the successful bidder as part of the overall contract whichever is later. In case BIDDER is unsuccessful, this INTEGRITY PACT shall expire after the appointment of the successful bidder.

Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.
12. The parties hereby sign this Integrity Pact at on

Reserve Bank of India

BIDDER (legal entity)

Name of the Officer: Authorized Representative

Designation:

Department:

Witness

Witness
Annex XVI

Non-Disclosure Agreement
(On INR 100 stamp paper)

The Chief General Manager
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of bidding for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India, we may have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to RBI and its business that is provided to us pursuant this Agreement. In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.

2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.

3. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.

4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner]

5. This Agreement shall not prohibit disclosure of Confidential Information:
   - To our partners/directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance in RBI;
   - With your prior written consent, such consent not to be unreasonably withheld;
   - To the extent that such disclosure is required by law;
• To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply; and
• To our professional advisers for the purposes of our seeking advice. Such professional advisors will be informed of the need to keep the information confidential.

6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
• For the purpose of a disclosure permitted by item 5 above; and
• To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.

7. This Agreement shall not apply to Confidential Information that:
• Is in the public domain at the time it is acquired by us;
• Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
• Is already in our possession prior to its disclosure to us; and
• Is independently developed by us.

8. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.

9. We acknowledge that the Confidential Information will not form the basis of any contract between you and us.

10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.

11. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.

12. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

We have read this Agreement fully and confirm our agreement with its terms.

Yours sincerely

Signature and Stamp of Company

[Authorized Signatory (same as signing the proposal) – Implementation Partner]

Name:

Position:

Date:
Annex XVII

Compliance to Self-Declaration Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

(On letterhead of the bidder)

Strictly Private and Confidential

The Chief General Manager
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

[Date]

[Salutation]

Sub: Request for Proposal for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

Further to our proposal dated........................., in response to Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance (hereinafter referred to as “RFP”) issued by Reserve Bank of India (hereinafter referred to as “RBI”) we hereby covenant, warrant and confirm as follows:

Full compliance with the provisions of the “the sexual harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under said Act in respect to the complaint.

Any complaint of sexual harassment from any aggrieved employee of the Bidder against employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Bidder is proved.

The Bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
The Bidder shall provide a complete and updated list of its employees who are deployed within the Bank’s premises.

Yours faithfully,

Authorized Signatory

Designation

Bidder’s corporate name
Annex XVIII

Compliance Certificate of Commercial Bid
(On letterhead of the Bidder)

Date

To,

The Chief General Manager
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Subject: Bid dated DD, MM, YYYY COMMERCIAL BID for Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

Having examined the Bid Document, we, the undersigned, offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Bid Documents for a total bid price of:

Indian Rupees in words and figures.

We attach hereto the Bid Commercial Response as required by the Bid document, which constitutes our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan put forward in our Bid Response or such adjusted plan as may subsequently be mutually agreed between us and the Reserve Bank of India or its appointed representatives.

We hereby confirm the prices quoted by us are reasonable and as per industry standards.

If our Bid Response is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document, issued by a scheduled commercial bank in India, for a sum equivalent to 10% of the contract sum for the due performance of the contract.

We agree to abide by this Bid Response for a period of 180 days from the last day of bid
submission and it shall remain binding upon us, until within this period a formal contract is
prepared and executed, this Bid Response, together with your written acceptance thereof in
your notification of award, shall constitute a binding contract between us and will initiate the
formation of a separate contract in respect of maintenance and support services after expiry
of the warranty period.

We agree that you are not bound to accept the lowest or any Bid Response you may
receive. We also agree that you reserve the right in absolute sense to reject all or any of the
goods/products specified in the Bid Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company
/firm/organization and empowered to sign this document as well as such other documents
which may be required in this connection.

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
namely “Prevention of Corruption Act 1988”.

Dated this ………………………… Day of …………………..2018

……………………………………………………………………………………………………

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

……………………………………………………………………………………………………

(Name and address of Bidding Company)

Seal/Stamp of Bidder

Witness name:

……………………………………………………………………………………………………

Witness address:

……………………………………………………………………………………………………

Witness signature:

……………………………………………………………………………………………………
Annex XIX

Confirmation to Deliver

(On letterhead of the Bidder)

To,
The Chief General Manager
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Re: Bid dated DD, MM, YYYY TECHNICAL BID Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

Enterprise Access Management System - Supply, Installation, Implementation, Integration, Commissioning, Test, operationalization and comprehensive maintenance at Reserve Bank of India

1. Having examined the Bid Documents including Annexes, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install, implement, integrate, commission, test, operationalize and comprehensive maintenance ALL the items mentioned in the ‘Request for Proposal’ and the other schedules of requirements and services for your Bank in conformity with the said Bid Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Bid.

2. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Bid Document.

We attach hereto the Bid Response as required by the Bid document, which constitutes my/our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan put forward in our Bid Response or such adjusted plan as may subsequently be mutually agreed between us and the Reserve Bank of India or its appointed representatives.

If our Bid Response is accepted, we will obtain a Performance Bank Guarantee in the format given in the Bid Document issued by a scheduled commercial bank in India for a sum equivalent to 10% of the contract sum for the due performance of the contract.
3 We agree to abide by this Bid Offer for 180 days from the last day of bid submission and our Offer shall remain binding on us and may be accepted by RBI any time before expiry of the offer.

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

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the goods /products specified in the Bid Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

5 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 namely “Prevention of Corruption Act 1988”.

6 We certify that we have provided all the information requested by RBI in the format requested for. We also understand that RBI has the exclusive right to reject this offer in case RBI is of the opinion that the required information is not provided or is provided in a different format.

Dated this ........................................  Day of ................................2018
...........................................................................................................
(Signature) .................................................. (In the capacity of)
Duly authorized to sign the Bid Response for and on behalf of:
...........................................................................................................
...........................................................................................................
(Name and address of Bidding Company)

Seal/Stamp of Bidder

Witness name:
...........................................................................................................

Witness address:
...........................................................................................................
...........................................................................................................

Witness signature:
...........................................................................................................
Annex XX

1. **Indexation Formula for AMC/Passive Components/Labour charges**

   \[ A = B \{ 15 + 45 \times (\text{WPIc} / \text{WPIp}) + 40 \times (\text{CPIc} / \text{CPIp}) \} \times \frac{1}{100} \]

   Where, \( A \) = The contract amount for the current year
   \( B \) = The contract amount for the previous year
   \( \text{WPIc} \) = Whole Sale price Index (Base year 2011-12) for Electrical Products 6 months prior to the Commencement date of contract for the current year
   \( \text{WPIp} \) = Whole Sale Price Index (Base year 2011-12) for Electrical Products 6 months prior to the Commencement date of contract for the previous year
   \( \text{CPIc} \) = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year
   \( \text{CPIp} \) = Consumer Price Index for industrial workers 6 Months prior to the commencement date of contract for the previous year

2. **Indexation Formula for Resident Engineer**

   \[ A = B \{ 15 + 85(\text{CPIc} / \text{CPIp}) \} \times \frac{1}{100} \]

   Where, \( A \) = The Man Month rate for services for the current year.
   \( B \) = The Man Month rate for services for the previous year.
   \( \text{CPIc} \) = Consumer Price Index for industrial workers 6 months prior to the commencement date of contract for the current year
   \( \text{CPIp} \) = Consumer Price Index for industrial workers 6 Months prior to the commencement date of contract for the previous year
Annex XXI

Performance Bank Guarantee Proforma

PERFORMANCE BANK GUARANTEE

The Chief General Manager
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

PERFORMANCE BANK GUARANTEE – Enterprise Access Management System - Supply,
Installation, Implementation, Integration, Commissioning, Test, operationalization and
comprehensive maintenance at Reserve Bank of India

WHEREAS

M/s. ________________ (name of Bidder), a company registered under the Companies Act,
1956 / a partnership firm registered under the Partnership Act 1932, having its registered
and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”,
which expression, unless excluded or repugnant to the context or meaning thereof, includes
its successors and assigns), entered into an Contract/ Agreement dated …….. (hereinafter
referred to as “the said Agreement”) with you (Reserve Bank of India) for EAMS- Supply,
Installation, Implementation, Integration, Commissioning, Test operationalization and
Comprehensive Maintenance at Reserve Bank of India, as detailed in the scope of work for
the SI for the project in the RFP document, for EAMS - Supply, Installation, Implementation,
Integration, Commissioning, Test, operationalization and comprehensive maintenance at
Reserve Bank of India, as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (…), Section (…), Chapter (…) of the said
Agreement, our constituent is required to furnish a Performance Bank Guarantee for an
amount Rs……... (In words and figures), being 10% of the Contract Price of Rs… (in words
and figures), as per the said Agreement, as security against breach/default of the said
Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he
has entered into the said Agreement with you, we, (name and address of the bank), have
agreed to issue this Bank Guarantee.
Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

I. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/ not exceeding the sum of Rs…… (in words and figures) without any demur.

II. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

III. This Performance Bank Guarantee shall continue and hold good till the completion of the contract period i.e. 3 years until warranty (date), subject to the terms and conditions in the said Agreement.

IV. We bind ourselves to pay the above said amount provided a claim or demand under this guarantee is made by RBI on us on or before completion of contract (date).

V. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.

VI. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. 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 this Performance Bank Guarantee.

VII. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of completion of the contract. (Date).

VIII. Any notice by way of demand or otherwise hereunder may be sent by special courier, fax, hand delivery, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

IX. If it is necessary to extend this Performance Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (Reserve Bank of India).
X. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.

XI. Notwithstanding anything contained hereinafore, our liability under this Performance Bank Guarantee is restricted to Rs…………………………………… (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the date of completion of the contract. (Date).

XII. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.

2. We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee. Notwithstanding anything contained herein:

I. Our liability under this Performance Bank Guarantee shall not exceed Rs……….. (in words and figure);

II. This Performance Bank Guarantee shall be valid only up to ……………….. (Date); and

III. We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before the date of completion of the contract. (Date).

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated ………………….. this ……….. day …………. 2018. Yours faithfully,

For and on behalf of the …………… Bank, (Signature)

Designation

(Address of the Bank)
Annex XXII

Acceptance Certificate

(To be submitted by the Successful Bidder on Supply, Installation, Implementation, Integration, Commissioning, Test and operationalization of Enterprise Access Management System at Reserve Bank of India)

No.
Date:
M/s. ………………………


This is to certify that the Systems/Solution as detailed below have been received in good condition along with all the standard and other accessories (subject to remarks in para No.3) in accordance with the Contract/Specifications. The same have been received at the office location in good condition subject to verification.

1) The delivered equipment's/Solutions have been installed and commissioned successfully.
   a) Contract No. ______________________________ dated ________

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Qty</th>
<th>Delivery dt.</th>
<th>Installation dt.</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

2) Details of services not yet supplied and recoveries to be made on that account:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Amount to be recovered</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
3) The Contractor has fulfilled his contractual obligations satisfactorily*
OR
The Contractor has failed to fulfil his contractual obligations with regard to the following:
   a) ………………………………………………………………………………………………………
   b) ………………………………………………………………………………………………………
   c) ………………………………………………………………………………………………………
   d) ………………………………………………………………………………………………………

4) The amount of recovery on account of non-render of Services /Systems is given under Para No._____.

5) The amount of recovery on account of failure of the Contractor to meet his contractual obligations is as indicated in endorsement of the letter.

Signature: __________________
Name: __________________
Designation: __________________

# Strike out whichever is not applicable.

Explanatory notes for filing up the certificates:

(a) It has adhered to the time schedule specified in the contract in dispatching / installing the systems/ manuals pursuant to Technical Specifications.

(b) He has supervised the commissioning of the services in time i.e., within the period specified in the Contract from the date of intimation by the Purchaser in respect of the installation of the system.

(c) Training of the personnel has been done by the bidder as specified in the Contract.

(D) In the event of Manuals having not been supplied or installation and commissioning of the Services having been delayed on account of the Contractor, the extent of delay should always be mentioned.

(e) <<Any other matter of relevance may be mentioned>>
Annex XXIII

Maintenance and Service Support of the Bidder available at each Offices/Locations of the Reserve Bank of India specified in Annex II (it has 32 locations)

Name of the Company:

2. Whether having any Office at:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Location</th>
<th>Yes/No</th>
<th>Types of Office</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agartala</td>
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<tr>
<td>2</td>
<td>Ahmedabad</td>
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<tr>
<td>3</td>
<td>Aizawl</td>
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<tr>
<td>4</td>
<td>Bangalore</td>
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<tr>
<td>5</td>
<td>Bhopal</td>
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<tr>
<td>6</td>
<td>Bhubaneswar</td>
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<td>7</td>
<td>Chandigarh</td>
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<td>8</td>
<td>Chennai</td>
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<td>9</td>
<td>Dehradun</td>
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<tr>
<td>10</td>
<td>Gangtok</td>
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<tr>
<td>11</td>
<td>Guwahati</td>
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<td>12</td>
<td>Hyderabad</td>
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<td>13</td>
<td>Imphal</td>
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<td>14</td>
<td>Jaipur</td>
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<td>15</td>
<td>Jammu</td>
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<td>16</td>
<td>Kanpur</td>
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<td>17</td>
<td>Kochi</td>
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<td>18</td>
<td>Kolkata</td>
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<td>19</td>
<td>Lucknow</td>
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<td>20</td>
<td>Mumbai</td>
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<td>21</td>
<td>Nagpur</td>
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<td>22</td>
<td>Navi Mumbai</td>
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<td>23</td>
<td>New Delhi</td>
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<td>Panji</td>
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<td>Pune</td>
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<td>Raipur</td>
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<td>28</td>
<td>Ranchi</td>
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<td>29</td>
<td>Shillong</td>
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<td>30</td>
<td>Shimla</td>
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<td>31</td>
<td>Srinagar</td>
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<tr>
<td>32</td>
<td>Thiruvananthapuram</td>
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</tbody>
</table>
3. If so status of the Office at each centre: (Full-fledged regional Office/ Branch Office)

4. If there is no office at any of the above centres, what is the arrangement the Bidder propose to have for maintenance (Specify centre wise).

5. Client List for similar solution implemented by Bidder in the location mentioned.
Annex XXIV

Self-Declaration - Relatives in RBI

(On letterhead of the Bidder)

We certify that below mentioned are the complete details of relatives of our employees working at RBI

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Relationship with the employee (Mother/Father/Sister/Brother/Etc.)</th>
<th>Name of Relative</th>
<th>Designation</th>
<th>Department</th>
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</thead>
<tbody>
<tr>
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Annex XXV

Undertaking Accepting Escrow Agreement

Date

To,

The Chief General Manager
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Subject: Escrow Agreement for Implementation of Enterprise Access Management System to be implemented in the Reserve Bank of India

Having examined the Bid Document, we, the undersigned, accept the following:

a) Within 30 Business Days from the Acceptance Date, ………………………………………………...shall deposit the Software in human readable form and such other material, instructions and documentation (including updates and upgrades thereto and new versions thereof) as are necessary to compile or otherwise generate the then current version of the Software as supplied to the Bank (hereinafter referred to as “Escrow Material”) in escrow with a suitable escrow agent jointly appointed by the Parties (hereinafter referred to as “Escrow Agent”) under the terms of a tripartite escrow agreement to be executed between the Bank, ………………………………………………..and Escrow Agent. The Parties hereby agree that all costs incurred in connection with the escrow shall be borne by the Bank, other than the travelling and other expense of our Personnel.

b) Escrow Material shall further consist of all information in human readable form necessary to enable a reasonably skilled programmer or analyst to maintain and /or enhance the program(s) and that, without prejudice to the generally of the foregoing, the source shall contain all listing of code, programmer’s comments, logic manual and flowcharts.

c) The Escrow Material shall be released to the Bank for its own use or that of its Affiliates and become the property of the Bank in the event of:

   a. Termination of this Agreement for material breach of the terms of this Agreement by…………………………………..or in the event of the occurrence of an Insolvency Event of ………………………………….; or
b. ……………………………………….ceasing, or giving notice of intention to cease to provide maintenance or technical support service for the Software as required under this Agreement or corresponding agreements or Warranty and AMC.

The parties agree that they shall cause the Escrow Agent to release the Escrow Material within 10 Business Days of receipt of written demand from the Bank.

d) We shall cause the Escrow Material to be kept current with the most recent release of the Software for as long as the Bank contracts with us for Software maintenance, within 10 Business Days of the installation of the said release. The Escrow Material shall at all times include the last three versions of the Software utilized in the Project.

e) The Bank may require, with 30 Business Days written notice, demonstrates demonstration of the correctness of the Escrow Material by actually compiling the contents thereof on a suitably configured system to be provided by the Bank, and any deficiencies noted shall be remedied through such an exercise within 10 Business Days.

f) Excepting where Escrow Material or part thereof, is released to the Bank in furtherance of Sub-Clause 10 (c) above, upon the expiry of this Agreement, the Escrow Material shall be released in favour of …………………….. and the Bank shall have no further claim thereto.

Dated this …………………………. Day of …………………..2018

........................................................................................................

(Signature) (In the capacity of)

Duly authorised to sign the Bid Response for and on behalf of:

........................................................................................................

(Name and address of Bidding Company)

Seal/Stamp of Bidder

Witness name:

........................................................................................................

Witness address:

........................................................................................................

Witness signature: ........................................................................
Annex XXVI

**Submission Checklist**

3. Submission Checklist for Technical Bid/Assessment of Eligibility

The Bidder has to ensure that the following have been submitted as a part of the RFP submission process in MSTC.

Failure to provide any of the documents as detailed below could lead to the disqualification of the Bidder from the bid.

The following documents/items need to be submitted:

<table>
<thead>
<tr>
<th>Items</th>
<th>Submitted (Bidder)</th>
<th>Verified (RBI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance to Technical Specification</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Compliance to Functional Specification</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Make of Product- Enterprise Access Management System</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data Sheet- Door Controller</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data Sheet- Card Reader</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data Sheet- Biometric Reader</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Data Sheet- Contactless Smart Card</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Deviation from Technical Specification</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Bidder’s Application Form</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Undertaking from Bidder on Support</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Undertaking from Bidder on Products</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Letter of Authority</td>
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<tr>
<td>Earnest Money Deposit (Including Physical form in original on the day of technical bid)</td>
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<tr>
<td>Bidders Profile Form</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Conformation to Terms and Conditions</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Integrity Pact (Including Physical form in original on the day of technical bid)</td>
<td>☐</td>
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</tr>
<tr>
<td>Non-Disclosure Agreement</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Self-Declaration Sexual Harassment of Women at Workplace</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Confirmation To deliver</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Maintenance and Service Support of the Bidder</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Undertaking from OEM on Support</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Bidder eligibility criteria (Necessary documents in support of this)</td>
<td>☐</td>
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</tbody>
</table>
4. Submission Checklist for Commercial Bid

*The following documents need to be provided by the Bidder for the Commercial Bid in a separately sealed cover.*

<table>
<thead>
<tr>
<th>Commercial Bid Documents</th>
<th>Submitted (Bidder)</th>
<th>Verified (Bank)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial Bid</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Commercial Deviation</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Compliance Certificate Commercial Bid</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Bill of Material (Optional item)</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>