Request for Proposal & Quote

FOR THE SUPPLY, INSTALLATION & SUPPORT OF HARDWARE/SOFTWARE INFRASTRUCTURE FOR

Data Loss Prevention Solution

The South Indian Bank Ltd
Infosec Team
Digital and Technology Department
2nd Floor, SIB Building, Infopark Expressway, Rajagiri Valley
Kakkanad, Ernakulam, Kerala, 682039
Tel No:+ 91-484-3939393/2771393, GSTIN : 32AABCT0022F5Z3

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Date of issue of RFPQ	**03-10-2025**
Last date & time for Receipt of Proposal	**18-10-2025 ,02:00 PM**

C O N T E N T S

The South Indian Bank Ltd., Regd. Office: Thrissur, Kerala
Head Office: S.I.B. House, T.B. Road, P.B. No: 28, Thrissur - 680001, Kerala
(Tel) 0487-2420 020, (Fax) 91 487-244 2021, e-mail: sibcorporate@sib.co.in
CIN: L65191KL 1929PLC001017, Toll Free (India) 1800-102-9408, 1800-425-1809 (BSNL)
www.southindianbank.com

1 ABOUT OUR BANK

1.1 The South Indian Bank Limited (www.southindianbank.com) is one of the leading scheduled commercial banks having 948 branches and 1272 ATM's spread across 30 States / Union Territories in India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State.

1.2 South Indian Bank offers a wide range of customer services, including Anywhere Banking and Anytime Banking, supported by a robust network of online ATMs, Internet Banking, International ATM-cum-Debit Cards, Mobile Banking, and more. The Bank has embraced significant technological advancements to enhance and streamline its operations across key areas such as Retail Banking, Corporate Banking, Treasury, and Forex.

2 PROJECT DETAILS

2.1 South Indian Bank is looking out for sealed offers (technical and commercial) from eligible, reputed authorized system integrators for "**Supply, Installation and Maintenance of Data Loss Prevention Solution"** at The South Indian Bank Ltd as described in this document. The purpose of this RFPQ is to establish criteria for the selection of firm, or firms, to act as a vendor (the "Vendor") in providing hardware, software, and professional services for implementing Data Loss Prevention Solution at SIB.

2.2 The prime objective of this Request for Proposal and Quotation (RFPQ) is to procure Data Loss prevention on-premise solution and no information shall be sent outside the Organization's network where the same is deployed. The project encompasses the purchase, supply, installation, configuration, implementation, testing, commissioning, documentation & ongoing support of the hardware, software, backup, database, networking components etc. required for DLP Solution.

2.3 SIB is inviting Sealed Techno-Commercial Quotations through this Request for Proposal and Quote (RFPQ) to meet the above requirements. The required technical specifications/features for the solution is provided in "Annexures".

3 TERMS & ABBREVIATIONS USED IN THIS DOCUMENT

3.1 **'Bid'** shall mean the set of Bid/Request For Proposal and Quote (RFPQ) documents provided by Vendor for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.

3.2 **'SIB/Bank'** means The South Indian Bank Ltd.,

3.3 **'Data Center'** refers to the Bank's Data Center.

3.4 **'DR Site'** refers to the Bank's Disaster Recovery Site.

3.5 **'Project/Works'** means the purchase, supply, installation, configuration, implementation, testing, commissioning, documentation & ongoing support of the hardware, software, backup, database, networking components etc. required for Data Loss Prevention Solution.

3.6 **'Vendor'** means the entity who has received the RFPQ and submitted the response Bid documents for the said 'Works' with the intention of providing a competitive quotation for the execution of Works in accordance with terms specified in this document.

3.7 **NDA** – Non Disclosure Agreement

3.8 **'Service Level Agreement/Agreement/SLA'** shall mean the Contract entered into between Bank and the successful Vendor who has been awarded the Purchase Order for Works.

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3.9 **'Successful Vendor/System Integrator'** means the Vendor whose Bid is accepted by the Bank and been awarded the Purchase Order / Contract works.

3.10 **RFPQ** – This Request for Proposal & Quote.

3.11 **'DLP'** means the Data Loss Prevention.

3.12 '**VM'** means the Virtual Machine.

3.13 **'OEM'** means Original Equipment/software Manufacturer/Provider.

4 REQUIREMENT SPECIFICATIONS

4.1 Purpose

The tentative scope of work is attached as Annexure A:

4.2 Project Management

4.2.1 The Vendor shall provide project management service including but not limited to:

- Oversee the implementation of the whole project
- Ensure the deliverable is a turnkey solution
- Make sure the proposed solution is delivered on schedule
- Serve as a quality controller to inspect service delivered

4.3 Testing and Acceptance

4.3.1 The Vendor needs to manage and execute testing required for the new solution for the SIB's acceptance. The following services should be provided.

4.3.2 Submit Test Specifications, which outlines the test cases, test objectives, test procedures, expected results, pass/fail criteria for each testing phases.

4.3.3 The Test Plan and Test Specifications shall be approved by the SIB before performing any tests.

4.3.4 Any defects found during the tests shall be immediately rectified or resolved by the Vendor at no cost to the SIB. Re-test shall be arranged by the Vendor after the rectification and the re-test shall be documented.

4.3.5 Unit Test – The Vendor shall be required to perform a range of unit tests on site for each individual sub-system to demonstrate that all items have been installed properly.

4.3.6 System Integration Test (SIT) – After the completion of all the unit tests for individual sub-system, the Vendor shall be required to perform SIT to demonstrate the delivered DLP solution meets all agreed features and functional requirements specified in the Tender.

4.3.7 Performance Test – The Vendor shall be required to demonstrate the delivered DLP solution can support the agreed performance.

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4.3.8 Load Test – The Vendor shall be required to demonstrate the delivered DLP solution can meet all the performance/workload requirements specified.

4.3.9 User Acceptance Test (UAT) – After the completion of all above four testing phases, the Vendor shall be required to assist the SIB in performing the UAT to accept the delivered solution.

4.4 **Other relevant information**

4.4.1 The given price validity of the solution (hardware/software) has to be honored up to the expiry of warranty period.

5 TRAINING AND DOCUMENTATION

5.1 The Vendor needs to provide free trainings and educational materials for all items supplied, to the minimum 8-10 Nos of SIB technical staff, on system/application administration, configuration and entire operations of the proposed solution.

5.2 All trainings have to be conducted at the SIB Office, unless with prior approval given by the SIB Office. All training sessions have to be conducted before production launch.

5.3 Training should be of OEM certification level on the delivered solution with original certification training materials and should be taken by OEM directly or OEM authorized partner.

5.4 Document deliverables include but not limited to

- Project plan and design specifications.
- Test plan, test specifications and test reports.
- Training Guide/materials.
- Standard Product Manual including software media (where applicable) and license materials
- Detailed installation documents should be included in the documents.
- Problem log during overall project implementation.

6 WARRANTY & SUPPORT

6.1 The Vendor shall provide option for **THREE YEAR** comprehensive Warranty, on-site maintenance and service/support, from the date of installation of the Solution specified in the purchase order, at the sites - Data center and DR site of the Bank, for all the supplied products. The Warranty, on-site maintenance and service/support will be provided to cover the said equipment and software on a 24 hours x 7 days a week basis throughout the said period.

6.2 **The details of the AMC/ATS/SA provided along with the mode of support should be clearly specified irrespective of the operating systems quoted. Details of the warranty period available on media and on the software as per the warranty policies of the respective principals or OEMs should be specified clearly along with Mode/Method of support.**

6.3 **With respect to solution software and all other Supporting Software's Vendor has to provide the necessary AMC/ATS/SA for all the software systems quoted for a period of three years from the date of completion of actual installation.(If and only if**

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OEM/Manufacturer does not provide three years support rate, the vendor should quote for next available lesser period of support as provided by OEM/Manufacturer-Eg.one year/two years) The details of the AMC/ATS/SA provided along with the mode of support should be clearly specified for all the software's quoted. Details of the warranty period available on media and on the software as per the warranty policies of the respective principals or OEMs should be specified clearly.

6.4 The vendor shall sign a comprehensive Service Level Agreement and NDA with the BANK covering all relevant areas along with the Purchase Order.

6.5 Warranty period shall be effective from the date of complete and satisfactory installation of **all** ordered components/equipments/items. Any augmented part of the solution is also covered under warranty from respective date of installations till the expiry of the Service Level Agreement. Any OEM warranty terms which conflict with Bank's warranty/support/SLA/NDA terms/clause/conditions are not acceptable.

6.6 The support should cover supplied software installation, installation and reinstallation of OS and other application software, patches, bug fixes, upgrades, updates, firmware upgrades and complete maintenance of all hardware and software components throughout the warranty/support/AMC period.

6.7 **Support level/Escalation Chart has to be provided to the bank for the locations at DC & DR. The service/maintenance/AMC/Warranty support has to be provided to office location where the solution is installed. Support level/Escalation Chart has to be provided to the bank for the nearest locations .**

6.8 **Annual Maintenance Contract / Warranty / Support terms must be in accordance with the SLA & NDA only, not withstanding anything contrary contained in any other documents whether executed before or after the execution of this agreement.All backend agreements between system integrator/Vendor and OEM pertaining to this RFPQ and subsequent agreement (if any) with Bank should be compulsorily complete as a per of Purchase Order execution.**

6.9 The Vendor shall maintain the necessary spares at their Kochi, Chennai, Bangalore stores to meet the required uptimes, for respective installations as per SLA & NDA. While it is the responsibility of the VENDOR to maintain the system and its associated peripherals intact and in tandem to deliver the rated performance levels, the VENDOR may keep a minimum level of damage prone hardware components where a delay is expected for delivery in case replacement is necessitated, at quickly accessible, suitable locations or at site.

6.10 The Vendor must perform quarterly preventive maintenance of the supplied items during the validity of the SLA and NDA, and must inform the purchaser in advance of any impending performance degradation indicators along with the suggested remedial measures, to enable the purchaser to take timely corrective action wherever possible.

6.11 A consolidated record of the maintenance done with details of part(s) replaced, the complaint registered etc. must be submitted to the PURCHASER before commencing the AMC period and during the agreement period.

6.12 The Vendor shall at his own cost rectify the defects/replace the items supplied, for defects identified during the period of agreement.

6.13 Vendor agrees to provide support for all products supplied in accordance with the details provided in the agreement. On the happening of an incident/defect the VENDOR shall replace

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the malfunctioning / non-functioning product or part of product or provide necessary service to rectify the defect free of cost.

6.14 The Vendor has to carry out the following listed work and also related activities specified elsewhere in this document:-

- Complete on-site satisfactory 24 hrs. * 7 days a week Maintenance / service/support/efficient configuration of hardware and other components as specified in the agreement, for the duration specified in the agreement.

- Configuring/ Setting up the storage Area Network - configure/augment storage space as and when required by the Bank. (if applicable)

- Loading / Installation/ reinstallation / reloading of Operating System/Firmware/Drivers/ other supplied software for Backup/Cluster/Server management etc. and related patches, bug-fixes, updates/upgrades etc. on to the solution.

6.15 The Solution provided should be optimally configured such that it works at peak performance level. Any degradation in performance should be rectified by the vendor. **Performance tuning should be done, by certified engineers , for hardware and software before go live of the entire solution.**

6.16 The Vendor shall absorb any hidden cost arising out of situations, with respect to services and maintenance of the complete hardware, software and related solutions offered/ supplied by Vendor, which arises due to an act or omission of Vendor.

6.17 Vendor shall maintain the necessary spares locally to meet the required uptime. **A minimum uptime of 99.9 % per annum is compulsory**.

6.18 Any spares and the logistics thereof needed for maintaining resolution norms should be recommended and managed by the Vendor either onsite or offsite.

6.19 Vendor should guarantee **in writing** product support and spares / sub-systems components availability for SEVEN years from date of installation and same should be **co-signed by the Original Manufacturer**.

6.20 Vendor should assist SIB in completing licensing agreements (if any) with OEM's prior to commencement of warranty period. **Vendor should inform compulsorily in the submitted Bid whether any licensing agreement has to be completed prior to or after delivery of any ordered item**. A Draft copy of such required agreement has to be submitted with the bid.

6.21 Successful Vendor/System Integrator has to take full and complete responsibility for support of all supplied items.

7 DELIVERY & INSTALLATION

7.1 The equipment (as per the purchase order specifications given) should be delivered **in full at the Data Center DC and DR site,** within a maximum of **SIX WEEKS** from the date of issuing the Letter of Intent/ Purchase order.

7.2 If the supply is delayed inordinately, the Bank can cancel the said purchase deal without any obligation on its part and the same shall be binding on the Vendor. Vendor should supply standby servers for the bank to start the project immediately, if required, to prevent any delay.

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7.3 Vendor should install all Hardware supplied and also all supplied software, including OS, third party supporting software, drivers, patches and all other required software for the smooth functioning of the application/system at SIB premises.

7.4 **Both OEM & Successful Vendor should designate separate Project Manager/Leader to install and operationalize all supplied hardware and software items. This Project Manager/Leader should be the single point contact of the bank for its clarifications, support etc. The Name, designation, contact details of the identified Project Manager/Leader should be informed to the bank along with the RFPQ.**

7.5 The Installation/Commissioning of all equipment supplied shall be completed within a period of THREE weeks from the date of delivery at the Data Center –DC and DR site.

7.6 **Vendor should submit the detailed documentation for the entire installation in both soft copy and hard copy.**

7.7 Bank reserves the right to involve third parties, application vendor etc., in the installation process, if it deems so and the vendor shall render all assistance for the same.

8 COMMERCIALS & PAYMENT TERMS

8.1 **Vendors are required to provide pricing for a period of three (3) years, inclusive of all applicable costs such as licenses, support ,and maintenance.**

8.2 The prices should be exclusive of all local/central taxes and entry taxes. The price should be inclusive of other charges like excise, custom duties, packing/ forwarding/ freight/ transit insurance, transportation etc. with the equipment to be delivered installed and commissioned at our specified site's. An approximate indication of taxes to be incurred is to be shown separately. Price Total with and without taxes should be provided in the bid. A clear price break-up should be indicated.

8.3 The price quoted for all the hardware items (included in Annexure) should be with THREE year warranty.

8.4 **AMC/ATS/SA percentage of item cost without taxes, after warranty/support period should be mentioned for all supplied items.**

8.5 **Vendor should clearly indicate in their invoice detailed breakup of all tax/duty components like excise duty, VAT,GST etc.**

8.6 Commercials for the Hardware, Software, Installation Media & documentation should be separately provided wherever asked for. **Individual item costing should be compulsorily given for all quoted items.**

8.7 The complete rollout of the DLP solution at all bank locations must be accomplished within two months.

- FM Service payment will be Monthly in arrears, on receipt of invoice from vendor.
- AMC cost will be paid in advance half yearly, every year of the contract period after the completion of warranty period.

- Performance guarantee (In the form of bank guarantee) for an amount of 10% of the total invoice value, valid for five years, has to be submitted by the vendor after go live, for release of final 10 % payment.

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9 VENDOR RESPONSIBILITY

9.1 Vendors shall provide solution strictly in accordance with the requirements.

9.2 Vendors shall adhere to the procedure and processes laid down in this document.

9.3 The Vendor should invariably furnish any deviations from the specifications and/or the terms and conditions of the RFPQ, specifying the reasons and justifying such deviation. NON-MENTION OF DEVIATIONS SHALL IMPLY COMPLIANCE TO SIB's SPECIFICATIONS. Any non-disclosure of such information may disqualify the vendor at later stages of the Technical/commercial Evaluation of the Bids submitted by the Vendors.

9.4 Vendor shall not quote any product that is end of life or due end of life in the next 5 years.

9.5 Vendors shall strictly comply with the key dates and time stipulated in this document. However, all efforts shall be made to explore the possibilities of quicker ways of delivering the products, complete the initial build, and achieve substantial completion and final acceptance.

9.6 SIB is very much interested in long-term association with the potential Vendors and hence Vendors shall adapt to changes in SIB requirements and provide superior Products and Services and not by mere fulfillment of contractual commitments set here forth.

9.7 The capabilities, operating characteristics and other technical details of the hardware and software offered should be furnished together with detailed product manuals, brochures, literature, data sheets, handouts, evaluation reports etc. The make, model and part number of each component shall be compulsorily indicated.

9.8 Vendors shall alert SIB and its own personnel about the risks either anticipated or faced either prior and/ or during and / or after the execution of the project and provide all the possible solutions either to totally eliminate or to minimize such risks.

9.9 Vendors shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering/installing Products and Services, managing Project and also while interacting with third party vendors for cross-integration.

9.10 In any of the above configurations, if there is any discrepancy or mismatch between asked for items and currently available items in market (due to any reasons whatsoever), vendor may quote for equivalent next higher version/item, after providing suitable reasons/justifications only.

9.11 **Annexure should be compulsorily filled up by the vendor. Further, additional sheets with relevant information may be attached to filled up Annexure.**

10 GENERAL TERMS AND CONDITIONS

10.1 **OEM can submit only one RFP response and proposal either directly or through a preferred partner/System integrator.**

10.2 **The proposed OEM solution should have been implemented in at least one Banks in India.**

10.3 **The System Integrator quoting the solution should have experience in at least one DLP implementation in India.**

10.4 **The quote once submitted (at all stages including negotiation) cannot be changed. Any vendor attempting to change will be disqualified.**

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10.5 Bank reserves the right to call for both pre-bid and post-bid meetings with vendors.

10.6 SIB reserves the right to either not to implement the solution or to partially implement the solution.

10.7 Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.

10.8 Any set of terms and conditions from the Vendors are not acceptable to the Bank.

10.9 SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.

10.10 The Bank reserves the right to stop the RFPQ process at any stage and go in for fresh RFPQ without assigning any reasons OR to modify the requirements in RFPQ during the process of evaluation at any time.

10.11 SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor.

10.12 SIB reserves the right to cancel the Purchase Order if the supplied items are not commissioned within the agreed period from the date of PO unless extended in writing by SIB.

10.13 SIB reserves the right to re-negotiate the prices in the event of change in the market prices of both the hardware and software.

10.14 In case the selected vendor fails to deliver all or any of the ordered items as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.

10.15 SIB can disqualify any Vendor who fails to sign the Service Level Agreement (SLA & NDA as per Bank's standard format).

10.16 All the contents of the bid documents and the entire bid documents itself shall remain valid for a minimum period of 4 months from the date of submission of bid document.

10.17 The implementation will be deemed to be complete if all supplied equipment including hardware, software, drivers, network connectivity and peripheral application software are installed, tested, commissioned and accepted by the bank. In addition, supply of all associated documentation and training as specified in this document has to be completed to the satisfaction of the bank.

10.18 The Bank reserves the right to cancel the contract and recover the expenditure incurred by the Bank if the selected vendor does not perform to the satisfaction of the bank or delays execution of the contract. The Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected vendor is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

10.19 All inquiries, communications and requests for clarification shall be submitted in hard copies/e-mail to SIB and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.

10.20 Successful Vendor shall be responsible for compliance with all requirements under the rules, regulations, terms & condition of all regulatory bodies/statutory authorities etc and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements/violations.

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10.21 Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, licenses, trademark or the like.

10.22 All intellectual property related to the project shall be the property of SIB and SIB reserves the right in its sole discretion to implement the same at other centers in future without involving successful Vendor.

10.23 The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system or other supplied software, with regard to copyright/ license violations, if any.

10.24 **Vendor should ensure that all points in the Main Document and Annexure(s) are taken into account before submitting the Bid Documents.** If a particular point is mentioned in the Main Document and not in Annexure(s), or vice versa, it should not be construed as an error and the vendor should submit all relevant information irrespective of whether it has been requested or not.SIB reserves all right to ask any information related to RFPQ irrespective of whether it has been mentioned in the RFPQ or not.

10.25 Bids once submitted shall be final and no amendment by the vendor shall be permitted. A Vendor shall submit only one set of proposals. However SIB reserves the right to re-negotiate the prices in the event of change in the market prices of both the hardware and software.SIB reserves the right to ask clarifications of any vendor on any matter specified in the submitted bid.

10.26 Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to SIB all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.

10.27 Responses to the RFPQ that do not meet the set timelines or incomplete in any aspect or not submitted in the prescribed format will be summarily rejected at the whole discretion of SIB.

10.28 All information disclosed through this RFPQ or verbally or in writing or in any manner or form including but not limited to all computerized data, information or software specifications, data, notes, memoranda and any other writings between the Bank and Vendor or vice versa shall be treated as confidential and shall not be disclosed to a third party, without mutual agreement.

11 RESPONSE TO RFPQ & CONTACT DETAILS

11.1 The time is the essence of the project. It is mandatory for vendors who respond to this RFPQ to meet these expectations as they are tightly linked to SIB's plans of implementing the DLP solution. Following are the timeframe defined for the activities.

Activity	Last Date
Address any clarifications on RFPQ(Clarifications may be addressed by e-Mail and can be obtained by sending a mail to:dtdinfosec@sib.co.in.	**13-10-2025 02.00PM.**
Bid submission-Last Date	**18-10-2025 02:00 PM**

11.2 However the Bank reserves the right to extend the last date of submission, at its sole discretion.

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11.3 SIB is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays, delays in approaching SIB.

11.4 Vendor should ensure that hardcopies & softcopies of both the bids are properly numbered as Page __ (current page) of __ (total pages). Further the authorized signatories of the vendor should initial and affix seal and sign on all pages of the hardcopies of the bids.

11.5 Bids with erasure / overwriting / crossing are liable to be rejected. If required, the corrections can be made by scoring out and writing afresh. The corrections shall be authenticated with authorized signature.

11.6 The bid should be submitted as follows

Check List – The Check list as per **Annexures** filled by the Vendor should be submitted with **both the following bids**.

- **Technical quote (UNPRICED) with all relevant supporting documents, response to Technical specifications in a cover marked" TECHNICAL BID – RFPQ FOR Data Loss Prevention Project at DC and DR "**
- **Commercial quote (PRICED) for the entire proposal with detailed breakup of the prices for each line item in a cover marked " COMMERCIAL BID – RFPQ FOR Data Loss Prevention Project at DC and DR"**
- **The prices for the products should be indicated in Indian Rupees (INR) only.**
- **The soft copies of the Checklist, Technical Bid, and Commercial Bid must be submitted in both PDF and Microsoft Word formats on a USB drive or through a secured online file-sharing link (e.g., encrypted email, cloud storage with access control). The vendor must certify that the soft copies are identical to the submitted hard copies. In case of any discrepancy between the two versions, the offer is liable to be rejected**
- **All of the above** should be submitted in a single sealed cover marked as" **BID – RFPQ FOR Data Loss Prevention Project at DC and DR.**
- **Vendor should compulsorily fill Vendor KYC details in Annexure E and submit along with bid.**

11.7 Vendor should ensure that the bid documents are submitted as above only to the following address on or before the stipulated date.

ASSISTANT GENERAL MANAGER
Digital and Technology Department
The South Indian Bank Ltd
1st Floor, SIB Building, Infopark Expressway, Rajagiri Valley
Kakkanad, Ernakulam, Kerala, 682039
GSTIN : 32AABCT0022F5Z3
Email :dtdinfosec@sib.co.in
Mob : 9446375056

12 SINGLE POINT OF CONTACT (SPOC)

The Vendor shall provide a single point of contact (SPOC) along with their mobile/landline number, email address, and full postal address, to enable the Bank to address all queries related to this RFPQ through the designated individual.

13 PENALTY CLAUSES

13.1 **Supply/Delivery** - The equipment (as per the specifications given) should be delivered within a maximum of 6 WEEKS from the date of issuing the Letter of Intent/ Purchase order. If delivery is delayed, bank will charge a penalty of 18% p.a. on the entire purchase order value mentioned in the purchase order concerned for the delayed number of days from date of delivery stipulated /arrived at/ accepted by the vendor.

13.2 **Installation –** The items/equipment as per the purchase order given should be installed within three weeks after the delivery of all items. If installation is delayed bank will charge a penalty of 0.75% of order value for every week of delay, subject to a maximum of 10% of the order value.

13.3 **Service/Support -**

- Penalty will be imposed for non performance against the guaranteed performance level and Uptime will be applicable from date of installation and the amount due to the VENDOR shall be set off from the payment due for service/support charges payable by the PURCHASER.
- All issues/problems/incidents/ defects/ failures reported on items/equipment supplied by Vendor have to be responded within (one) 1 hour and the problems have to be resolved within next (three) 3 hours. However, the vendor shall make arrangements to resolve the failures/problems before the maximum resolution time of 4 hours. A penalty of 18% per annum on the AMC amount shall be recovered from the vendor for non adherence to the stipulated maximum of 4 hours of problem resolution time. In case the issues/problems/incidents/ defects/ failures reported during agreement period are not resolved in accordance with terms mentioned herein, penalty for such failure shall be deducted from the AMC amount applicable during the financial year in which the incident occurred..
- Penalty for violation of Uptime Guarantee will be 10% of total support charges paid till date for each 0.1% reduction in committed uptime figure, subject to maximum of total support charges for three/five years (This clause will be applicable if a specific amount indicated in the purchase order as support charges).

14 SELECTION CRITERIA

14.1 The company profile and the details of the manpower to be deployed in the project with resume, past experience of the company in the area of supply, installation and commissioning of quoted equipment, cost of the hardware and software offered, technical features of the hardware/software offered, delivery schedule, past experience with SIB, Total cost of ownership ,post implementation service and support etc. shall be some of the criteria in selecting the Vendor.

14.2 Local presence and nature of Vendor's support available at each location shall also be given weightage while evaluating the tenders submitted by the Vendors.

14.3 The quoted brand and preferably model should have been successfully installed in at least 2 major projects in various banks/large organization. All bid responses should be accompanied by reference details of those projects.

14.4 Bank reserves right to eliminate any vendor either before or after bid submission, at any stage, without assigning any reason whatsoever.

15 LITIGATION

15.1 If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to nullify the Qualification and to disqualify the Vendor. If such information becomes available to the Bank prior to issue of Letter of Intent, SIB reserves the right to disqualify the

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Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the Contract unilaterally at the total cost and risk of the Vendor and such action would include but not limited to forfeiture of all deposits, guarantees etc. furnished in any form. The Bank also reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected bidder, including the pending bills, bank guarantee and security deposit, if any. The Bank will also reserve the right to recover any Advance paid.

15.2 All disputes or differences whatsoever arising between the selected vendor 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, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration - **Indian Arbitration and Conciliation Act, 1996** and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. A maximum of three arbitrators may be appointed in the arbitration panel.

15.3 Work under the Contract shall be continued by the selected vendor during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained. The venue of the arbitration shall be at Kochi, Kerala State, India.

----------[End of Main Document]----------

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Please read the main document before attempting to fill all the following Annexure.

ANNEXURE A : The tentative scope of work

Data Loss Prevention Project

Sr No	Requirement	Compliance Yes/No	Remarks
	Scope of Work -- Data Loss Prevention		
1.	Current State assessment.		
2.	Based on the various types of data identified, determine the potential data leakage pathways.		
3.	Understand the various states in which data exists in the system (i.e. at rest, in motion, archived etc.		
4.	Understand the various controls in place (manual and systems based) to prevent leaks.		
5.	Identify gaps and additional detection mechanisms to be instilled using data protection solutions.		
6.	Develop a data protection roadmap Develop a roadmap of data protection solutions and controls in line with the Bank's needs		
7.	Design new rules for the DLP solution. Migrate rules from existing DLP solution		
8.	Design, Size, Supply, Implement and Maintain the DLP solution including hardware(if separate hardware is proposed), Software, OS, database etc. for the period of contract.		
9.	All appliances/hardware(if proposed separately) and software offered is required to be on-premises licensed to SIB. Bidder is required to Size all the hardware/software for the solution proposed. During the warranty period of the appliance/hardware or software, in case of any shortfall of software licenses or Hardware sized; bidder is required to provide software / hardware at no additional cost to the SIB.		
10.	Bidder should Identify, Classify and prioritize the data on the basis of risk categories defined by SIB.		
11.	The software supplied must be the latest version of the OEM. Beta versions of any software shall not be accepted.		
12.	The solutions deployed should be modular, scalable and should be able to address SIB requirements for the next five years, with the deployed hardware.		
13.	The solutions and services in scope should be designed with adequate redundancy and fault tolerance to ensure compliance with SLAs for uptime as outlined in this RFP/PO.		
14.	The solutions should not have a significant impact on the existing infrastructure of the SIB either during installation or during operation of the solutions.		

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15.	Procurement of the necessary solutions and the corresponding hardware, software, database etc. required for implementing these solutions at the SIB.		
16.	Implementation of the identified solutions at SIB including configuration, customization of the products as per the requirement.		
17.	Integration of the solutions to provide a comprehensive single dashboard view of the security risks / incidents of SIB.		
18.	Bidder should work with the existing System Integrator(s) of the SIB to integrate the DLP solutions with Active Directory, SIEM Solution, server and storage environment, enterprise network, EMS / NMS solution, security solution, ticketing tools etc.		
19.	Integration with ITSM Tools/ Ticketing solutions (supported solutions should be mentioned)		
20.	DLP solution will be installed by Bidder, pursuant to the Request for Proposal (RFP) document relating to providing of the Implementation, training and assessment services.		
21.	Bidder will engage in providing design, installation, configuration, UAT, transfer of information and assessment of DLP solution to SIB.		
22.	Development of operating procedures in adherence to security policy of SIB.		
23.	Bank will provision VM setup for DLP solution deployment as per the Bill of material submitted along with the proposal. If separate hardware is required, SIB will provide rack, space, power, Storage for the in-scope solutions. However bidder is required to mention rack, space power and Storage required to host in-scope solutions. The bidder shall provide the year wise requirement of storage at both DC & DRS if required.		
24.	SIB will provide the network bandwidth for the in-scope solution. However bidder is required to mention the bandwidth requirement for in- scope solution. It is expected that the proposed solution to consume minimal bandwidth, so that it should not impact SIB day to day business operations. The solution should have the capability to restrict and manage its bandwidth usage.		
25.	SIB will provide the required Ethernet switch ports. However bidder is required to mention the number of Ethernet switch ports required for in- scope solution(if separate hardware is proposed)		
26.	Bidder should bring all the tools and equipment (Including cables) for successful commissioning of hardware and software for successful implementation of Solution(if separate hardware is proposed)		
27.	Bidder should be responsible for performing all the adequate cabling activity related to Server, Storage, and LAN etc. of SIB for successful commissioning of hardware, software. SIB Data Center and Disaster Recovery Center Runs on Fiber Channel or Copper Channel or Both(if separate hardware is proposed).		
28.	The bidder shall provide the detailed technical architecture comprising of hardware (including configuration) with operating systems and other application software in their technical bid.		

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29.	In case the bidder has not indicated any peripherals /equipment in their proposed solution and these may be required for the successful implementation of the DLP solution, the successful bidder has to provide the required peripherals/equipment at no additional cost to SIB.		
30.	Bidder shall apply all software updates / version upgrades released by the respective OEMs during the contract period.		
31.	The Bidder shall provide on call / onsite OS support on a need basis throughout the contract period starting from the date of installation and configuration		
32.	Agent installation at clients is the responsibility of Bidder and bidder should provide the solution for the same.		
33.	Bidder should co-ordinate all the activities relating to provisioning of infrastructure facilities and implementation of the DLP solution including helpdesk related activity within the scope. Such facilities and activities shall be specifically listed out by the Bidder at the time of submission of the tender in the technical proposal.		
34.	The Solution should be able to maintain logs for a duration of 3 month on the server and 1 year online (in SAN). Bidder to provide the sizing for SAN for keeping 1 year data online and supply the same.		
35.	Post warranty, the bidder is required to provide technical and AMC support for the DLP solutions for the tenure of the contract.		
36.	Bidder should provide training to SIB team / SIB nominated resources.		
37.	Provide Exit Management activities including complete documentation and the transition-out at the end of the contract period to the new service provider or in the event of premature termination of the contract.		
38.	The bidder shall ensure that any additional hardware / software / network equipment required to operationalize the respective solutions / devices must be detailed in the technical and commercial bill of material. If the same is not ensured, the bidder shall be responsible to provide such hardware / software / networking equipment free of cost to the SIB at the time of implementation. The bidder is expected to provide calculations / logic arrived at the sizing for all appliances/ hardware as part of the response.		
39.	SIB will provide rack, space, power, Storage at DC & DRS. Other things required for implementation i.e. Jack Panels in the Rack, Cables to connect with Switches, SAN and LAN (Ethernet and Fiber Cables) etc. including Resources for Cabling has to be factored in by the bidder in the Bill of Material as part of implementation. Bidder should perform for the inter-rack cabling, intra-rack cabling, SAN Cabling , integration with the existing network etc. and also perform other activities required for successful integration and implementation of the solution in SIB Environment in coordination with the existing Vendor of SIB at DC & DRS . Bidder shall integrate the hardware /software supplied with the existing SIB Hardware and Software at DC & DRS. SIB will assist the bidder in integration		

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	however primary reasonability of performing the activity lies with the bidder, Bidder is required to factor in the Cost of Performing all the activities for implementation of the solution at DC & DR sites in Bill of Material(if separate hardware is proposed).		
40.	In case of any hardware/supplied software is found to be insufficient (or Not meeting our requirement) to run/implement the entire DLP solution, the problem has to be rectified by vendor at no additional cost to the SIB.		
41.	Performance tuning of all supplied modules for the DLP solution.		
42.	Experienced and responsible technicians/Engineers who will be executing the project should inspect the SIB campus to evolve a clear understanding of the nature and scope of work involved		
43.	Vendor should conduct periodic security and network reviews during the 3-year warranty period and ensure all patches/upgrades are applied as and when OEM releases them		
44.	The proposed DLP solution should include proposal on the number of physical appliances and other hardware devices required for the setup with detailed configuration. A detailed Bill of materials should be provided by Vendor.		
45.	DLP Solution Design:-The Vendor is required to provide logical and physical design for the DLP Solution based on the following technical requirements. Hardware sizing exercise requirement has to be carried out by the vendor .		
46.	Software:- The Vendor is required to propose and provide the entire necessary software licenses for setting up the DLP solution.		
47.	Proof of Concept (POC):-The Original Equipment Manufacturer/System Integrator should be ready to do POC at no cost and no obligations to SIB. All necessary equipment & software should be supplied by vendor for POC of DLP solution. If vendor/OEM is not ready to carry out POC as per the terms, Bank reserves the right to reject the proposal.		
48.	Configuration of the Centralized Management Console that allows the administrators to manage the all modules of DLP solution (Hardware/Software) from one single console.		
49.	Integrate the DLP Solution with the provided backup system and/or to a SIB centralized backup system to perform online, off-host solution backups		
50.	Software license and hardware should be optimized.		
51.	OEM should certify the design action and implementation plan.		
52.	OEM should directly carryout installation and fine tuning of entire solution.		
53.	OEM should visit the site after three month of go live for any final configuration and fine tuning.		
54.	Vendor should provide custom apps (if app is available) for the integration of DLP with SIEM tool.		

----------[End of Annexure A]----------

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ANNEXURE B: Technical Specifications for Data Loss Prevention Solution.

This is a Functionality Response documents; vendor is requested to furnish the appropriate response to the particulars asked by giving the compliance level as explained below. Explanation/suggestions by the vendor may be given in the Remarks column.

Data Leakage Protection (DLP) Solution			
Sr. No.	**Technical Specification**	**Compliance (Yes/No)**	**Remarks**
1	**Channel & Communication Coverage**		
1.1	The solution should detect and prevent content posted or uploaded to specific websites, blogs, and collaboration platforms like Webex, Teams, Google Meet, etc. (but not limited to)		
1.2	It should be able to monitor FTP traffic including fully correlating transferred control information and should monitor IM traffic even if tunneled over HTTP protocol.		
1.3	The solution must be able to block outbound emails sent via SMTP if they violate policy and capture email activity from both Outlook (email clients) and webmail. It should capture sender, recipients (including cc and bcc), subject, message content, attachments, and date/time of emails sent.		
1.4	The DLP solution must provide capabilities to detect, monitor, and control sensitive data transmitted or uploaded through browser based webmail services. The solution should operate seamlessly across both HTTP and HTTPS traffic, including encrypted sessions via SSL/TLS inspection.		

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1.5	It must detect, block, and log file transfers carried out through peer to peer communication channels including direct Ethernet connections, Wi-Fi Direct technologies (e.g., Nearby Share), and group of P2P software such as Bit Tornado, Bit Torrent,		
1.6	The solution should be capable of detecting and correlating data classification metadata applied by data classification partners and enforce corresponding policies such as blocking, quarantining, or encrypting the file.		
1.7	The solution should monitor and log traffic while the endpoint is in bypass mode as well.		
1.8	The solution must support email sender and recipient address based whitelisting capabilities to allow trusted communications as per organization policy.		
1.9	The DLP solution should be able extend the policies to bank's cloud setup.		
1.10	All DLP policies should remain functional when the system is operating in Safe Mode		
1.11	DLP policies should remain effective even when devices operate in USB mode		
2	**Encryption, SSL/TLS Handling, and Encrypted Content Detection**		
2.1	The proposed solution should perform local SSL decryption on the endpoint client required for DLP analysis, ensuring that the content is decrypted only locally and re-encrypted before leaving the endpoint.		

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2.2	The solution must detect data leaked in both known and unknown encrypted formats, such as password protected Word documents, zipped/compressed files etc and be capable of detecting and blocking encrypted and password protected files without reading the encrypted content.		
2.3	It should be able to detect and block malicious activity related to data theft through files encrypted with nonstandard algorithms.		
2.4	The solution must support detection of PKCS #12 files (.p12, .pfx) commonly used to bundle a private key with its X.509 certificate.		
2.5	The solution should be able to recursively inspect the content of compressed archives.		
2.6	Perform full binary fingerprinting of files, including detecting partial leaks of fingerprinted files and folders.		
2.7	The endpoint solution should be able to encrypt data when business classified data is sent to removable media drives, supporting both native and portable encryption, managed from the same management console.		
2.8	The solution should classify files as encrypted based on file analysis		
3	**Endpoint DLP Controls and Device Management**		

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3.1	The solution should have more than 50 predefined applications and multiple application groups and allow each application/application group to monitor operations like Cut/Copy, Paste, File Access, Screen Capture etc. The capability to define and monitor third party applications should be included.		
3.2	The solution should support monitoring and policy enforcement for major email clients and office suites including **Microsoft Office 365, Mozilla Thunderbird, Libre Office, WPS Office** but not limited to, ensuring sensitive data usage and transfer within these applications is fully controlled.		
3.3	The solution should define and enforce policies for both inside and outside office endpoint machines, including different policies for desktops and WFH laptops, and support multiple endpoint profile creation for better security between different departments.		
3.4	The solution should support the multiple Endpoint Profile Creation for the Better Security between the different departments.		
3.5	The endpoint solution should monitor applications and ensure unauthorized applications do not have access to sensitive files or application source codes. The solution should have source code exfiltration detection capabilities.		

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3.6	The solution should provide a "Cloud Storage Applications" group to monitor sensitive content accessed by these applications on the endpoint and prevent sensitive data from uploading to cloud storage services such as Amazon Cloud Drive, Box, Dropbox, Google Drive, SkyDrive, and iCloud from day one (Windows 10, 11, and mac OS).		
3.7	The endpoint agent should support 32bit and 64bit Windows, mac OS, Windows Server (2016, 2019, 2022), linux and virtual environments (Citrix, VMware Horizon, AWS Workspaces, Azure Virtual Desktop) from day one.		
3.8	The solution should support print content monitoring to detect data leaks over the print channel and include the ability to block PrtSc (Print Screen) on the endpoint when specific configurable applications are running.		
3.9	The solution should monitor and protect sensitive data sent over private/incognito browsers at the endpoint level.		
3.10	Endpoint agent should detect and prevent tampering and generate an event if tampering is attempted. It should require a password from users before uninstallation.		
3.11	The solution should be capable of generating a validated Bypass ID with administrator approval and passcode.		
3.12	Solution should provide emergency offline based override of policies based of administrative password and is the same recorded for the activities. Such exceptions given by admins and other admin activities shall be clearly logged and available for review.		

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3.13	When the user is not connected to the internet, all collected data should be stored in a local disk cache on the endpoint and sent to the server as soon as it is again connected. This data should be capable of being sent to the server regardless of whether the endpoint is on or off the network		
3.14	The solution should monitor data copied to network file shares, storage media, Bluetooth file sharing, and enforce fingerprint policies even when disconnected from corporate network. Structured and unstructured fingerprints should be stored and analyzed locally to reduce WAN overhead.		
3.15	The endpoint solution should be able to encrypt removable media content and manage encryption and DLP policies from a unified management console.		
3.16	The solution should have capabilities to monitor and control concurrent admin user logins		
3.17	The DLP agent should be lightweight, optimized for performance, and must not degrade endpoint operation during large data transfers or scans.		
3.18	The system should support deploying agents through common enterprise software methods such as GPO, SCCM, or Manage Engine tools.		
3.19	Endpoint DLP solution should be on premise and not in cloud		
3.20	The proposed solution should support user-based policies based on the identity of the user, regardless of the device they are using and also support for end point based policies, regardless of the user logged in.		
3.21	The solution should provide the option to combine user-based and machine based policies to enable granular control		

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3.22	The solution should provide end user pop up alerts when a DLP policy is triggered, with the capability to enter user justification .		
4	**Data Classification, Detection, Fingerprinting, and Advanced Analytics**		
4.1	The solution should have a comprehensive list of predefined policies and templates with over 1500+ patterns to identify and classify information related to industries such as banking and comply with the India IT Act, RBI Act, PCIDSS, and DPDP Act.		
4.2	The DLP must support detection based on keywords, dictionaries, regular expressions (Regex), file types, file sizes, file names, and be able to enforce policy using these detection methods.		
4.3	The solution should support fingerprinting of specific fields or columns within databases and correlate related data across columns.		
4.4	The solution must extract and analyze text from image based files (e.g., JPG, PNG, TIFF, PDF) including support for regional languages relevant to the bank (Malayalam, Hindi, Tamil etc.) and detect text even from poor quality or low resolution images below 150 DPI.		
4.5	The solution should support detection of deep web URLs (.i2P, .Onion), encrypted attachments, password dissemination, user traffic over time, and unknown encrypted file formats detection.		

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4.6	Advanced machine learning capabilities/ Artificial Intelligence are required to automatically learn sensitive information, reduce false positives, detect data leaks on day one including low and slow leaks, and continuously improve detection accuracy leveraging historical incident data and analytics.		
4.7	The solution should support risk adaptive protection by dynamically adjusting the action plan based on customizable risk thresholds and ML based analytics.		
4.8	The solution should detect sensitive data sent/uploaded after office hours based on predefined patterns.		
4.9	The solution should have ability to detect cumulative malware information leaks		
4.10	The DLP dashboard must display the number of cases in the designated period that fall above the risk score threshold that you've selected. Risk score thresholds must be customizable and instantly produce an report to prioritize the cases from high to low risk levels by leveraging analytics or machine learning/AI technologies.		
4.11	The solution should support proximity-based filtering and matching capabilities within its policy engine, enabling the detection and enforcement of data protection policies based not only on exact keyword or pattern matches but also on the contextual proximity of keywords, phrases, or sensitive data elements within a defined range in the content.		

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4.12	The DLP solution must provide an API that can enable risk-based adaptive protection, so that in the future, actions like blocking, quarantining, or encrypting can be triggered dynamically depending on the calculated risk level—using capabilities provided by the same OEM		
5	**Incident Management, Reporting, and Role Based Access Control (RBAC)**		
5.1	Incident management must provide clear indication of policy violations including how the content triggered the violation, with access to original attachments from the UI.		
5.2	The incident display must include complete identity details of the sender for all network and endpoint channels. It should allow incident assignment to specific incident managers with automatic notification on assignment.		
5.3	Incidents must be immutable and not deletable even by administrators.		
5.4	The system should support incident management and remediation through a central management console and allow specific incident managers to manage incidents by policy violation or user groups.		

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5.5	Role based access control (RBAC) must be granular, supporting separation of duties with roles such as technical admin, user admin, policy creator/editor, incident remediator, and incident viewer; support read only roles that restrict capability to view only summary and trends without incident details; and protect user identity and forensic details based on role.		
5.6	The system should allow authentication of incident managers and administrators via Active Directory with multifactor authentication.		
5.7	The solution should provide customizable dashboards for executives combining data from data in motion, data at rest, and endpoint channels, along with single unified management for policies across all DLP channels.		
5.8	Reporting features should include scheduled automatic mailing of reports in common formats, the ability to save favorite reports, and a large library of predefined reports.		
5.9	The DLP system should provide visibility into broken business processes.		
5.10	The solution must be capable of exporting incident and administrative logs to SIEM for monitoring and correlation.		
5.11	Integration with Active Directory LDAP/LDAPS for authentication and policy management is mandatory.		
5.12	The Proposed DLP engine must perform a post-processing incident grouping step to avoid displaying related incidents in different cases. All incidents from the same user that have the same classification are combined into a group and DLP case card.		

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5.13	Solution must support APIs for Policy management that can be used to manage DLP and Discovery policies, rules and resources along with APIs for Incident Management to get a list of DLP & Discovery incidents, update & remediate those incidents.		
6	**Data Discovery, Data at Rest Protection, and File Management**		
6.1	The system should support automatic movement, relocation, quarantine, or deletion of files during discovery scans, with clear display of original file location and policy match details for files violating policies. Deletion during discovery should be carefully managed to avoid data loss and must be an optional feature.		
6.2	The system should support incremental scanning during discovery to reduce scanning overhead and maintain efficiency.		
6.3	It should preserve the original "last accessed" attribute of files scanned during discovery to avoid disruption of enterprise backup systems.		
6.4	The solution should provide seeded policies and templates tailored for banking and regulatory compliance.		
7	**Compliance, Ecosystem Integration, Support, and Vendor Relationship**		
7.1	The solution must comply with the DPDP Act, RBI Act, PCIDSS, and the IT Act.		

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7.2	The solution must be recognized in the most recent Gartner Leader Quadrant and Forrester Wave reports for Data Loss Prevention and Data Security Platforms.		
7.3	The OEM must have a 24x7 technical support center and innovation/development center based in India to provide local support.		
7.4	The bidder must ensure the OEM provides dedicated Customer Advocates for better case management, serving as the primary point of contact for escalations, and conducting annual value reviews to measure progress against information security goals.		
7.5	The solution must integrate smoothly with the bank's existing infrastructure and security ecosystem, including but not limited to Anti Malware software, Email Gateway, SIEM, PAM, Network Access Control, Patch Management Systems, Active Directory, and other security tools without requiring major changes.		
7.6	Integration with the Data Classification tool and Digital Rights Management (DRM) solution should be seamless and fully functional		

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7.7	Ability to upgrade the agent directly from the console to simplify implementation and upgrade processes. The central console should have following facilities 1.Manage end point policies 2.Agent configuration options 3.Report generation and view 4.Enforce controls across all end points		

Hardware Requirements.

Sr No	Requirement	Compliance Yes/No	Remarks
1	Vendor should provide detailed specification for all infrastructure required to run the solution for a minimum period of 5 years and proposed sizing should ensure best performance with zero or minimal latency.		
2	Vendor should submit both option price separately in the case of hardware a.Physical Hardware with necessary software b.VM with necessary software (VM will be provided by Bank)		
	Vendor should quote hardware separately with configuration details.		
3	All hardware specification quoted should be supported for next five years without any challenges.		
4	All hardware including fiber cable, copper cable and other accessories should be provided by vendor.		
5	Vendor should quote the solution at DC and DR and support the High Availability & Maximum Scalability		
6	The solution should have dual AC power supply fully populated (within box) from day one		
7	The solution should have suitable number of network interfaces both Gigabit and 10 /25G Ethernet to ensure best performance.		
8	Detailed commercial quote for infrastructure needs to be provided		
9	The hardware, software and VM Licensing (in any) should be included in cost of the solution, in case of a Software Solution being proposed by the vendor		
10	Separate sizing details like CPU, RAM, Disk space ,network Interface etc to be provided.		

Quote format for DLP solution (Option 1 – All devices are physical appliances)

No	Functionality Expected	Unit Rate	Qty	Total Rate	Compliance(Yes/No)	Remarks
1	End point- DLP		10000			
2	Management Console					

Quote format for DLP solution (Option 2 – All devices are Virtual appliances)

No	Functionality Expected	Unit Rate	Qty	Total Rate	Compliance(Yes/No)	Remarks
1	End point- DLP		10000			
2	Management Console					

Facilities Management Services Contract at Bank for DLP Solution.

Sr No	Requirement	Compliance Yes/No	Remarks
	Scope of Work		
1	The Onsite FM Engineer should have Level 2(L2) skillsets - Administration, Configuration, Installation, Maintenance, Troubleshooting, coordination & Monitoring in addition to any specific duties assigned. Additionally, the detailed scope of work of FM Engineer is mentioned below		
2	The FM resource preferably should be minimum DLP Implementation and administration level certified engineer.		
3	The FM Engineer should have proper knowledge in all DLP modules provided for this project.		
4	The FM Engineer preferably should have an experience of handling DLP end to end solution.		
5	Day to day admin activities: DLP server/agent installation, resource allocation/reallocation and other daily activities to increase the performance of solution		
6	Monitoring and managing all important server/system parameters - Disk space, Processor, kernel, memory, I/O Utilization, Network Utilization related to DLP.		
7	Production support and monitoring of production environment. Analysis and fixation of production related issues.		
8	Backup configuration and monitoring for DLP applications and other related configuration		
9	Patch updating of DLP applications and Version migration/upgrade of DLP solution.		
10	Log monitoring of DLP applications and knowledge sharing with bank		

11	Problem determination, management, resolution/escalation to respective vendors. Analysis and fixation of audit related issues		
12	Recover the DLP applications from system crashes		
13	DLP performance tuning and response monitoring		
14	Schedule and optimize the services running on the server		
15	Admin activities on middle ware applications: trouble shooting on performance issue, other housekeeping activities etc		
16	Physically monitor the installed hardware in a frequent interval and report the status to the Bank		
17	Support coordination with the hardware vendor/team		
18	Documentation for installation and operations manual of the product stack.		
19	Disaster Recovery Planning and Testing		
20	The time window for FM support will be mutually agreed		
21	If the regular engineer goes on leave, equivalent resource must be substituted with the prior permission of bank		
22	The designated engineer should obey all the rules and regulations of the bank as applicable		
23	Proper escalation matrix must be provided to the bank for expeditious redressal of issues which remain unresolved at the engineer level		

Quote format for FM service (Year 1, Year 2, Year 3 separately)

No	Functionality Expected	Qty	Unit Rate	Total Rate	Compliance(Yes/No)	Remarks
1	**Functionality Expected – L2 Skill ---** Administration, Configuration, Maintenance, Troubleshooting, coordination & Monitoring in addition to any specific duties assigned. **Time 9 AM to 6 PM – All Days except Sunday**	1				
2	**Functionality Expected – L2 Skill ---** Administration, Configuration, Maintenance, Troubleshooting, coordination & Monitoring in addition to any specific duties assigned. **Time 9 AM to 9 PM (12 Hrs) -- All Days except Sunday**	1				

----------[End of Annexure B]----------

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MANDATORY RESPONSE SHEET – Annexure C

This is MANDATORY response expected from the Vendor, bidding for the RFP for the South Indian Bank Ltd. Kindly provide appropriate response to the particulars asked for:

No	Particulars	Your Response
Contact Details(Solution Provider/OEM)		
1	Name of Solution Provider/OEM	
1 (a)	Postal Address	
1 (b)	e-mail	
1 (c)	Phone	
1 (d)	Fax	
1 (e)	Contact Person	
1 (f)	Contact Person Designation	
1 (g)	Date of Incorporation	
1 (h)	Total Number of employees	
1 (i)	Number of Offices in India and Address for the local office.	
1(j)	Escalation matrix of support, technical & marketing team upto Country Head	
Contact Details(Implementation Partner)		
2	Name of Implementation Partner	
2 (a)	Postal Address	
2 (b)	e-mail	
2 (c)	Phone	
2 (d)	Fax	
2 (e)	Contact Person	
2 (f)	Contact Person Designation	
2 (g)	Escalation matrix of support, technical & marketing team upto Country Head	

----------[End of Annexure C]----------

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ANNEXURE D: CHECKLIST

CHECKLIST DESCRIBING THE DOCUMENTS TO BE ATTACHED WHILE SUBMITING THIS RFPQ.

No	Document Required	Refer Sections	Page number in this rfpq	Vendors Response Submitted Yes/No
1	Details of the Service/Support Centers with Escalation Procedure/Chart	6.7	6	
2	Details of the Project Manager/Leader for installing & operationalizing the OS and Software	7.4	8	
3	Single Point contact for Clarifying the Details mentioned in this RFPQ	12	12	
4	AMC for all supplied Hardware and all software (OS, Databases, software, drivers, etc.)	6.2,6.3,8.3	5,6,8	
5	Training Schedule	5	5	
6	Installation Documents, Product Literature, Specifications, etc.	5.4	5	
7	Filled in Technical Quote (UNPRICED) as per Annexures with column of Annexures filled up indicating Technical compliance	11.6	12	
8	Filled in Commercial Quote (PRICED)	11.6	12	
9	Individual Item costing	8.6	8	
10	Proof need to submit	10.2,10.3	9	
11	Vendor should guarantee in writing product support	6.19	7	

----------[End of Annexure D]----------

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ANNEXURE E: VENDOR KYC

VENDOR DUE DILIGENCE FORMAT FOR INFORMATION TECHNOLOGY AND COMMUNICATION TECHNOLOGY PRODUCTS, APPLICATIONS AND SERVICES

1	Name of the Vendor	
2. a	Constitution	Individual ☐ Sole Proprietorship ☐ Partnership ☐ LLP ☐ Pvt. Ltd. Company ☐ Public Ltd. Company ☐ HUF ☐ Society ☐ Trust ☐ Association ☐ Foundation ☐
2. b	If you have undergone any change in the constitution since inception give full information here	Originally established as …….on……. Changed to…….on…….. Changed to……..on……
2. c	Information regarding merging/splitting since inception	
2. d	Group affiliation, if any	
Please attach a "Group Tree" -graphical representation of various conerns in your Group (if applicable)		
3	Address of Main/Registered office with Door No. Street No. and PIN	

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4	Address for Correspondence with Door No. Street No. and PIN		
5	Address of manufacturing / development centre with Door No. Street No. and PIN		
6	Address of branches / other offices / units (Please attach a separate list, if necessary)		
7	Telephone Nos.	Mobile Phone Number/s (with name and designation of the contact person)	
8	Email Id	Alternate Email Id	FAX No.
9	Date of Birth/Incorporation		
10	Website URL		
11	Registration No. (eg. CIN)		
12	Date of Commencement of Business		
13	Brief Profile of the Firm / Company(Please attach a separate sheet, if necessary)		
14	Licenses & Registrations		
	a) Registration under shops and commercial Establishment Act with Local Body	No……..Dt…… .	

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	b) Commercial Tax Registration	TIN No……..Dt…….		
	c) VAT Registration	No……..Dt…….		
	d) Service Tax Registration with Central Excise Department	No……..Dt…….		
	e) Tax Deduction Account Registration (TAN)	No……..Dt…….		
	f) PAN issued by Income Tax Department	No……..Dt…….		
	g) Exim Code	No……..Dt…….		
	h) Registration under Software Technology Park Scheme	No……..Dt…….		
	i) MSME Registration	No……..Dt…….		
15	Details of Quality Certification of products/company			
	ISI / BIS	ISO	Any other (please specify)	
16	List of major products*/services /Vertical-wise			
	Product/service	Date of launching	% to Annual Turnover**	% to Annual Revenue**

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	*Please enclose your company's product catalogue with detailed specification of the product/service ** Relating to the previous available financials			

17	Financials (Rupees in Millions)			
	Capital	20….-..	20..-..	20..-..
	Turnover			
	Net Profit			
	Net worth			
Please provide copies of audited financials for the last 3 years along with the Notice of AGM (For Companies)				
18	Details of Banking Relationship:			
	Name of the Bank and Branch Type of Account Account No. MICR No. IFSC Code Account holder (Since)	…… …….. Current ☐ Saving ☐ OD/☐ …… …….. …… …….. …… …….. …… ……..		
19	Auditors (Name with address and telephone/mobile numbers)	…….. …….. …… …. ICAI Membership Registration No……..		

20	Clientele:		
	List of Major Clients (Attach separate list, if required)	1. 2. 3. 4. 5.	Since…… Since…… Since…… Since…… Since……
Please produce reference from at least two of your major clients			

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21	Competitors:	
	Whom do you consider as your near competitors - Product/ service/ industry-wise list	1. 2. 3. 4. 5.
22	Blacklisting:	
	Are your blacklisted ever: Yes ☐ No ☐	If Yes, Since when 1. Since……by……... 2. Since…… by…… 3. Since…… by…… Reason for Blacklisting:
23	Litigation:	
	Please provide a list of major suits filed either pending or settled/closed against you with clients and/or for patent, trade mark, Intellectual property Rights infringements	1. On……by……Status…….... 2. On……by……Status……. 3. On……by……Status……
24	HR	
	a) Number of employees in the scroll b) Key technical personnel (attach separate list, if required) c) Key Managerial Personnel (attach	Service >5 Years…… Service >1 <5 Years…… <1 Year……Outsourced…… …… …… …….. …… …….. …… …….. …… …… …… ……..

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	separate list, if required) d) Whether Family concern/Widely held e) Whether professionally managed or conventional	
25	Insurance	
	Please narrate the details of any Insurance held for client protection	
26	Any other relevant information (Use additional sheets if required)	
27	List of KYC documents furnished	Name:…… … Proof of ID Type:……No.…… ….. Proof of Address Type……..No…… ….
		Name:…… .. Proof of ID Type:……No.…… ….. Proof of Address Type……..No.

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		Name:…… Proof of ID Type:……No.…… ….. Proof of Address Type……..No…… ….
		Name:…… Proof of ID Type:……No.…… ….. Proof of Address Type……..No…… ….
28	List of other documents submitted	1. 2. 3. 4. 5. 6.
29	Litigation:	
	Please provide a list of major suits filed either pending or settled/closed against you with clients and/or for patent, trade mark, Intellectual property Rights infringements	1. On……by……Status……..... 2. On……by……Status……. 3. On……by……Status……

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30	HR	
	a) Number of employees in the scroll b) Key technical personnel (attach separate list, if required) c) Key Managerial Personnel (attach separate list, if required) d) Whether Family concern/Widely held e) Whether professionally managed or conventional	Service >5 Years………… Service >1 <5 Years………………… <1 Year……………………Outsourced…………………… ……………. …………………………………………………………………………… …………………………………………………………………………….. …………………………………………………………………………….. …………………………………………………………………………….. …………………………………………………………………………… ……………………………………………………………………………..
31	Insurance	
	Please narrate the details of any Insurance held for client protection	
32	Any other relevant information (Use additional sheets if required)	
33	List of KYC documents furnished	Name:……………………………………………………………………… Proof of ID Type:……………………………No.…………………………………….. Proof of Address Type……………………………..No.…………………………………………

		Name:…… …….. Proof of ID Type:……No.…… …….. Proof of Address Type……..No.
		Name:…… …… Proof of ID Type:……No.…… …….. Proof of Address Type……..No…… ……
		Name:…… …… Proof of ID Type:……No.…… …….. Proof of Address Type……..No…… ……
34	List of other documents submitted	1. 2. 3. 4. 5. 6.

I……..s/o…… …… ……residing at……, in my capacity as the …… of ……do hereby solemnly affirm and declare that the particulars furnished in this due diligence format is true and correct to the best of my knowledge and belief. I also declare that I have not withheld any material information that is relevant and known to me regarding the firm/Company at the time of signing this document.

I/We also confirm that I have gone through the IS Security Policy, IT Outsourcing Policy, IT Governance Policy and IT Operation Policy of the Bank and confirm that I/We shall adhere to such policy, as applicable in the context, in terms of RBI Guidelines.

I/We hereby authorize the Bank to obtain opinion on me/us directly from our Bankers.

I/We hereby undertake to abide by the Non-disclosure policy of the Bank and shall execute the Non-disclosure agreement, when asked by the Bank to do so.

I/We also agree that I shall allow the Bank to conduct an onsite IS audit on us either by the Bank personnel or by a duly appointed IS auditor by the Bank, if required by the Bank.

I/We also agree to the Bank to set the standards and criteria for the outsourced personnel both at the development and maintenance and also agree to the Bank for surveillance of the production facilities and the personnel engaged in the work with the help of surveillance cameras installed and monitored either on site or at remote location. **(Applicable for outsourcing tasks etc. with data/materials owned by the Bank)**

Place:……

Date :……..

Authorised Signatory

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Guidelines regarding requirements of KYC documents

Individual	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter
Sole proprietorship :	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and profile of the Proprietor
	Provide ID Proof and Address proof of the Proprietorship firm
Partnership	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and a profile of all the Partners
	Provide copies of Partnership deed, Partnership Registration certificate (if registered), 1 Address proof of the firm
LLP	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter of all the Partners
	Provide copies of LLP agreement and Certificate of Incorporation
Ltd. Company	Provide Photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter, DIN and profile of all the directors and all executives/mandate holders who will be signing various documents while dealing with the Bank.
	Provide copies of MOA, AOA, Certificate of Incorporation, Certificate of Commencement of Business(only for public Ltd. Co), CIN, PAN and address proof of the Company.
	Copies of Mandate/POA issue to the executives/mandate holders who will be signing various documents while dealing with the Bank.

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Society/Trust etc.	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter and profile of all the Signatories/Mandate holder
	Copies of Registration Deed, Bye-laws, List of Managing Committee

----------[End of Annexure E]----------

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