



Central Bank of India

Operational Resiliency Command Centre, Department of Information Technology

Request for Proposal (Bid) Document

For

Full Stack Observability (FSO) with GenAI based AIOps Solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre.

Bid Number: GEM/2026/B/7870590

Abbreviations:

The long form of some abbreviations commonly used in the document is given below:

S. No	Abbreviations	Description
1.	AI	Artificial Intelligence
2.	AIOps	AI for IT Operations
3.	AMC	Annual Maintenance Contract
4.	API	Application programming interface
5.	APM	Application Performance Monitoring
6.	ATS	Annual Technical Support
7.	BG	Bank Guarantee
8.	B.E.	Bachelor of Engineering
9.	B.Tech.	Bachelor of Technology
10.	BCP	Business Continuity Process
11.	BCMS	Business Continuity Management System
12.	BFSI	Banking, Financial Services and Insurance
13.	CBS	Core Banking Solution
14.	CPU	Central Processing Unit
15.	CMM	Capability Maturity Model
16.	CSV	Comma Separated Values
17.	CVC	Card Verification Code
18.	DA	Design Authority
19.	DAM	Database Activity Management
20.	DB	Database
21.	DC	Data Centre
22.	DIT	Department of Information Technology
23.	DR	Disaster Recovery
24.	DRC	Disaster Recovery Centre
25.	EA	Enterprise Architecture
26.	EMD	Earnest Money Deposit
27.	FM	Facility Management
28.	FMS	Facility Management Services
29.	FSO	Full Stack Observability
30.	GenAI	Generative AI
31.	HTTP	Hypertext Transfer Protocol
32.	HTTPS	Hypertext Transfer Protocol Secure
33.	ITRCoE	IT Resilience Centre of Excellence
34.	KPI	Key Performance Indicator
35.	LLP	Limit Liability Partnership
36.	LLM	Large Language Models

37.	MAF	Manufacturer Authorization Form
38.	MFA	Multi-Factor Authentication
39.	MSME	Micro, Small & Medium Enterprises
40.	MQ	Message Queue
41.	NDA	Non-Disclosure Agreement
42.	NPM	Network Performance Monitoring
43.	OEM	Original Equipment Manufacturer or OEM is the organization which have developed/ created the product/ software and hence is entitled to distribute the same.
44.	OS	Operating System
45.	OSD	Original Solution Developer
46.	PBG	Performance Bank Guarantee
47.	PO	Purchase Order
48.	PSB	Public Sector Bank
49.	PSU	Public Sector Undertaking
50.	QCBS	Quality and Cost- Based Selection
51.	RAG	Retrieval-Augmented Generation
52.	RBI	Reserve Bank of India
53.	RCA	Root Cause Analysis
54.	RFP	Request for Proposal
55.	RM	Risk Management
56.	SaaS	Software as a Service
57.	SDN	Software Defined Network
58.	SEI	Software Engineering Institute
59.	SI	System Integrator
60.	SIEM	Security Information and Event Management
61.	SLA	Service Level Agreement
62.	SOP	Standard Operating Procedure
63.	SOAR	Security Orchestration, Automation, and Response
64.	TCO	Total Cost of Ownership
65.	TDS	Tax Deducted at Source
66.	TO	Technical Offer
67.	UAT	User Acceptance Testing
68.	VAPT	Vulnerability Assessment and Penetration Testing
69.	VM	Virtual machine
70.	WAF	Web Application Firewall
71.	XML	Extensible Markup Language

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Section 1

1.1 Introduction

Central Bank of India, the Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 having its Central Office at Chander Mukhi, Nariman Point, Mumbai-400021 hereinafter called "Bank" and having 90 Regional Offices (RO), 13 Zonal Offices (ZO) and 4600+ branches spread across India, invites online tender offers (Technical offer and Commercial offer) from eligible Vendors for **Full Stack Observability (FSO) with GenAI based AIOps Solution for Real Time Monitoring of Bank's Critical Applications at Bank's Data Centre**. For commercial evaluation, the Bank will adopt 'QCBS' method to finalize the vendor for the project as per GeM terms and conditions.

The proposed solution should provide real-time, business-centric insights into the performance and health of critical banking applications and their underlying infrastructure by leveraging advanced analytics, machine learning, and unified data correlation.

The details are given below:

Tender Reference Number	CO: DIT:2026-27:XXX
Date of RFP Issue	03/08/2026
Bid Security (EMD)	An amount of ₹1,80,00,000/- (₹ One Crore Eighty Lac Only) in the form of Unconditional Bank Guarantee issued by a scheduled bank other than Central Bank of India for the entire period of Bid validity plus 3 months or by means of Account Payee Demand Draft /RTGS/NEFT with narration Tender ref no GEM/2026/B/7870590 in the Account No.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) in favor of "Central Bank Of India" and payable at Navi Mumbai. Exemption is applicable to MSME Bidders as per the MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department, on submission of relevant documents.
e-mail IDs for sending queries and Last Date for submission of queries	smitorcc@centralbank.bank.in smitpurchase@centralbank.bank.in Latest by 11/08/2026 @ 12:00 Noon, Queries to be submitted through mail.
Date and time for Pre-Bid Meeting,	11/08/2026 @ 3:00 PM
Last Date and Time submission of Bids Mode of bid submission & online portal's URL	01/09/2026 @ 3:00 PM
Time & Date of Opening of technical bids	01/09/2026 @ 4:00 PM
Address for Communication	Chief General Manager –IT/CTO Department of Information Technology, Central Bank of India, Plot- 26, Sector -11 CBD Belapur, Navi Mumbai- 400614 (MH)
Contact Telephone Nos.	022-27582362

If any of the above dates fall on holiday or become holiday due to regulatory or other reasons beyond control of the Bank, then the next valid date in such case will be next working day of the Bank.

The pre bid meeting will be held in person/online mode with the bidders.

For any clarification with respect to this RFP, the bidder may send their queries/suggestions, valuable inputs, and proof of remittance of document cost or exemption certificate of MSE by email to the Bank. It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only and should be sent to designated email ID within stipulated time as mentioned in below format:

S.No.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks

Exemption from submission of EMD shall be given to Bidders, who are Micro and Small Enterprises (MSE)/ Startup. The Bidder who are MSE must submit necessary document issued by NSIC and the Bidder who are Startups must be recognized by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD exemption, Firms should necessarily enclose a valid copy of registration certificate issued by NSIC/DIPP which are valid on last date of submission of the tender documents. MSE Firms which are in the process of obtaining NSIC Certificate/ DIPP will not be considered for EMD exemption.

Tender offers will normally be opened half an hour after the closing time. Any tender received without EMD (if applicable) will be disqualified.

Technical Specifications, Terms and Conditions and various format and Performa for submitting the tender offer are described in the tender document and its Annexures.

Chief General Manager-IT /CTO
Central Bank of India,
Plot- 26, Sector -11
DIT, CBD Belapur,
Navi Mumbai-400614

DISCLAIMER The information contained in this Request for Proposal (RFP) document or information conveyed subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Central Bank of India (Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

1.2 Eligibility Criteria

The Bidder must fulfil following eligibility criteria:

S. No.	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
Bidder's Financial Strength			
1	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date of submission of RFP.	Copy of the Certificate of Incorporation issued by Registrar of Companies/ Registrar of firms and full address of the registered office of the bidder.	
2	Bidder should be registered under G.S.T. and/or tax registration in state where bidder has a registered office.	Proof of registration with GSTIN	
3	The bidder must have an annual average turnover in India of INR 100 crores in the last three financial years (i.e. 2023-24, 2024-25, 2025-26) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies.	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for preceding three FYs with valid UDIN.	
4	The bidder should have made operating profits in at least two financial years out of last three financial years. (i.e. 2023-24, 2024-25, 2025-26).	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for preceding three FYs with valid UDIN.	
5	The bidder should have a positive net worth in last three financial years. (i.e. 2023-24, 2024-25, 2025-26)	Certificate of the Chartered Accountant for preceding three FYs with valid UDIN.	
Bidder and OEM Experience			

S. No.	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
6	Bidder should be either an Original Equipment Manufacturer (OEM) or Original Solution Developer (OSD) of devices/software solutions or authorized partner/SI of OSD. In case the bidder is an Authorized partner of the OEM/OSD, Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM/OSD stating that bidder is authorized partner of OEM/OSD and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM/OSD or its authorized partner. OEM/OSD can quote directly or through authorized partners. However, both i.e. OEM/OSD & their authorized partner cannot participate in the RFP. In case, both (OEM/OSD & their authorized partner) participate, the bid of the OEM/OSD only will be considered.	Copy of MAF from OEMs as per format to be submitted, and confirmation from OEMs confirming the partnership level of the Bidder	
7	The Bidder/OEM must have successfully implemented at least two (2) Integrated Full Stack Observability Solution to monitor, analyze and understand the health & performance of entire technology stack in BFSI/PSU/ Government Organization, within the last five (5) years out of which at least one of these implementations in any Scheduled Commercial Bank in India having at-least 1000 branches. Bidder must have at least 2 years back to back agreement with OEM from the date of submission of Bid.	The bidders need to provide relevant PO/ Credential letter and signoff, project completion certificate or any other document from the client clearly substantiating the completed implementation, which is acceptable to bank against each reference. Bidder need to provide copy of the back to back Agreement with OEM.	
8	Bidder should have Offices at Mumbai and Hyderabad and should be able to provide efficient and effective support.	Submit the undertaking self-declaration on Bidder's letter head.	

S. No.	Eligibility of the Bidder and OEM	Documents to be submitted	Compliance (Y/N)
9	At the time of bidding, the Bidder should not have been blacklisted / debarred/ by any Govt. / IBA/RBI/PSU /PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.	Submit the undertaking self-declaration on Company's letter head	
10	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services	Submit the undertaking self-declaration on Company's letter head	
11	Bidder/OEM should not have - NPA with any Bank /financial institutions in India Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank.	Submit the undertaking self-declaration on Company's letter head	
12	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority	Certified copy of the registration certificate	
13	The Bidder or Its Technology Partner should not be owned or controlled by any Director, officer or employee of Central Bank of India or by related party having the same meaning as assigned under section 2(76) of the companies act or relative having same meaning as assigned section 2(77) of companies act 2013 read with rule 4 of the companies (specification of definition details) rules 2014.	Undertaking to be given by the Bidder at time of submission.	

The bidder must submit only such document as evidence of any fact as required herein. The Bank, if required, may call for additional documents during the evaluation process and the bidder will be bound to provide the same. If OEM is participating, then SI cannot participate with same solution. However multiple SI can participate with same OEM solution, only if OEM is not participating.

Central Bank of India reserves the right to verify references provided by the Bidder independently. Any decision of bank in this regard shall be final, conclusive, and binding up on the bidder. Bank may accept or reject an offer without assigning any reason whatsoever.

- 1) The bidder has to submit Integrity Pact (IP) signed by authorized signatory as prescribed format mentioned in [Annexure 9](#) on Rs.500 stamp paper (not prior to issuance of bid) at the time of bid submission. Bidder shall be liable for rejection in case of non-submission of the same.
- 2) Bidders need to ensure compliance to all the eligibility criteria points.
- 3) In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered.
- 4) In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.
- 5) Bidder must provide credential letter or installation sign off document. Purchase orders without relevant organization confirmation through a credential letter will not be considered as credentials.
- 6) Scheduled Commercial Bank does not include Payments Bank, Cooperative Banks or RRBs.
- 7) While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): Commission has decided that in all cases of procurement, the following guidelines may be followed:
 - i. In RFP, either the Indian agent on behalf of the Bidder/OEM or Bidder/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer.
 - ii. If an agent submits bid on behalf of the Bidder /OEM, the same agent shall not submit a bid on behalf of another Bidder /OEM in the same RFP for the same item/product.

1.3 Bid Security (Earnest Money Deposit-EMD)

An amount of ₹1,80,00,000/- (₹ One Crore Eighty Lac Only) in the form of Bank Guarantee issued by a scheduled Bank other than Central Bank of India for the entire period of Bid validity plus 3 months or by means of Account Payee Demand Draft/ Banker's cheque /RTGS/NEFT in the account no.-3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no **GEM/2026/B/7870590** in favour of "Central Bank Of India" and payable at Mumbai/Navi Mumbai.

Bidders claiming exemption from submission of EMD shall be required to register on the GeM portal and the exemption of EMD shall be considered in accordance with GeM terms and conditions.

Other terms & conditions relating to Bid security is as under:

1. No interest will be payable on the Bid Security amount.
2. Unsuccessful Bidders' Bid security will be returned after completion of tender process.
3. Unsuccessful Bidders should submit the Letter for Refund of EMD/Bid Security for returning of the bid security amount as per [Annexure 12](#).

The EMD / Bid Security shall be liable to be forfeited:

1. If a Bidder withdraws its tender during the period of tender validity specified by the Bidder; or
2. If the Bidder does not accept the correction of its Tender Price; or
3. If the successful Bidder fails within the specified time to:
 - a. Sign the Contract; or
 - b. Furnish the required security deposit.

4. The EMD / Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the tender. If the JV has not been legally constituted at the time of bidding, the EMD / Bid Security shall be in the names of all future partners as named in the letter of intent.
5. The EMD / Bid Security will be refunded to the Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG).
6. The EMD / Bid Security of unsuccessful Bidders shall be returned as promptly as possible after completion of bidding process.

1.4 Performance Bank Guarantee (PBG)

1. As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank other than Central Bank of India, in the format given by the Bank in for Performance Bank Guarantee, for 5 % of the total project cost valid for 66 months, (5 years for total project period plus 6 months for claim period) validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder.
2. The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing Bank on the letterhead of the issuing Bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
3. Each page of the PBG must bear the signature and seal of the PBG issuing Bank and PBG number.
4. In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.
5. In the event of delays by Successful Bidder in ATS/AMC support, service beyond the schedules given in the RFP, the Bank may provide a cure period of 30 days and thereafter invoke the PBG, if required.
6. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract, indicating the contractual obligation(s) for which the Successful Bidder is in default.
7. The Bank shall also be entitled to make recoveries from the Successful Bidder's bills or any other amount due to him, the equivalent value of any payment made to him by the Bank due to inadvertence, error, collusion, misconstruction or misstatement.
8. The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.

1.5 Cost of Bidding

1. The Bidder shall bear all costs and expenses associated with the preparation, submission, and participation in the bidding process, including but not limited to the costs of documentation, demonstrations, presentations, meetings, site visits, due diligence activities, negotiations, travel, lodging, legal consultation, technical assessments, and any other related expenditure.
2. The Bank shall not be responsible or liable, directly or indirectly, for any costs, losses, damages, or expenses incurred by the Bidder in connection with the preparation, submission, evaluation, clarification, modification, or withdrawal of its bid, regardless of the conduct or outcome of the bidding process.

3. The Bank reserves the right to amend, modify, suspend, cancel, or terminate the bidding process at any stage without assigning any reason whatsoever and without incurring any liability towards any Bidder for any costs or expenses incurred.
4. Any effort, work, study, proof of concept (POC), pilot, demonstration, or presentation undertaken by the Bidder in connection with this RFP shall be at the Bidder's own cost and risk, unless specifically agreed otherwise in writing by the Bank.
5. The Bidder shall be solely responsible for obtaining all information necessary for preparing the bid and for assessing the risks, contingencies, and other circumstances that may influence or affect the bid.
6. No reimbursement, compensation, or claim whatsoever shall be payable by the Bank to any Bidder for any expenditure incurred in relation to this RFP, irrespective of whether the bid is accepted, rejected, or the bidding process is cancelled or re-issued.
7. Submission of a bid shall be deemed to constitute the Bidder's unconditional acceptance of the provisions contained in this clause regarding costs and expenses associated with the bidding process.

1.6 Manufacturer's Authorization Form

Bidders must submit a letter of authority from their manufacturers, as per format given in [Annexure 5](#), that they have been authorized to quote OEM Product.

Note: Vendor must comply with the above-mentioned criteria. Non-compliance to any of the criteria can entail rejection of the offer. Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

The participating bidders are required to submit unambiguous documentary evidences, in support of their meeting the above eligibility criteria. The bidder must comply with all above mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.

Bank reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the bid may be considered as of the demerged company, provided the demerged company doesn't apply in the same bid process. However, all the parameters of the bidding company shall be reckoned from the date of its inception for the purpose of this bid.

Section 2

Scope of Work

2.1 Introduction

The Bank propose to establish a Centralized Operational Resiliency Command Center at its Data Centre to enable proactive monitoring of its Critical Applications, Digital Channels, Infrastructure and future Private Cloud Environment through Full Stack Observability Solutions with AIOps & GenAI features.

2.2 Overview

Presently Bank is having APM Solution provided by M/s Heal to monitor its 20 critical Applications. The Heal licenses for these application is still having leftover period, as per table below:-

S. No.	Make/Model	OEM	License Validity	Details of the proposed System Software	Quantity
1.	Heal V 2.3.4 (Existing Licenses)	Appnomic	Valid from 28.03.2024 (5 years)	DC Active/ DR Passive and vice versa during working from DR	20

- The bidder may propose existing solution and install the additional feature in the existing system as per the technical Specifications given in the RFP or bidder may quote for a new solution as per the Technical Specifications given in the RFP and integrate with Existing solution.
- The bidder need to propose for the additional licenses required as per bill of material and quantity mentioned in [Annexure 2](#).
- ATS cost of Existing 20 licenses should be provided in the [Annexure 2](#) (Bill of Material) for the remaining period of the contract.
- In case the bidder is quoting for new solution, the bidder has to update all the software components (Operating System, Database and Application) of proposed solution to the latest version without any extra cost to the Bank. Also, the successful bidder has to upgrade/ update within downtime window permissible as per SLA terms of the project.
- The Bank has ULA arrangement with Oracle for Database. In case if Bidder proposes any database other than Oracle, the Bidder has to provide the same in [Annexure 2](#) (Bill of Material).
- The proposed solution should be tightly integrated with all the existing setup and new infrastructure /IT Assets of the Bank. The bidder must deliver the solution in live environment which exactly matches the capabilities of the proposed solution, demonstrated/achieved during the POC/DEMO. This must be constructed for all critical applications during full scale implementation.
- The proposed solution should be capable of integrating with Bank's Network Monitoring tool along with SIEM/SOAR/ Next Gen SOC. The solution should be capable of ingesting the logs from above tools to analyse & correlate them for anomaly detection.
- For Bill of Material and Minimum Technical specification details refer to:- [Annexure 16](#) for Minimum Technical Specification and [Annexure 2](#) for Bill of Material.

2.3 Detailed Scope

The selected bidder shall be responsible for the design, supply, installation/ reinstallation, configuration/re-configuration, integration, deploy, testing, and support of an end-to-end Full Stack Observability with GenAI based AIOps Solution for Central Bank of India on on-premise version (no SaaS). The scope includes, but is not limited to the following:

2.3.1 Objectives

- 2.3.1.1** Establish an end-to-end Full Stack Observability (FSO) Monitoring Solution with GenAI based AIOps features covering MELT data applications, databases, middleware, operating systems, networks, cloud and containerized workloads and security tools.
- 2.3.1.2** Implement Open Telemetry-based instrumentation for standardized and vendor-neutral telemetry data collection that can collect & correlate telemetry data from bank's various monitoring tool of different OEMs.
- 2.3.1.3** Incorporate GenAI features for predictive analytics, anomaly detection, intelligent alert correlation, suggesting fixes, automated remediation for minor/repetitive issues and Automatic RCA generation.
- 2.3.1.4** Facilitate compliance-ready reporting for regulatory frameworks i.e. RBI.
- 2.3.1.5** Facilitate Compliance Ready Solution e.g. PCI-DSS, DPDP, ISO 27001 etc.

2.3.2 Broad Areas to be Covered Supply of tools

The selected bidder is required to supply the specified tools, which must include the following essential areas and capabilities, but are not limited to -

2.3.3 Application Performance Monitoring

- 2.3.3.1** Application Code Monitoring: To monitor Internal code execution.
- 2.3.3.2** Real Time Transaction Monitoring: All monitoring data should be available with a granularity and Max delay of 1 second.
- 2.3.3.3** Log Monitoring: Ingest & correlate logs from different Servers/VMs/Containers etc. and other monitoring tools for anomaly detection and RCA generation. The retention period of the logs is 180 days and subsequently logs will be archived.
- 2.3.3.4** Web Component Monitoring: Support for Apache, NginX, HAProxy, etc.
- 2.3.3.5** App Component Monitoring: Support for JBoss, WebSphere, Tomcat, etc.
- 2.3.3.6** Database Monitoring: Support for Oracle, MySQL, MongoDB, Postgres, Cassandra and other RDBMS/NoSQL databases.
- 2.3.3.7** Container Monitoring: To track the health, performance and resource utilization of containerized applications and micro services.

2.3.4 Synthetic User Monitoring and Real User Monitoring

- 2.3.4.1** Synthetic User Monitoring: Synthetic Monitoring shall be conducted over the public network for public facing applications like MB, INB etc. Solution must be capable of providing simulated user interactions using multi factor authentication (MFA) to proactively detect performance issues.

- 2.3.4.2 Real User Monitoring: Solution must be capable to capture actual user experiences across devices and geographies. Solution must be capable of masking sensitive data. Visualization of customer journey across applications.
- 2.3.4.3 End User Experience: Solution should be capable of effectively capturing & monitoring the end user experience across various customer facing applications.
- 2.3.4.4 The bidder must provide the Synthetic user monitoring mechanism in the proposed FSO solution for all public facing applications.
- 2.3.4.5 The bidder has to integrate KPIs (related to Synthetic User Monitoring) in the unified dashboards.

2.3.5 Infrastructure Monitoring

- 2.3.5.1 Host and Server Monitoring (CPU, Memory, Disk I/O etc.)
- 2.3.5.2 Virtual Machine Monitoring.
- 2.3.5.3 Kubernetes Cluster Monitoring (pods, nodes, clusters, deployments etc.)
- 2.3.5.4 Storage Monitoring (SAN, NAS etc.)

2.3.6 Log Monitoring

- 2.3.6.1 The solution must support log ingestion via standard protocols and agents (Syslog, Fluentd, Logstash, Beats, OpenTelemetry, and custom APIs) and feature a scalable storage layer with hot, warm, and cold tiering for up to 90 days of retention.
- 2.3.6.2 The solution must provide advanced querying capabilities, including full-text search, wildcard, regex, and time-series filtering. Additionally, the platform must deliver real-time monitoring dashboards for both application and system-level logs.

2.3.7 AIOps for Incident & Problem Management

- 2.3.7.1 AI/ML-based anomaly detection and RCA.
- 2.3.7.2 Automated alert correlation and suppression.
- 2.3.7.3 Incident auto-ticketing and integration with ITSM tools.
- 2.3.7.4 Recommendations for remediation and self-healing workflows.
- 2.3.7.5 Automatic calculation of MTDD, MTTI, MTTR whenever any Downtime occurs.
- 2.3.7.6 Calculation of Error Budgeting (The percentage of error that bank can absorb) & Burn Rate information (Speed at which bank is exhausting error budget).

2.3.8 Business Journey (Service Impact) Monitoring

- 2.3.8.1 End-to-End visibility of business transactions across Application and infrastructure layers.
- 2.3.8.2 Segmentation of user journeys into sub-journeys.
- 2.3.8.3 Real-time and historical analytics of transaction metrics (Volume, latency, success/failure rates).
- 2.3.8.4 Contextual RCA and impact analysis to identify, evaluate, and predict the potential consequences. Together, they provide a complete understanding of an incident by identifying both its causes and its business impact.
- 2.3.8.5 Impact mapping to evaluate, how that incident affects business operations, user experience and revenue.

2.3.9 Features of proposed Full Stack Observability Solution

- 2.3.9.1 The tool must be capable of monitoring and stitching the entire transaction journey, beginning from customer touch points (e.g., mobile apps, Credit Card, internet banking portals, ATMs, POS devices, Banking applications as per requirement) and flowing through different hops up to the application layer and core banking systems.
- 2.3.9.2 The proposed solution/tool must be capable of ingesting both structured and unstructured logs from bank's existing monitoring tools and applications.
- 2.3.9.3 The Observability solution should provide unified visibility by integrating logs, metrics, traces, and events across heterogeneous environments.
- 2.3.9.4 It must support agent-based and agentless data collection mechanisms, enabling correlation of data across cloud-native micro services, traditional monolithic applications, APIs, middleware, databases, and storage layers—regardless of deployment architecture.
- 2.3.9.5 The proposed solution must perform data collection through single agent installation or without requiring multiple agent installation.
- 2.3.9.6 The solution should facilitate proactive monitoring, rapid incident response, and performance optimization, ensuring high availability, low transaction latency, and secure processing in a dynamic and distributed hybrid infrastructure.
- 2.3.9.7 The proposed solution must deliver comprehensive, real-time end-to-end visibility into all financial and non-financial transactions across the Bank's hybrid IT environment, leveraging a single Full-Stack Observability platform. This includes deep transaction tracing and intelligent correlation of events across diverse infrastructure components—spanning on-premise data center, private and public cloud environments, and third-party service integrations.
- 2.3.9.8 The solution must also provide an option of fixed as well as rolling time periods to calculate these thresholds. There should not be any limit to number of metrics being auto base lined.
- 2.3.9.9 Storage Monitoring: Bidder should ensure achieving, critical KPIs of storage monitoring including capacity and utilization metrics (total capacity vs. usage, growth rate, days to full, thin provisioning), performance indicators (IOPS, throughput, latency, read/write ratio, queue depth), and health metrics (disk failure rate, rebuild time, availability, error rates).

2.3.10 GenAI based AIOps Platform Functionalities

- 2.3.10.1 The GenAI platform must be a self-contained, browser-accessible on-premises solution that correlates heterogeneous telemetry with real-time threat intelligence without public cloud dependencies.
- 2.3.10.2 The solution must provide NLP querying, multi-layer alert grouping, and RAG-driven remediation to prevent alert fatigue and streamline incident resolution.
- 2.3.10.3 The system must integrate with local LLMs and multimodal data inputs to automate incident summarization, risk scoring, and SIEM-equivalent kill-chain detection within the Observability layer.
- 2.3.10.4 The solution must provide complete visibility and component monitoring across all internal AI assets, including models, pipelines, agents, RAG systems, and MCP servers.
- 2.3.10.5 The solution must maintain full audit logging for all AI prompt-and-response interactions to ensure compliance and security tracking.
- 2.3.10.6 The solution must automatically redact, mask, or modify sensitive data contained within both AI inputs and outputs prior to storage or display

2.3.11 GenAI base AIOps Features – Data Ingestion

2.3.11.1 The solution must support real-time pipeline ingestion and aggregation of 100% MELT data from heterogeneous sources—including infrastructure, application Observability, and SIEM tools—into a single coherent view without sampling.

2.3.11.2 The solution must dynamically enrich ingested events with business-service context while allowing the bank team to onboard new or proprietary data sources with minimal configuration.

2.3.12 GenAI based AIOps Use Case - Anomaly Detection

2.3.12.1 The solution must utilize machine learning algorithms to detect real-time anomalies, identify potential operational issues, and conduct historical analysis to uncover recurring patterns such as monthly load spikes or seasonal degradation.

2.3.12.2 The solution must provide deep root cause analysis capabilities to isolate the specific component or configuration mismatch driving the underlying issue.

2.3.13 GenAI based AIOps Use Case - Event Correlations

2.3.13.1 The solution must provide event correlation and data quality capabilities to cross-reference and validate complete data across network, application, and database layers for a comprehensive incident overview.

2.3.13.2 The solution must rank and sequence all related events chronologically to pinpoint the exact point of origin, while automatically triggering pre-defined forensic or remediation workflows upon detecting specific event patterns.

2.3.14 GenAI based AIOps Use Case - Capacity Forecasting

2.3.14.1 The proposed solution must proactively identify capacity-related choke points across hardware and application configurations over a user-defined target range of dates before performance degradation occurs.

2.3.14.2 The solution must offer granular temporal insights pinpointing the specific hour, day, week, or month a threshold was or will be breached.

2.3.14.3 The solution must support dynamic "what-if" analysis to predict upcoming chokepoints based on simulated workload increases (e.g., a 30% transaction growth).

2.3.15 GenAI based AIOps Use Case - Intelligent Alerts

2.3.15.1 The solution must provide intelligent alerting, noise filtering, and incident clustering capabilities to reduce false positives and group related anomalies for the ROC team into a single, coherent problem statement.

2.3.15.2 The solution must feature an integrated GenAI chatbot interface that allows operators to investigate incidents in depth through conversational follow-up questions and contextual debug guidance.

2.4 Deployment & Integration

The selected vendor shall be responsible for the design, supply, installation/reinstallation, configuration/reconfiguration, integration, deploy, testing, and support of an end-to-end Full Stack Observability with GenAI based AIOps solution for Central Bank of India on on-premise version. The scope includes, but is not limited to, the following:

2.4.1 To implement a GenAI based AIOps Observability platform from OEM/Solution Integrator to monitor the Bank's critical IT assets—applications, infrastructure, databases, and cloud services with minimal CPU overhead.

2.4.2 All the tools proposed by the bidder should be capable of smooth deployment and efficient

integration with each other and with Bank's existing monitoring tools. Native adapters (intelligent connectors) should be available to integrate all the proposed and existing tools (Heal, Motadata, Netwitness, CP4I, and etc.).

- 2.4.3 The proposed solution must support monitoring across multiple operating systems not limiting to Linux, UNIX, Windows, Solaris, AIX, Guardian OS and virtual machines and any other OS introduced in the market during the contract period.
- 2.4.4 The Proposed solution must support existing and future Infrastructure platforms which bank may likely to procure and deploy. Not limited to X86, RISC (SPARC & Power) and Mainframe Linux based systems.
- 2.4.5 The proposed solution must provide granular role-based access control for Application-specific data, Dashboard views/customization, and administrative functions and Server & Database metrics.
- 2.4.6 The proposed solution should be implemented and supported in Three-tier or multi-tier architecture with a capability to adopt Kubernetes Framework.
- 2.4.7 The proposed solution must offer a single, web-based interface for configuration and management.
- 2.4.8 The proposed solution should have capabilities to monitor without requiring "root" privileges on the target systems or applications, including for routine operational tasks.
- 2.4.9 The proposed solution should have the capabilities to monitor blind spots like Un-instrumented processes; kernel/network causes; some sidecars, host activity and ephemeral dependencies
- 2.4.10 All components of the proposed Observability solution must be capable of functioning strictly without any Internet access.
- 2.4.11 The proposed solution should be integrated with a new tool that replaces any of the monitoring tools, collaboration tools, security monitoring tools, ITSM tool and any other new tool incorporated in the Bank ecosystem during the contract period.
- 2.4.12 The proposed solution must be including a horizontally scalable and capable of handling any anticipated volumes of metrics and events.
- 2.4.13 The bidder must deploy OEM onsite resources to complete deployment & integration within defined timelines.
- 2.4.14 Installation should be on both DC/DR environment.
- 2.4.15 The proposed solution must be capable of automatically detecting and identifying any newly deployed servers or services within the target application environment, ensuring continuous and comprehensive monitoring without manual intervention.
- 2.4.16 The solution must reliably deliver alerts and notifications to designated users, regardless of their workstation login status or duration of inactivity, ensuring timely awareness and response to critical events.
- 2.4.17 The solution should provide maintenance & management windows configurable via dashboard to suppress alerts flooded during planned downtimes.

2.5 Integration with Bank's Monitoring tools

- 2.5.1 The proposed Observability solution shall be integrated with Existing Monitoring & Management tools. In case any additional licenses required for integration with existing tools shall be included in the proposal.

- 2.5.2 Existing Application Performance Monitoring Tool (HEAL APM).
- 2.5.3 Network Performance Monitoring Tools – i.e Motadata.
- 2.5.4 Cloud-native components (Kubernetes, containers), Prism Center, V-Centre (On Premise Private Cloud).
- 2.5.5 The solution should allow for custom connectors or adaptors to integrate with proprietary or less common monitoring tools used by the Bank.
- 2.5.6 The Bidder has to integrate any new tool procured by the bank in IT ecosystem without any further cost to the bank.

2.6 Integration with Bank's ITSM tool

- 2.6.1 The Observability solution must integrate with the bank's existing ITSM platform (e.g. MotaData) to automatically create, update and close incident and problem tickets based on detected anomalies or threshold breaches.
- 2.6.2 It should support bi-directional communication to sync ticket status and resolution notes between the Observability and ITSM systems.

2.7 Integration with Bank's Notification Systems

Integration of the proposed tools with Bank's Notification Systems like SMS, Email etc.

2.8 Integration with Security Solutions

- 2.8.1 The proposed solution must integrate with bank's existing Identity and Access Management (IAM) systems (e.g. Active Directory, PIM), Security Information and Event Management (SIEM/SOAR/NAC) platforms (e.g. RSA Netwitness), etc.
- 2.8.2 The proposed tools should integrate with other security tools available in the bank, using native or custom agents/adaptors provided by the vendor.

2.9 Implementation & Onboarding

The selected bidder shall be responsible for the end-to-end implementation and on boarding of the proposed solution, ensuring smooth transition, configuration and readiness for operational use.

2.10 Implementation of Application Monitoring

- 2.10.1 The vendor must on-board various applications on the proposed solution as per the Bank's monitoring requirements during the contract period of 5 years. Additional Licenses, if required shall be procured by the Bank as per the rates finalized.
- 2.10.2 The solution must offer a single pane of glass for monitoring and event management across all IT applications, enabling centralized visibility and control.
- 2.10.3 The proposed solution must provide Lightweight agents for servers and containers. The agent should not impact the functionality of the application/device/server/service.
- 2.10.4 The vendor must provide OEM-certified onsite resources to onboard all the mentioned applications within defined timelines.
- 2.10.5 The vendor must conduct application discovery and dependency mapping, then submit an onboarding plan with timelines, prerequisites and downtime requirements.
- 2.10.6 The vendor should coordinate with application owners to gather technical details and access requirements.

- 2.10.7 The vendor must Install and configure agents on target applications, wherever required.
- 2.10.8 The vendor must perform end-to-end validation of Observability data.
- 2.10.9 The vendor should configure dashboards, alerts and baselines for each application based on threshold shared by application team. Further, Bidder has to configure multiple threshold against KPIs shared by owner Team.
- 2.10.10 The proposed solution /tool should be capable to set threshold dynamically on basis of seasonal patterns.
- 2.10.11 The vendor should fine tune alerts from time to time to avoid false positives.
- 2.10.12 The vendor must conduct performance impact assessments to ensure no degradation.
- 2.10.13 The feedback from application teams is to be addressed by the selected vendor.
- 2.10.14 The vendor must prepare and submit SOPs for monitoring and alerting.

2.11 Implementation of Infra & Network Monitoring

- 2.11.1 The selected bidder must conduct discussions with Bank's IT and Monitoring teams in a phased manner to identify the gaps in current monitoring capabilities and list out their expectations or requirements.
- 2.11.2 Identify and validate various IT Asset: Physical Servers, Virtual Machines, Containers, etc.
- 2.11.3 Install monitoring agents on servers, endpoints etc. as required.
- 2.11.4 Configure dynamic threshold-based and anomaly-based alerts for: CPU, memory, disk I/O, Bandwidth usage, Packet loss, Latency and jitter, Interface errors etc.
- 2.11.5 Configure dashboards, KPIs and alerting mechanisms based on Bank's SLAs and operational needs for each IT asset or device to be monitored.

2.12 Implementation of AIOps

- 2.12.1 Ensure comprehensive collection of MELT data (Metrics, Events, Logs, Traces) from infrastructure & applications and ingestion of logs from SIEM/SOAR & Network Monitoring Tool.
- 2.12.2 Validate the accuracy, completeness and consistency of telemetry data.
- 2.12.3 Normalize data formats to enable effective correlation and analysis by AIOps engines.
- 2.12.4 Automated Anomaly detection through ML Algorithms.
- 2.12.5 Ensure the platform can correlate events across layers (e.g., application errors linked to network latency or infrastructure failures)
- 2.12.6 Validate RCA capabilities that leverage AI to pinpoint issues across the stack.
- 2.12.7 Recommend evidence-led remediation to incorporate in Run books for automation of RCA
- 2.12.8 Enable automated ticket creation and incident workflows.

2.13 Run book Automation & Self-Healing

- 2.13.1 Ensure to improve consistency and speed of restoration for repeat incidents.
- 2.13.2 Should convert recurring incident-resolution steps into structured run books to guide operators step-by-step or execute approved remediation automatically.
- 2.13.3 Initial triage and severity assessment.
- 2.13.4 Should support automation for common actions with low severity like service restart, queue clearing, rerouting etc.
- 2.13.5 Proposed solution should have internal diagnostics for self-health monitoring & self-healing

capabilities like self-kill and self-restart to minimize the impact on monitored application as well as ensure continuous monitoring is not impacted.

2.14 Implementation of Business Journey

- 2.14.1** The selected bidder should provide complete end-to-end transaction journeys (Stitched Log Tracing) wherever applicable.
- 2.14.2** The proposed solution must provide visualizations of complete application topologies, including all components and their interdependencies.
- 2.14.3** The selected bidder must define start and end points, involving multiple channels (e.g. branch, mobile, web) and applications (e.g. CBS, EFRMS) for each application from the specified journeys by the Bank.
- 2.14.4** The selected bidder must implement mechanisms to stitch asynchronous events together into a single business transaction view for each journey.
- 2.14.5** The selected bidder must create data correlation rules across applications and infrastructures for the journey.
- 2.14.6** The selected bidder must implement AI/ML models for anomaly detection, predictive insights and auto-remediation for the journey.
- 2.14.7** The proposed solution must provide exact point of failure, Technical Declines, Business Declines and any other failure point while tracing the end-to-end journey of transactions. These details must be covered under customized dashboards as per Bank's requirements.

2.15 Bidder's Responsibilities

- 2.15.1** Requirements Gathering Process, Understand the Bank's Requirements, Objectives, Vision in line with Regulatory and Government Guidelines.
- 2.15.2** Designing the Architecture of proposed Unified Observability tool considering, the available infrastructure of Bank i.e. Cloud, Containerized Platform (Kubernetes), Physical, Virtual Machines, Server less architecture etc.
- 2.15.3** Provide Capacity Planning/Optimization of the tool/Licenses considering the scope of work.
- 2.15.4** Conduct workshops with stakeholders (ITOps, Cyber-security, Application Dev., Compliance, and Risk) as part of implementation.
- 2.15.5** Assess existing monitoring, logging, and tracing tools and practices of Bank.
- 2.15.6** Comply with all the recommendations / close all the vulnerabilities related to the tool reported in the various security review, IS audit, UAT, etc. conducted by the Bank, regulators, Bank appointed third parties at various stages during the contract period without any additional cost to the Bank. Bank shall not pay any charges to the vendor failing the above and it may attract penalty from the Bank (as per the SLA).
- 2.15.7** Provide updates and upgrades of the product during the entire contract period, at no additional cost to the Bank.
- 2.15.8** All integrations must support high availability, encryption in transit and at rest, and comply with data privacy regulations. The solution should be future-proof and support evolving business and compliance needs without significant redesign.
- 2.15.9** The bidder should conduct a POC (Proof of Concept) / Demo as per Bank's requirements to prove the claim of delivering required capabilities of the proposed solution. To validate the capabilities of the proposed full stack resilience solution and ensure it meets the required

features in real-world conditions, a structured Proof of Concept (POC) / Demo should be conducted.

2.15.10 The POC/ Demo will simulate representative operational scenarios—including incident detection, impact assessment, crisis communication, and recovery orchestration—across operational resilience domains. Key functional areas such as system integration, AI-driven incident summarization, root cause analysis, real-time capturing telemetry data, predictive analytics and interoperability with existing ITSM, SIEM, and continuity tools will be rigorously tested. The evaluation will measure performance, scalability, user components to make the solution successfully live in Banks environment. Insights from the POC / Demo will confirm whether the solution can reliably deliver the intended outcomes when deployed at scale, mitigating risks before full implementation.

2.15.11 Use Case: GenAI-Powered AIOps Intelligent Incident Root Cause Analysis Under FSO Solution.

Description:

Develop a GenAI-based AIOps Observability assistant that analyses telemetry data i.e. logs, metrics, traces & events from various applications to automatically detect anomalies, correlate incidents, and suggest probable root causes in real time.

Hardware/Software:

The eligible bidders should ensure setup with necessary hardware (GPUs/GPU Servers), Software (LLM, development platform etc.) required to conduct the POC / Demo at Bank premises/Bidders location.

End-to-End Flow:

- Integration, Ingestion and Correlation: Collect full-stack telemetry data via OpenTelemetry/APIs/Connectors from applications, databases, APIs, Network and infrastructure.
- AIOps Analysis: Use a CPU based AI model fine-tuned on historical incident and Observability data to interpret anomalies, correlate alerts, and identify causal patterns.
- Automated Insights: Generate human-readable incident summaries, impact assessments, and recommended remediation steps.
- Business Journey: Provide end to end business journeys after correlating telemetry data, network packets showing latency points, bandwidth utilization etc.
- Incident Management (Ticketing): Connect with ITSM tools for auto-ticket creation and continuous learning from post-incident reviews.

Business Value Expected:

- Reduced Mean Time to Detect (MTTD) and Mean Time to Resolve (MTTR).
- Enhanced operational resilience and compliance with banking uptime SLAs.
- Shifting from Reactive to Proactive approach.
- Predictive Analysis & Forecasting.
- Capacity Planning.

Duration of POC / Demo: 2 - 3 weeks.

- 2.15.12** The proposed solution should have out-of-the-box support for automatic base lining wherein the solution can automatically learn the behavior of monitored applications and set baseline thresholds automatically for all the monitored metrics, including:
1. Business Metrics
 2. Transaction Metrics
 3. Application metrics
 4. Server metrics
 5. Custom Metrics
 6. Database Metrics.
- 2.15.13** All prospective bidders must provide comprehensive technical details necessary for the successful deployment of the proposed GenAI based full stack unified Observability solution. The submission should clearly outline the solution architecture, hardware and software requirements, integration capabilities with existing IT infrastructure ([Annexure 16](#)).
- 2.15.14** Bidders are also required to specify scalability options, high availability and disaster recovery features, security controls, compliance adherence, and performance benchmarks. Additionally, detailed implementation methodology, resource requirements, support model, and training provisions must be included to ensure smooth deployment, efficient operations, and long-term sustainability of the solution. ([Annexure 17](#)).
- 2.15.15** The selected bidder has to provide implementation experts certified by OEM to implement the solution and to develop custom dashboards to address both business and technical use cases as per the requirements given in this RFP. The dashboard must broadly cover below parameters:
1. Infrastructure and System Health
 2. Application and Service Dashboards
 3. Customer Journey Dashboards
 4. Capacity Planning Dashboards
 5. Compliance Dashboards
 6. Business and Executive Dashboards
 7. KPIs Dashboards
 8. Patterns and Historical Trends
 9. Observability Summary
 10. Image Processing
- 2.15.16** Bank will provide necessary infrastructure required for delivering GenAI module.
- 2.15.17** The proposed GenAI based Full Stack Observability solution must be deployed on Bank's on-premise private cloud. The required infrastructure including hardware, software and network components will be provided by the Bank.
- 2.15.18** The bidder must provide complete details of hardware/infra sizing required for the deployment and implementation (on-prem. private cloud, Containerized deployment) of Full Stack Observability Solution in UAT, DC and DR environments by taking into account the details of available infrastructure to be monitored at Bank's premises. (refer [Annexure 17](#))
- 2.15.19** The Bidder must develop and incorporate the following GenAI based AIOps scenarios using a single source of Observability data (proposed FSO Solution) as part of the Resilience Operations Centre (ROC):
- Intelligent Incident Management
 1. Automated incident summarization and contextual enrichment.

2. AI-driven root cause analysis and recommended resolution steps.
 3. Smart ticketing with correlation of related events across Network, Security, Infra and Applications.
- Predictive & Proactive Operations
 1. Failure prediction for critical banking applications and infrastructure.
 2. Capacity forecasting and resource optimization using AI trend analysis.
 3. AI-based anomaly detection in performance, security, and transaction flows.
 - Network and Security events correlation and Reporting
 1. Unified AI-driven correlation of performance and security incidents.
 2. Automated generation of incident response playbooks.
 3. Threat intelligence summarization and unusual pattern detection leveraging Observability data.
 - Knowledge Management & Assistance
 1. GenAI – powered virtual assistant (Chatbot) for natural language queries on IT health and security posture.
 2. Automatic generation of post-incident reports and knowledge base updates.
 3. Conversational dashboards for real-time insights and operator guidance.
 - Business & Compliance Insights
 1. Executive-level AI summaries linking IT disruptions to business and customer impact.
 2. Automated compliance reporting (RBI, ISO, PCI-DSS, etc.).
 3. Predictive availability and resilience scoring for business services.
- 2.15.20** The Bidder must provide a detailed documentation of training the proposed LLM model based on Bank's requirements. LLM model training must be performed considering the end-to-end Observability requirement/use cases of the Bank.
- 2.15.21** The GenAI capabilities must include RAG (Retrieval-Augmented Generation) integration to combine Observability data with AI reasoning for contextual insights. Domain-specific model fine-tuning for IT operations, root-cause analysis, and anomaly detection.
- 2.15.22** The Bidder must be responsible for integration of proposed Observability Data Lake (FSO Solution) and the proposed LLM model to achieve seamless interactive interface (Chatbot). The integration must be done through agent or agent-less (REST/SOAP API) mechanism.
- 2.15.23** The proposed solution must support Natural language querying capability – allowing IT teams to query Observability data in plain English.
- 2.15.24** The proposed Solution with GenAI module must support following capabilities:
- Support for Open Telemetry-based data ingestion for logs, metrics, and traces.
 - Built-in AI/ML Ops platform with pipelines for model training, tuning, and deployment.
 - Compatibility with industry-standard AI frameworks such as:
 - RAG frameworks for contextual data enrichment.
 - LLM based run time protection
 - Containerized deployment on Kubernetes/OpenShift for AI services.
- 2.15.25** The proposed solution must support 50 concurrent users i.e. Concurrency of User requests in Interactive Interface Prompt (Chatbot).
- 2.15.26** The proposed solution must support Maximum Latency of 20 seconds (Response time from

Chatbot after querying at the GenAI prompt).

- 2.15.27 It is the responsibility of bidder to arrange for POC/Demo at their locations. In case Bidder wants to deliver GenAI based AIOps features at bank's Data Center than Bidder has to provide necessary hardware (GPU) / Software required to deliver the same. Bidders fail to provide GenAI based AIOps module (Hardware/Software) at the time of POC/Demo shall be considered as rejected.**
- 2.15.28** The bidder must be responsible for the integration of existing monitoring tools mentioned in this RFP document through intelligent connector, API (REST/SOAP). If either of the mechanisms are not available and the mentioned integrations are not achieved, then the bidder must develop the mechanism out of the box to achieve the said integrations required for FSO implementation.
- 2.15.29** The bidder must approach, onboard and coordinate with the OEMs of the existing monitoring tools (Network, Security, Infra etc.) deployed in Bank, to achieve the required integration. In case bidder is unable to integrate any of the mentioned tools, then Bank may impose the penalty as per penalty clause. **Bank will not consider Go-Live of any applications without the mandatory integrations required to achieve end-to-end visibility/ Observability.**
- 2.15.30 RACI (Responsible, Accountable, Consulted, Informed) Matrix:**

S.No.	Activity	Bidder	Bank
1	Requirement Analysis	AR	CI
2	System Design	AR	CI
3	Development & Installation	AR	CI
4	Configuration, Policy, Rules etc.	AR	CI
5	Documentation	AR	CI
6	Testing	AR	CI
7	Application License Delivery	AR	CI
8	Deployment & Go-live	AR	CI
9	Facility Management	AR	CI
10	Business Continuity Management	AR	CI
11	Rectification of any Points raised during assessment	AR	CI
12	Incident Management	AR	CI
13	Service Support	AR	CI

2.16 Training

The bidder should follow the following training framework and ensures that operators gain technical depth, administrators manage configurations and integrations (FSO with GenAI based AIOps features), and executives leverage insights for resilience, compliance, and business continuity.

The bidder must provide at least three sessions of training during the entire contract period as per the Bank's requirements. Each session should be of minimum one day for at least 20 officials.

2.16.1 End-User / Operator Training

2.16.1.1 Introduction to Observability solution architecture and components.

2.16.1.2 Hands-on use of dashboards for infrastructure, applications, and security

monitoring.

- 2.16.1.3 Setting up alerts, thresholds, and interpreting system health indicators.
- 2.16.1.4 Log, metric, and trace analysis for incident triage and resolution.
- 2.16.1.5 Practical exercises in anomaly detection, predictive alerts, and capacity forecasting.
- 2.16.1.6 Incident lifecycle management using integrated ITSM workflows.

2.16.2 Administrator Training (IT Operations & Security Engineers)

- 2.16.2.1 Solution deployment and configuration, including integrations with bank's existing monitoring tools.
- 2.16.2.2 Advanced dashboard customization and reporting.
- 2.16.2.3 NOC-SOC use cases: unified incident correlation, root cause analysis, and AI-driven playbook execution.
- 2.16.2.4 Security modules: encryption, RBAC, compliance configurations, and audit reporting.
- 2.16.2.5 Backup, recovery, and disaster resilience features.
- 2.16.2.6 Maintenance, upgrades, and troubleshooting best practices.

2.16.3 Executive & Management Training (IT Heads, Risk & Compliance Teams)

- 2.16.3.1 High-level overview of Observability objectives and benefits.
- 2.16.3.2 Interpreting executive dashboards for business and customer impact.
- 2.16.3.3 Using predictive insights for capacity planning, resilience scoring, and risk mitigation.
- 2.16.3.4 Automated compliance and regulatory reporting (RBI, ISO, PCI-DSS).
- 2.16.3.5 Leveraging AI-generated summaries for informed decision-making.
- 2.16.3.6 Governance, resilience posture tracking, and strategic use of Observability data.

2.17 Facility Management Support

The successful bidder has to ensure support to Bank in following ways for smooth functioning:

2.17.1 Onsite Support/Facility Management

- The bidder should deploy eight technical experts (L1, L2 and L3) throughout contract period with adequate skill set and experience for monitoring and management of the proposed solution 24*7 from date of Go- Live.
- The deputed resources should have the educational qualification of BE/B.Tech/ /MCA/MSC-IT/Computer Science and should manage and maintain software as per the agreement. The onsite support resources should possess minimum 1-year experience for L1 Level, 3-years' experience for L2 Level & 5-years' experience for L3 Level in the Observability domain. Bank reserves the right to claim change in resource based on the performance of the resources. Resources Deployed in the bank post go-live of the project should have certification in the related technology of implementation.
- The Bidder should arrange one off-site Project Manager, who is having enough experience and knowledge of the entire project and would be the SPOC on implementation and maintenance.

- The Bidder's on-site resources shall be responsible for the configuration, operation, maintenance, backups & troubleshooting of the proposed Single Full Stack Observability Tool.
- The Bidder's onsite support shall coordinate with the Bank's Monitoring team in identifying the Root Cause Analysis for any issues reported by the tool so as to take up with the concerned application team or vendor or infra service provider for immediate resolution.
- The Bidder's on-site resources shall coordinate with the concerned teams and comply with all the recommendations / close all the vulnerabilities related to the tool reported in the various security review, IS audit, UAT, etc. conducted by the Bank, regulators,
- Bank appointed third parties at various stages during the contract period.
- The bidder must in coordination with Bank's team, conduct DR Drills of the proposed solution as and when required, and ensure RTO/RPO are met as per Bank's BCP Policy.
- Onsite resources shall test the latest application & OS patches for infra pertaining to proposed solution in test environment and implement the same in the live environment after taking the sign off from the Bank team.
- Perform Configuration/Customization/Modifications or adding new dashboards/alerts / KPIs as per Bank's requirement.
- The Bidder shall provide daily, weekly, monthly reports to the Bank's team on system health, performance, alerts sent, issues reported, and other reports as specified by the Bank/ regulatory requirements, as and when required.
- Bank reserves the right to continue/renew the resident Engineers based on their performance. In case of non-satisfactory services bank reserves the right to terminate his/her services by giving 30 days' notice period to the bidder. The resource should be substituted by the bidder as per the Bank's requirement within the notice period.
- Bidder should submit the KYC documents of the Engineers employed for management of services.
- Bank's team shall interview the team proposed by the successful bidder before deployment. Successful bidder shall be required to change the team/members at the discretion of the Bank.
- The bidder must ensure the closure of all the security review observations under Vulnerability Assessment and Penetration Testing (VAPT) if any, as pointed out / advised by the information security team of the bank, with in the timelines advised by the bank.
- OEM must be responsible and accountable for successful implementation and Go-live of the said FSO solution along with development of GenAI based AIOps based scenarios.
- The Vendor shall co-ordinate with OEMs for support, configuration issues, hardware replacement, third party integrations etc.
- The bidder shall deploy dedicated onsite resources (as per mentioned qualifications

and experience) to provide 24x7 support at the Bank's location for managing the Full Stack Observability Tool. These resources will handle configuration, operation, maintenance, backups and troubleshooting.

- An experienced offsite Project Manager must be appointed as the Single Point of Contact (SPOC) for implementation and maintenance oversight.
- The bidder shall perform configuration, customization and modifications including creation of dashboards and alerts as per the Bank's evolving requirements without any additional cost within the contract period.

2.17.2 Skill Requirements of (L1, L2 and L3) Resources

Onsite resource requirement for FSO Solution		
Location and no of resources	Operating Times	Desired Qualification & Experience
Minimum 4 L1 resource at Mumbai	24x7 in Shifts	The onsite engineer should be a Science Graduate (IT / Computer), preferably, B.E./B.Tech/MCA/MSc-IT with a minimum of 1 years' experience in Application Monitoring Solution implementation and/or support preferably using the proposed solution. Certification in ITIL or OEM of the proposed solution is desirable.
Minimum 2 L2 resource at Mumbai	Business Hours and as per Bank's Requirements	The onsite engineer should be a Science Graduate (IT / Computer), preferably, B.E./B.Tech/MCA/MSc-IT with a minimum of 3 years' experience in Application Monitoring Solution implementation and/or support preferably using the proposed solution. Certification in ITIL or OEM of the proposed solution is desirable.
Minimum 1 L3 resource from OEM side at Mumbai	Business Hours and as per Bank's Requirements	The onsite engineer should be a Science Graduate (IT /Computer), preferably, B.E./B.Tech/MCA/MSc-IT with more than 5 years' experience in Application Monitoring Solution implementation and/or support preferably using the proposed solution. Certification in ITIL or OEM of the proposed solution is desirable.

Section 3

Terms & Conditions

3.1 Implementation Timeline

The Successful Bidder is expected to adhere to the following timelines concerning the Implementation of the solution in bank;-

S. No.	Activity	Time Period for Completion
1	Setup of the Infrastructure in UAT, DC & DRC	The successful bidder has to setup the Infrastructure required for Solution within 6 weeks of acceptance of purchase order.
2	Delivering Solution Licenses	Within 10 weeks from the date of acceptance of purchase order.
3	Full Stack Solution Deployment in UAT, DC & DRC	Within 13 weeks from the date of acceptance of purchase order.
4	Integration of 5 Critical Applications with Business Journeys in UAT.	Within 17 weeks from the date of acceptance of purchase order.
5	UAT Sign-off	Within 19 weeks from the date of acceptance of purchase order.
6	Go-Live of first 5 Critical Application with Business Journeys	Within 21 weeks from the date of acceptance of purchase order.
7	Integration with tools (Network Monitoring Tool, Infrastructure, SIEM, SOC, SOAR, ITSM, etc.)	Within 26 weeks from the date of acceptance of purchase order.
8	Go-Live of All Critical Applications with Business Journeys	Within 30 weeks from the date of acceptance of purchase order.
9	Implementation of GenAI based AIOps Platform for End to End Observability with Analytics Capability. Go Live of first GenAI Use Case	From 30 - 34 weeks from the date of acceptance of purchase order.
10	Review Period	After Go-Live of All Critical Applications with Business Journeys and GenAI based AIOps solution implementation, The Solution shall remain under Review Period for 3 months. In this phase, the selected bidder shall ensure that Solutions are implemented as per the Bank's requirements, and no extra costs shall be charged to the Bank for the effort involved. At the end of the review phase, the Bank shall issue a final acceptance signoff.

Acceptance Test shall be carried out on GenAI based Full Stack Observability Solution provided by Bidder jointly by the representatives of the Bank and the bidder, after the installation is completed. The Acceptance Test shall be deemed to be complete only on issuance of the 'Acceptance Certificate' by the Bank to the bidder. It is the responsibility of the bidder to remediate any deficiency identified in dashboard / solution, as observed during the Acceptance Test.

3.2 Penalty

The successful Bidder shall agree to the penalties structure in accordance with Bank.

3.2.1 Service Level Agreement

This section describes the service levels that have been established for the Services offered by Bidder to the Bank. Bidder shall monitor and maintain the stated service levels to provide quality customer service to the Bank.

The Bank expects that the successful Bidder /Vendor to adhere to the following minimum Service Levels:

- Any fault/ issue/ defect failure intimated by Bank through any mode of communication like call/e-mail/ any electronic messaging system etc. are to be acted upon, so as to adhere to the service levels. Business/ Service Downtime and Deterioration shall be the key considerations for determining "Penalties" that would be levied on the Successful Vendor.
- The Vendor should have 24x7x365 monitoring, escalation and resolution infrastructure.
- Time bound problem addressing team (onsite) for the complete contract period.
- The Bidder should Guarantee 99.99% availability for the proposed solution.

3.2.2 SLA for Uptime

Vendor will have to guarantee a minimum uptime of 99.99%, calculated on a Quarterly basis. Application (As a whole / any module of the application) availability will be 99.99% on 24x7x365. The penalty will be calculated as per the details given below.

Uptime percentage - 100% minus (less) Downtime Percentage

Downtime percentage - Unavailable Time divided by Total Available Time, calculated on a Quarterly basis.

Total Available Time – 24 hrs. per day for seven days a week excluding planned downtime

Unavailable Time - Time involved while the solution is inoperative.

Level of Uptime Quarterly(U)	Penalty Charges
100 % => A >= 99.99%	No Penalty
99.99% > A >= 99.50%	1 % of TCO
99.50% > A >= 99.00%	2 % of TCO
99.00% > A >= 98.50%	5 % of TCO
98.50% > A	10% of TCO

- A is actual Availability Time during reporting quarter.
- U stands for Uptime calculated as per below formula

$$\text{Uptime} = \frac{(\text{Total No. of hrs. in Qtr.} - \text{No. of hrs. impacted in Qtr.}) \times 100}{\text{Total No. of hrs. in Qtr.}}$$

If Vendor materially fails to meet an uptime of 99.50% for three (3) consecutive months, the Bank may have the right to terminate the contract.

Scheduled down time will be exempted while calculating uptime. Wherever applicable as stated above while effecting any payment, deduction towards penalty payment will be made. Hence the bidder should raise the invoice deducting the penalty amount.

1. In addition, Penalty of Rs.10,000/- per hour will be imposed in case of solution continuously remain down for more than two hours during any incident within the billing quarter.
2. Wherever applicable as stated above while effecting any payment, deduction towards penalty payment will be made.
3. RBI/Regulatory authority may inspect facilities for 2 years beyond contract period of 5 years of successful bidder.
4. The Bank notifies the successful Bidder that its Bid has been accepted, the Bidder shall enter into a Service Level Agreement (SLA) with the Bank, containing all the Terms and Conditions of this RFP, including confidentiality, non-disclosure and penalty clauses, and any other clause relevant to the services offered.
5. The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet the delivery dates/time, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the successful bidder's performance.
6. The Service level calls are to be attended on top priority with response time within 30 minutes and resolution time within 2 hours. Bidder will have to devise a call logging mechanism to ensure that in case of any incident support is provided within the stipulated SLA.

3.2.3 SLA for Facility Management (FM) Resources

1. If Bidder fails to provide FM engineer on any shift, a penalty of Rs.5,000/- per day per engineer will be levied by Bank in addition to deducting the charges for that number of days on prorata basis (Calculation of Charge = (monthly charges/working days) * no. of days absent)).
2. In case engineer intends to leave the firm, Bidder should inform the Bank 30 days in advance and depute new engineer 2 weeks prior to last working day of existing engineer for proper handover of work.
3. Root Cause Analysis (RCA) for any issues faced related to supplied software must be provided by the respective TSP within 3 Business Days.
4. Any penalty due during the warranty period will be recovered from payments / Performance Bank Guarantee (PBG).
5. Bidder needs to enter into back-to-back support arrangement with respective OEM for providing the software support directly by OEM under both warranty and ATS period. Bidder has to provide proof for the tie-up arrangements with the OEM on OEM letter head duly signed by authorized signatory.

6. Notwithstanding anything contained above, no such penalty will be chargeable on the bidder for the inability occasioned, if such inability is due to reasons entirely attributable to the bank.
7. Penalty will be deducted from monthly Facility Management cost, AMC and ATS cost. In case if there is no pending invoices to be paid by the Bank to the vendor, the vendor has to submit a pay order / cheque payable at Navi Mumbai in favour of Bank for the same within 15 days from the notice period from the Bank or Bank may invoke the Performance Bank Guarantee to recover the penalty.

3.3 Liquidated Damage

The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedule, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the successful bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this RFP) due to the successful bidder's inability to meet the established delivery dates, and also the Bank may take suitable penal actions as deemed fit.

The successful Bidder shall agree to the penalties structure in accordance with the following:

- The Liquidated Damages (LD) shall be 1% of amount for services including delivery and installation or goods which have been delayed for each week or part thereof for delay until actual delivery or performance.

However, for delay in delivery the below liquidated damages will be applicable:

- Penalty for Delay in Production Deployment: If the 'production deployment and sign-off', as agreed in writing by the Bank, is not completed within the project timelines
- Specified in Section 3.1 ("Implementation Timeline"), unless otherwise agreed in writing by the Bank, the Vendor shall be liable to pay a penalty.

The penalty shall be calculated for each full week of delay, subject to the following escalating rates:

- Initial Rate: The penalty shall commence 0.1% of the TCO for each full week of delay during the first four (4) weeks following the agreed completion date.
- Escalation Rate: Thereafter, the penalty rate shall increase by an additional 0.1% for every subsequent period of four (4) weeks of delay. (e.g., 0.2% per week starting from week 5, 0.3% per week starting from week 9, and so on). For the purposes of this clause:
 1. A "week of delay" refers to a continuous period of seven (7) calendar days beyond the agreed Go Live date for the specific wave.
 2. The penalty shall be applied on a pro-rata basis for any partial week of delay.
 3. The penalty shall be calculated and applied separately for each wave where a delay occurs.

The Bank reserves the right to deduct the applicable penalty amount from any payments due to the Vendor under this Agreement or to recover the same. However, the total amount of Liquidated Damages deducted will be fixed at 10% of TCO quoted by the Bidder of the Summary Sheet of Commercial bid. Once the maximum is reached, the Bank may consider termination of the contract and other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc. In this context Bank may exercise both the rights simultaneously or severally. In case the Bank exercises its right to invoke the Bank guarantee and not to terminate the contract, the Bank may instruct to concerned bidder to submit fresh Bank guarantee for the same amount in this regard. In case delay is attributable to Bank, proper evidence should be produced by Bidder.

3.4 Land Border Sharing Clause

The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 Order (Public Procurement No. 1), Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020. Bidder should submit the undertaking in [Annexure 20](#): Land Border Sharing Undertaking in this regard and also provide copy of registration certificate issued by competent authority wherever applicable.

Para 1 of Order (Public Procurement No. 1) dated 23-7-2020 and other relevant provisions are as follows:

- 1) Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority.
- 2) "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such persons, participating in a procurement process.
- 3) "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
 - i. An entity incorporated, established, or registered in such a country; or
 - ii. A subsidiary of an entity incorporated, established or registered in such a country; or
 - iii. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - iv. An entity whose beneficial owner is situated in such a country; or
 - v. An Indian (or other) agent of such an entity; or
 - vi. A natural person who is a citizen of such a country; or
 - vii. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

The beneficial owner for the purpose of (iii) above will be as under.

In case of a company or limited liability partnership, the beneficial owner is the natural person(s). Who, whether acting alone or together, or through one or more judicial person, has a controlling ownership interest or who exercises control through other means.

Explanation

1. "Controlling ownership interests" means ownership of or entitlement to more than twenty-five per-cent of shares or capital or profits of the company.
2. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements.
3. In case of partnership firm, the beneficial owner is the natural person(s), who, whether acting alone or together or through one or more judicial person, has ownership of entitlement to more than fifteen per-cent of capital or profits of the partnership.
4. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together or through one or more judicial person, has ownership of or entitlement to more than fifteen per-cent of the property or capital or profits of such association or body of individuals.
5. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person(s), who hold the position of senior managing official.
6. In case of trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen per-cent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
7. An agent is a person employed to do any act for another, or to represent another in dealings with third persons.

3.5 Monitoring & Audit

Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits/Statutory and Regulatory audit performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of: access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the Bank. For service level measurement, as defined in SLA, data recording is to be captured by the industry standard tools implemented by the Successful bidder. These tools should be a part of the proposed solution.

3.6 Bid Submission

1. Bidders satisfying the eligibility conditions (mentioned in Eligibility Criteria) and General terms and conditions specified in this document, may submit their bid through Government e-Marketplace (GeM) on or before the time-line stipulated in Invitation for Tender Offers.
2. All responses received after the due date/time be considered late and would be liable to be rejected. Government e Marketplace (GeM) portal will not allow lodgment of RFP response after the deadline. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Bidder who lodges a late RFP response for any reason whatsoever.
3. Bank will not accept the bid through any other mode except GeM.
4. Bid Security / Earnest Money Deposit: "Earnest Money Deposit" shall be paid through RTGS (Real Time Gross Settlement) / NEFT (National Electronic Fund Transfer) in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no

GEM/2026/B/7870590 in favour of "Central Bank of India" or by way of Bankers Cheque/Demand Draft/Pay Order favouring Central Bank of India, payable at Mumbai/Navi Mumbai.

5. The scanned copy of the receipt of making transaction is required to be uploaded on GeM portal at the time of "final online bid submission The RFP response without proof of amount paid towards Bid Security are liable to be rejected.
6. Guarantee of an equal amount issued by a scheduled commercial Bank (other than Central Bank of India) located in India, valid in the form provided in the RFP ([Annexure 11](#) Bid Security (Earnest Money Deposit)). The Demand Draft should be of a Commercial Bank only (other than Central Bank of India) and will be accepted subject to the discretion of the Bank.
7. The Bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. Ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule. At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

3.7 Integrity Pact

1. Each Participating bidder/s shall submit Integrity Pact, as per attached [Annexure 9](#).
2. Duly stamped for ₹500 (Rupees Five Hundred Only). Integrity pact should be submitted by all participating bidders at the time of submission of bid documents or as per satisfaction of the Bank. The Non submission of Integrity Pact, as per time schedule prescribed by Bank may be relevant ground of disqualification for participating in Bid process. Hard copy of the Integrity Pact to be submitted to Bank prior to bid opening.
3. Bank has appointed Independent External Monitor (hereinafter referred to as IEM) for this pact, whose name and e-mail ID are as follows:
Shri Anant Kumar [Mail: anant_in@yahoo.com]
Mr. Nirmal Anand Joseph Deva [Mail: meghanadeva2022@gmail.com]
4. IEM's task shall be to review – independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
5. IEM shall not be subjected to instructions by the representatives of the parties and perform his functions neutrally and independently.
6. Both the parties accept that the IEM has the right to access all the documents relating to the project/procurement, including minutes of meetings.

3.8 Two-part Bid

The Bid should be submitted online at the Government portal <https://gem.gov.in> by the Bidder. It should comprise the following components:

Technical bid – Part I: "Technical Bid for Procurement of FSO with AIOps and GenAI capabilities".

Commercial bid – Part II: "Commercial Bid for Procurement of FSO with AIOps and GenAI capabilities".

Any bid document not conforming to any one of the above terms will be rejected.

In the first stage, Technical bids of bidders who have submitted Bid Security/EMD and Integrity Pact as per respective Annexure will be evaluated. Eligibility criteria of the bidder will be evaluated. After fulfilling the eligibility criteria and also various parameter in POC evaluation as per [Annexure 19](#),

Bank will do the scoring based on Scoring Sheet – [Annexure 18](#). The eligible bidder who are accepting the terms and conditions of this document shall be shortlisted for evaluation of commercial bid. The Bank will open Part II (Commercial Bid) only for those bidders who have qualified in first. In the second stage, the COMMERCIAL BIDS of shortlisted bidders, whose Technical bids are shortlisted with qualifying scores, will be eligible for their commercial bid evaluation.

After completion of Technical Evaluation and Commercial Bid opening, the successful bidder will be decided based on Techno-Commercial Evaluation i.e. Quality and Cost Based Selection (QCBS) on (T1+L1 in the ratio of 70:30) as per GeM portal terms and condition.

3.8.1 Part I: Technical Offer

1. The Technical Offer (TO) should be complete in all respects and contains all information asked for, in this document.
2. It should not contain any price information. But a copy of the commercial bid without mentioning the price should be attached with Technical Offer (TO). However, any mention of price in Technical Offer (TO) will result in disqualification of the bid.
3. The Technical Offer (TO) must be submitted in an organized and structured manner. All the product brochures / leaflets / manuals etc. should be submitted along with the Technical Offer (TO). The technical offer should be in compliance with technical requirement / specifications.
4. The Technical Offer (TO) must contain the proof of submission of bid security. Without any of these two, bidder will be disqualified, and bid submitted by them will not be considered for process.

Commercial Bids of only technically qualified Bidders shall be opened on the basis of technical proposal.

3.8.2 Part II : Commercial Offers

Commercial Bids of only technically qualified Bidders shall be opened on the basis of technical proposal.

The Commercial Offer (CO) should be complete in all respect. It should contain only the price information as per [Annexure 2](#).

1. The price to be quoted for all individual items and it should be unit price in Indian rupees (INR).
2. The ATS cost should be between 15% to 20% of Software Cost.
3. In case there is a variation between numbers and words, the value mentioned in words would be considered. The Bidder is expected to quote unit price in Indian Rupees (without decimal places)
4. For all components and services on a fixed price basis, as per the commercial Bid inclusive of all costs. GST (Goods and Services Taxes) shall be payable as per applicable structure laid down under GST Law. The Bank will not pay any other taxes, cost or charges. The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc., which shall be paid/ reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the Bank or any new tax introduced by the government will also be paid by the Bank. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the Bidder should not change due to exchange rate fluctuations,

inflation, market conditions, and increase in custom duty. The Bank will not pay any out-of-pocket expense. The Selected Bidder will be entirely responsible for license fee, road permits, NMMC cess, LBT, Octroi, insurance etc. in connection with the delivery of products at site advised by the Bank including incidental services and commissioning. Payment of Octroi, entry-tax, etc., alone, if applicable, will be made at actuals, on production of suitable evidence of payment by the Bidder.

5. The price is inclusive of taxes like Goods and Services Tax, which shall be paid as per actuals.
6. The Manpower/ Resource payment should be in accordance with minimum wages act and its subsequent amendments.
7. In the event of any demand/ fines/ penalty made by any of the authorities on bank in respect of the conduct/ actions taken by the bidder/their employees/labourers, the Bank will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

3.9 Evaluation & Acceptance

- 1) Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms & conditions stipulated in the RFP. Only those bidders who qualify in the technical evaluation would be considered for evaluating the commercial bid. Bank may, at its sole discretion, waive any non-conformity or deviations.
- 2) In case, any of the successful bidder is unable to honour in full or part of the contract awarded, Bank shall, at its sole discretion, distribute this shortfall to the other successful bidder(s) equally or in any ratio decided by the Bank.
- 3) Bank reserves the right to reject the bid offer under any of the following circumstances:
 - If the bid offer is incomplete and / or not accompanied by all stipulated documents.
 - If the bid offer is not in conformity with the terms and conditions stipulated in the RFP.
 - If there is a deviation in respect to the technical specifications of hardware items.
- 4) The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning reasons.

3.10 Evaluation Process

All bids shall be evaluated by an Evaluation Committee or sub-committee set up for this purpose by the Bank. The evaluation shall be on the basis of technical competence and the price quoted.

The Technical Evaluation and the Commercial Evaluation shall have the weightage of 70% and 30% respectively, and this weightage shall be taken into consideration for arriving at the Successful Bidder. The assessment methodology is covered in the next section. The proposals will be evaluated in three stages.

Stage 1 - Eligibility Criteria Evaluation

Stage 2 - Technical Evaluation- 70% Weightage for Technical bid

Stage 3 - Commercial Evaluation- 30% Weightage for Commercial bid

3.10.1 Stage -1 Eligibility Criteria

Eligibility criterion for the Bidders to qualify this stage is clearly mentioned in Eligibility Criteria Section to this document. The Bidders who meet all these criteria would only qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market.

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

3.10.2 Stage-2 Technical Evaluation Criteria

The technical evaluation of all eligible bidder will be carried out as per [Annexure 18](#).

Note:- The evaluation of POC / Demo score will be done as per [Annexure 19](#)

For the Solutions, Bank may at its discretion will do Site Visit and/or ask the bidder to do POC (Proof of Concept) and Solution Presentation of the tender components at Banks location and Bank has a right to disqualify Proposed Solution on the basis of same. For the POC bidder has to provide necessary Hardware and Software and its transportation at no cost to Bank. POC should be completed within 21 days of intimation to the Bidder to start POC for the Solutions.

3.10.3 Stage-3 Commercial Evaluation Criteria

Only those Bidders who have qualified after Stage 2 of Technical evaluation will be eligible for the Commercial Evaluation Criteria .The total cost of ownership for the purpose of evaluation shall be calculated over the contract period of 5 years.

Bank will award the contract to the successful Bidder whose bid has been determined as the Lowest Commercial bid (L1) through the Procurement process of this commercial evaluation. Bank reserves the right to negotiate the Commercials with L1 Bidder, if required. At the end of 5 years, Bank has the option for extending the ATS/AMC of the in scope components for additional 2 years on mutual agreed terms & condition with Bidder.

The Total cost of Ownership of this tender will be the Grand Total - TCO quoted by the Bidder of the Summary Sheet of [Annexure 2](#) Bill of Material.

The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

Note: Tendering process need not be cancelled merely on the grounds that a single tender was received provided that the single bid received is evaluated to be substantially responsive and deemed fit for award. Bank reserves right to proceed and award the tender to single bidder in case only one bidder participates in the tender / qualifies in the technical bid evaluation. Bank can negotiate with such single bidder, if required.

Normalization of Bids

The Bank may go through a process of technical and/ or commercial evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids need to be normalized and that such normalization has a bearing on the commercial bid; the Bank may at its discretion ask

all the technically shortlisted Bidders to resubmit the updated technical and commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of technical submission till the Bank is reasonably satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the technically short listed bidders will, by responding to this detailed document, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The Bidders, by submitting the response to this detailed document, agree to the process and conditions of the normalization process. Any non-compliance to the normalization process may result in disqualification of the concerned Bidder.

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. Bank reserves the right to call for presentation(s), product walkthroughs, on the features of the solution offered etc., from the bidders based on the technical bids submitted by them. Central Bank of India also reserves the right to conduct reference site visits at the Bidder's client sites. Based upon the final technical scoring, short listing would be made of the eligible bidders for final commercial bidding.

3.11 Techno-Commercial Evaluation (Quality and Cost Based Selection: QCBS):

The score(s) will be calculated for all technically qualified bidders using the formula: -

$$S = (0.3 \times \frac{C_{minimum}}{C_{quoted}}) + (0.7 \times \frac{T_{obtained}}{T_{highest}})$$

(Minimum Commercial Quote/Quoted Price) x 30% + (Technical Score/Highest Technical Score) x 70%

(Technical will carry 70% weightage and Commercial will carry weightage of 30%)

Highest scores so obtained using the above method shall be declared as successful bidders.

In case of tie-up in Techno-Commercial evaluation score, the bidder scoring highest technical score will be declared as successful bidder.

Bidders to note that:

- The Bidder should quote the Best Competitive Commercial Bid.
- In case there is variation between numbers and words; the value mentioned in words would be considered.
- In the event the Bidder has not quoted or has omitted any mandatory product or service required for the Solution it shall be deemed that the Bidder shall provide the product or service at no additional cost to the Bank.
- Please note that in the event of the Bank conducting a normalization exercise, the bids submitted after normalization would be evaluated as per the evaluation methodology.
- Bank's committee will evaluate the Technical Evaluation criteria and will decide whether to accept or reject any submission. Committee's decision will be final and binding on the bidder.
- Bank reserves the option to Negotiate with the successful bidder that is the Bidder scoring highest in Techno-commercials.

Award of Contract

The contract shall be awarded to and the order shall be placed with Bidder securing Highest Marks in Techno-Commercial Evaluation (shall be called L1 bidder) securing the highest total combined score based on technical evaluation of quality and cost of the bidder. The selected

bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. Conditional or qualified acceptance will not be entertained and shall be rejected. On receipt of full and unconditional acceptance, bidder need to execute the required Contractual documents such as SLA, NDA, Deed of Indemnity, PBG, Escrow Agreement etc. of / with the bank in time. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder (s).

During Technical Evaluation the score of the Bidders will not be shared

Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms & conditions stipulated in the RFP. Only those bidders who qualify in the technical evaluation would be considered for evaluating the Commercial Bid. Bank may, at its sole discretion, waive any non-conformity or deviations.

In case, any of the successful bidder is unable to honour in full or part of the contract awarded, Bank shall, at its sole discretion, distribute this shortfall to the other successful bidder(s) equally or in any ratio decided by the Bank.

Bank reserves the right to reject the bid offer under any of the following circumstances:

- i). If the bid offer is incomplete and / or not accompanied by all stipulated documents.
- ii). If the bid offer is not in conformity with the terms and conditions stipulated in the RFP.
- iii). If there is a deviation in respect to the technical specifications of items.

The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning reasons.

3.12 General Terms

3.12.1 Important Terms & Conditions

- a. No open-source software component will be considered in the solution without Enterprise License and OEM's Support.
- b. In case bidder quotes open-source software for any requirement given in the RFP, then it is mandatory for the bidder to quote rightful subscription and support charges to ensure compliance with the service levels defined in the RFP.
- c. Bank reserves a right to extend the AMC, ATS, Subscription and FMS of the proposed Tools, Licenses and other Solutions for 2 more years i.e. 6th and 7th year on the same terms and conditions wherein enhancements quoted for 4th and 5th year would be taken as the price reference for the extension.
- d. For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in Bill of Material (BOM).
- e. Bank reserves the right to implement or drop any of the listed items without assigning any reason. If the cost for any line item is indicated as zero, then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- f. The price quoted for the project should be an all-inclusive price including any taxes, expenses and levies but excluding GST and is a fixed price.
- g. Bank will deduct applicable TDS, if any, as per the law of the land.
- h. The quoted fixed cost against each item shall remain unchanged till the completion of the Project(s).
- i. The base project location will be Mumbai/Navi Mumbai and Hyderabad.
- j. The TCO in words is amount on which the commercial evaluation will be conducted.

- k. All prices to be valid for a period of 5 years from the date of contract execution / signing / Go-Live.
- l. Bidder should factor all the expenses like travelling, boarding, lodging etc. Apart from amount specified in Commercials, no other expenses will be paid by the Bank.
- m. Bidder shall depute resources on-site of the project implementation location(s) for carrying out the task as specified in this document.
- n. The cost quoted is in fixed price and no increase in rate will be admissible by the Bank for whatsoever reasons during the contract period.
- o. The cost quoted also includes the cost of deliverables for all the phases of the Project.
- p. Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.
- q. Fee is payable only on actual availing of services and no minimum or fixed fees are payable.
- r. Bidder is expected to provide detail bill of material along with the commercial proposal for the proposed hardware and appliances.
- s. Additional Per Man-day rates (applicable in case of enhancement of scope in future). The same will be as per the rate for the respective year quoted in the Masked Commercial Bid. The amount shall be paid on pro-rata basis based on the actual usage. Any unused person-days shall be carry forwarded to the next year.
- t. The ATS cost System Software shall be maximum 15% of Product Cost.
- u. Bank's may take assistance from Bank's Consultants, Advisors or such Professional Services from any agency in the complete RFP process which includes scrutiny of the Documents, design, Technology, Architecture, Sizing, Implementation Methodology, Presentations, Final evaluation of the Bids as well as overseeing the Implementation of the Project.

3.12.2 Applicability of Preference to Make in India, Order 2017 (PPP-MII Order)

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MII Order) and any revision thereto will be applicable for this RFP. As the evaluation of successful bidder is on basis of "Technical Competence and the Price Quoted", the margin of purchase preference to Class-I local supplier shall not be applicable under this RFP.

3.13 Payment Terms

No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period.

From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

Payment will be released by the Central office from where the purchase order is issued. All the Payment shall be made in INR only.

The payments will be released only on completion of respective milestones/schedules and signoffs by Bank Team towards Product, License, Subscription, Implementation, AMC, ATS, FMS and any other Cost as under:

Payment terms are as under:

A: Payment Terms for APM License expansion:-

S.No	Item Description	Payment %	Milestone
1	Supply of APM license	60%	On supply of License for all 25 Application.
		30%	On Successful Live of all 25 Applications.
		10%	3 Months after Successful Live of all 25 Applications.
2	Integration & Implementation of APM License	75 %	On successful Implementation of all 25 Applications.
		25%	3 Months Post go-live all 25 Applications.
3	Software ATS/Subscription – (1st Year under Warranty)	100%	Annually, from 2nd year onwards. In Advance, On Confirmation from vendor that Application software is on latest version available, along with submission of “Back to Back Agreement with OEM” to Bank for renewal.
4	Facility Management Services (Bidder/OEM)	Quarterly	FMS Charges shall be paid quarterly in arrears.

B: Payment Terms for FSO with GenAI based AIOps Module:-

S.No	Item Description	Payment %	Milestone
1.	GenAI Based AIOps License	25%	On supply of License for all Applications.
		50%	On Successful Implementation (Making Live) of all Applications.
		25%	3 Months Post go-live of all 45 Applications.
2.	Integration & Implementation of GenAI Based AIOps License	25%	On successful Implementation of GenAI based AIOps – First 5 Applications.
		20%	On successful Implementation of GenAI based AIOps – On Go Live of Next 15 Applications.

		20%	On successful Implementation of GenAI based AIOps – On Go Live of Next 15 Applications.
		10%	On successful Implementation of GenAI based AIOps – On Go Live for all 45 Applications.
		25%	3 Months Post go-live of FSO for all 45 Applications.
3	Software ATS/Subscription – (1st Year under Warranty)	100%	Annually, from 2nd year onwards. In Advance, On Confirmation from vendor that Application software is on latest version available, along with submission of “Back to Back Agreement with OEM” to Bank for renewal.
4	Facility Management Services (Bidder/OEM)	Quarterly	FMS Charges shall be paid quarterly in arrears.

Go-Live of any application will be considered only-if below key items are achieved during the implementation phase:

- Application onboarding
- Integration with Network, SIEM/SOAR & other monitoring tool logs.
- Completion of AIOps
- ITSM Integration
- Successful User Acceptance Testing.
- End-to-end Business Journeys
- Dashboards with major KPI.

For ATS:

Payment for ATS for the license will be applicable from second year onwards and will be made annually in advance on submission of invoices and upon successful completion of the performance obligations for the previous year.

ATS for the license will start after completion of one year from the date of Go-Live of the respective application and ATS calculation for the first year will be done on prorata basis up to 31st March of next year so that ATS for all the applications will fall due on the same date.

For Facility Management

Payment for Facility management services will be quarterly in arrears on submission of invoices and based on the attendance and punctuality of the onsite resources. Bank will make the payment on prorated basis if the resource(s) do not attend the duty or report late.

TDS on all payments will be deducted at the applicable rate as per provisions of the applicable law.

3.13.1 General terms of Payment

- No advance payment will be released against purchase order.
- The integration of all existing performance monitoring tools (Network and Security) are mandatory to achieve end to end Observability. Bank may not release payment if failing to integrate any solution as per the BOM.
- Payment will be made after delivery of equipment ordered for a site, on per site basis. The payment will be made only against invoices and proof of delivery challans, UAT Signoff, Go-Live Signoff, DR Drill completion and related documents duly acknowledged by bank officials.
- The payments for facility management will be released quarterly in arrears. Payments for FM services will start after successful implementation of project and acceptance of the Bank.
- The resource cost will be paid quarterly in arrears as per cost discovered within 30 days from date of invoice against performance/ attendance/ progressive report.
- The ATS charges shall be paid by the Bank, after completion of 1-year warranty period. The payment will be released annually in advance.
- The Penalty, Liquidated Damage (LD) will be deducted subject to service level agreement of this RFP. Payment will be released after deducting the applicable penalties i.e. SLA, LD, etc. if any.
- Successful Bidder agrees that Bank to hold or deduct the amount from its invoices, for non-performance or part performance or failure to discharge obligations under the Contract.
- All the payments to the bidder shall be subject to the report of satisfactory accomplishment of the concerned task / performance/ delivery of the services to the satisfaction of Bank for this purpose.
- Under no circumstances Bank shall be liable to the successful bidder and/or its employees/personnel/representatives/agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Contract.
- Bank reserves the rights to dispute/deduct payment/withhold payments/further payment due to the successful bidder under the Contract, if the successful bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the Bank at its sole discretion adjudge.
- All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts quoted and the bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging.
- The bidder's request(s) for payment shall be made to Bank in writing (Invoice) accompanied

by the monthly reports/attendance for which payment is being claimed.

- There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the bidder.
- The Bank will pay of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 30 days from the date of receipt of the invoice. After the dispute is resolved. Bank shall make payment within 30 days from the date, the dispute stands resolved.

3.13.2 Fixed Price

The commercial offer shall be on a fixed price basis, exclusive of all taxes and levies. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted. The bidder shall pay any other applicable Taxes being applicable after placement of order, during currency of the project only.

3.13.3 Taxes

The consolidated fees and charges required to be paid by the Bank against each of the specified components under this RFP shall be all-inclusive amount with currently (prevailing) applicable taxes. The bidder shall provide the details of the taxes applicable in the invoices raised on the Bank. Accordingly, the Bank shall deduct at source, all applicable taxes including TDS from the payments due/ payments to bidder. The applicable tax shall be paid by the bidder to the concerned authorities.

In case of any variation (upward or down ward) in Government levies / taxes / etc. up-to the date of providing services , the benefit or burden of the same shall be passed on or adjusted to the Bank. If the service provider makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as non-conformity with these guidelines and proceed accordingly.

3.14 Goods and Services Taxes (GST) and its Compliance

Goods and Services Tax Law in India is a Comprehensive, multi-stage, destination-based tax that will be levied on every value addition. Bidder shall have to follow GST Law as per time being enforced along with certain mandatory feature mentioned hereunder, TDS (Tax Deducted on Source) is required to deduct as per applicable under GST Law on the payment made or credited to the supplier of taxable goods and services. It would enhance the tax base and would be compliance and self-maintaining tax law based on processes. The statutory compliances contained in the statutes include obtaining registration under the GST law by the existing assesses as well as new assesses, periodic payments of taxes and furnishing various statement return by all the registered taxable person.

It is mandatory to pass on the benefit due to reduction in rate of tax or from input tax credit (ITC) to the Bank by way of commensurate reduction in the prices under the GST Law.

If bidder as the case may be, is backlisted in the GST (Goods and Services Tax) portal or rating of a supplier falls below a mandatory level, as decided time to time may be relevant ground of cancellation of Contract.

Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Service provider shall pay any other taxes separately or along with GST if any attributed by the Government Authorities including Municipal and Local bodies or any other authority authorized in this regard.

3.15 Reporting of Material Adverse Events and Incident Management

The Bidder shall promptly report any material adverse events, including but not limited to data breaches, denial of service attacks, service unavailability, security vulnerabilities, unauthorized access, system failures, or any other incidents that may impact the Bank's operations or data integrity. Such incidents shall be reported to the Bank immediately upon identification, enabling the Bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines. The service provider shall provide all relevant details and updates regarding the incident, including the nature, scope, impact, and corrective actions taken, in accordance with the Bank's incident reporting procedures.

Tables of Incident Matrix:

Time within which Incident is to be reported (if unresolved)	Escalation Hierarchy
15 min	Senior Manager-IT of the BANK
1 hour	Chief Manager –IT
2 hours	Assistant General Manager (IT) / Deputy General Manager (IT)
> 4 hours	Chief General Manager (IT) /CTO

3.16 Insurance

The equipment (hardware/software, etc.) supplied under the contract shall be fully insured by the Service Provider against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, and installation. The insurance shall be obtained by the Service Provider, naming Central Bank of India as the beneficiary, for an amount equal to 100% of the invoiced value of the goods on an "all risks" basis, covering risks such as damage, theft, fire, or natural disasters. The period of insurance shall remain in effect until the supplied components are accepted by the Bank, and the rights to the property are transferred to the Bank at its premises. In the event of any loss or damage, the Service Provider shall initiate and pursue the claim until settlement. Additionally, the Service Provider must promptly make arrangements for the repair and/or replacement of any damaged items, irrespective of the settlement of the claim by the underwriters. Furthermore, the Service Provider shall ensure that the insurance policy remains valid throughout the supply, transportation, and installation period, and any gaps in coverage shall be rectified immediately. The

Service Provider shall also provide the Bank with necessary documentation of the insurance policy, claim details, and any associated correspondence with the underwriters.

3.17 Order Cancellation

Bank reserves the right to cancel the contract placed on the service provider and recover expenditure incurred by the Bank under the following circumstances.

If the service provider commits a breach of any of the terms and conditions of the bid, or if the service provider goes into liquidation, voluntarily or otherwise, the Bank reserves the right to cancel the contract. Additionally, if an attachment is levied or continues to be levied for a period of seven days upon the effects of the bid, the Bank may take appropriate action.

If the service provider fails to complete the assignment as per the timelines prescribed in the RFP and any extension allowed, it will be considered a breach of contract, and the Bank reserves its right to cancel the order in the event of delay and forfeit the bid security/performance Bank guarantee as liquidated damages for the delay. If deductions on account of liquidated damages exceed more than 10% of the total contract price, the Bank reserves the right to cancel the contract.

After the award of the contract, if the service provider 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 service provider is bound to make good the additional expenditure that the Bank may have to incur in executing the balance 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 service provider from any amount outstanding to the credit of the service provider, including pending bills and/or invoking the Bank guarantee under this contract.

In addition to the cancellation of the purchase order, the Bank reserves the right to appropriate the damages from the Bid Security / Performance Bank Guarantee given by the service provider and/or foreclose the Bank guarantee given by the service provider against the advance payment and may take appropriate action.

Further, in case of failure to adhere to the terms and conditions of the RFP in totality, concealment of facts in the tender documents, or failure to fulfill the contractual obligations of the Purchase order, the Bank may debar/blacklist the service provider from participating in future tender processes. The Bank reserves the right to inform IBA/other Banks about blacklisting the service provider in case of default in service or delay leading to financial or reputational loss, loss of time of the Bank.

3.18 Indemnity

3.18.1 The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney's fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

1. Bank's authorized / bonafide use of the Deliverables and/or the Services provided by Bidder under this RFP or any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
2. Relating to or resulting directly from infringement of any third party patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
3. An act or omission of the Bidder, employees, agents, sub-contractors in the performance of the obligations of the Bidder under this RFP or, any or all terms and conditions stipulated in the SLA(Service level Agreement) or Purchase Order(PO) and/or
4. Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank and/or
5. Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
6. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights and/or
7. Breach of confidentiality obligations of the Bidder contained in this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
8. Negligence or gross misconduct attributable to the Bidder or its employees, agent or sub- contractors.
9. Non-compliance with the DPDP Act and Rules.
10. Any violation or non-compliance of applicable Labor Laws including any liabilities, costs or expenses arising in connection with any proceedings in respect thereof.

3.18.2 The Bidder shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property issued or registered in India, provided however,

1. The Bank notifies the Bidder in writing immediately on aware of such claim,
2. The Bidder has sole control of defense and all related settlement negotiations,
3. The Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above, and
4. The Bank does not make any statement or comments or representations about the claim without prior written consent of the Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and Bidders) rights, interest and reputation.

3.18.3 The Bidder shall compensate the Bank for direct financial loss suffered by the Bank, if the Bidder fails to fix bugs, provide the Modifications / Enhancements / Customization as required by the Bank as per the terms and conditions of this RFP and to meet the Service Levels as per satisfaction of the Bank.

3.18.4 Additionally, the Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, suffered by bank due to the following reasons:

1. That the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in any country where the Deliverables and Services are used, sold or received; and/or The Bidder shall indemnify the Bank in case of any mismatch of ITC (Input Tax Credit) in the GSTR 2A, where the Bank does not opt for retention of GST component on supplies.
2. All claims, losses, costs, damages, expenses, action, suits and other proceedings resulting from infringement of any patent, trade-marks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act, 2000 or any Law, rules, regulation, bylaws, notification time being enforced in respect of all the Hardware, Software and network equipment or other systems supplied by them to the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim however:
 - i. The Bidder has sole control of the defense and all related settlement negotiations.
 - ii. The Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and bidder is aware of the rights to make any statements or comments or representations about the claim by Bank or any regulatory authority. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect and incidental damages and compensations.

3.18.5 Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from:

1. Bidder's compliance with Bank's specific technical designs or instructions (except where Bidder knew or should have known that such compliance was likely to result in an Infringement Claim and Bidder did not inform Bank of the same);
2. Inclusion in a Deliverable of any content or other materials provided by Bank and the infringement relates to or arises from such Bank materials or provided material;
3. Modification of a Deliverable after delivery by Bidder to Bank if such modification was not made by or on behalf of the Bidder;
4. operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Bidder; or
5. Use of a superseded release of some or all of the Deliverables or Bank's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Bidder.

3.18.6 In the event that Bank is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify Bank under this

section according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option:

1. Procure for Bank the right to continue using such Deliverable;
2. Modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance;
3. Replace the Deliverable with work product that is equal in capacity and performance but is non infringing; or
4. If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder shall refund the Bank the fees effectively paid for that Deliverable by the Bank subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Bidder and the exclusive remedy of the Bank in matters related to infringement of third party intellectual property rights.

3.19 Confidentiality & Non-Disclosure

- 1) The bidder is bound by this agreement for not disclosing the Banks data and other information. Resources working in the premises of the Bank are liable to follow the rules and regulations of the Bank.
- 2) The document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to the internal business and operational information of the Bank, affiliates, and/or business partners, disclosure of receipt of this tender or any part of the aforementioned information to parties not directly involved in providing the requested services could result in the disqualification of the bidders, premature termination of the contract, or legal action against the bidder for breach of trust.
- 3) No news release, public announcement or any other reference to the order, relating to the contracted work if allotted with the assignment or any program hereunder shall be made without written consent from the Bank.
- 4) As the bidder providing support services for multiple Banks, the bidder at all times should take care to build strong safeguards so that there is no mixing together of information/ documents, records and assets is happening by any chance.
- 5) The bidder should undertake to maintain confidentiality of the Banks information even after the termination / expiry of the contracts.
- 6) The Non-Disclosure Agreement (NDA) should be entered in to between the Bank and the successful bidder within a period of 21 days from, the date of acceptance of purchase order.

3.20 Guarantee on Software License

The bidder shall guarantee that the software supplied under this contract to the Bank is licensed and legally obtained. Software supplied should not have any embedded malicious and virus programs. Bidder must comply RBI circular on "Cyber Security Framework for Banks" and assurance from the respective OEMs/Application providers that the application is free from embedded malicious/fraudulent code.

3.21 Force Majeure

- 1) The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, as a result of force majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, including but not limited to, due to or as a result of or caused by acts of God, wars, epidemic/pandemic, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.
- 2) In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within seven business days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 3) In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months due to force majeure situation, the parties shall hold consultations with each other in an endeavour to find a solution to the problem. However bidder shall be entitled to receive payments for all services actually rendered up to the date of termination of date of agreement. The financial constraints by way of increased cost to perform the obligations shall not be treated as a force majeure situation if the obligations can otherwise be performed.

3.22 Resolution of Disputes

1. The Bank and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the Bank and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.
2. All questions, disputes or differences arising under and out of, or in connection with the contract shall be referred to a sole arbitrator to be appointed mutually by the parties and in case of failure to appoint a sole arbitrator within 15 days from the raising of dispute the same shall be referred to the Arbitration Tribunal: one Arbitrator to be nominated by the Bank and the other to be nominated by the Bidder and the Presiding Arbitrator shall be appointed by the two Arbitrators appointed by the parties.
3. The decision of the Arbitration Tribunal shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai. The Language of Arbitration will be English. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, bidder will continue to perform its contractual obligations and the Bank will continue to pay for all products and services that are accepted by it, provided that all products and services are serving as per the agreed scope between the parties.

4. If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission, by postage prepaid registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on
 - The business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or
 - On the date of acknowledgment signed by the receiver or
 - The business date of receipt, if sent by courier.
5. This RFP shall be governed and construed in accordance with the laws of India. The courts of Mumbai alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this RFP.

3.23 Format of the Letter of undertaking of Authenticity to be submitted by the Bidder

The successful bidder has to submit the letter of undertaking of Authenticity and Undertaking at the time of acceptance of the letter of intent. The undertaking from OEMs needs to be provided to the Bank for the activities owned by them in coordination with the bidder as per the details mentioned in the document along with the pricing. The format for the same is as below.

“We undertake that all the components/parts/software used in the supplied devices shall be original, new components/ parts/ software only, from respective OEM/OSDs of the products and that no refurbished/ duplicate/ second hand components/ parts/ software are being used or shall be used.

We also undertake that in respect of licensed operating system, if asked for by you in the Purchase Order, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

We hereby undertake to produce the certificate from our OEM/OSD supplier in support of above undertaking at the time of implementation. It will be our responsibility to produce such letters from our OEM/OSD suppliers at the time of release of PO or within a reasonable time. In case of default and we are unable to comply with the above at the time of delivery or during installation, for the software items already billed, we agree to take back the software/items without demur, if already supplied and return the money, if any paid to us by you in this regard”

3.24 Independent Contractor

Nothing herein contained will be construed to imply a joint venture, partnership, principal agent relationship or co-employment or joint employment between the Bank and Bidder. Bidder, in furnishing services to the Bank hereunder, is acting only as an independent contractor. Bidder does not undertake by this Agreement or otherwise to perform any obligation of the Bank, whether regulatory or contractual, or to assume any responsibility for the Bank's business or operations. The parties agree that, to the fullest extent permitted by applicable law; Bidder has not, and is not, assuming any duty or obligation that the Bank may owe to its customers or any other person. The bidder shall follow all the rules, regulations statutes and local laws and shall not commit breach of any such applicable laws, regulations etc. In respect of sub-contracts, as applicable – If required by the Bidders, should provide complete details of any subcontractor/s used for the purpose of this

engagement. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the SLA/NDA (Non-Disclosure Agreement) irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits including labour laws for its employees and sub-contractors or as the case may be. Bidder should take bank's prior written permission before subcontracting/ resource outsourcing of any work related to the performance of this RFP or as the case may be, which permission shall not be unreasonably withheld by the Bank. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for this project are completed and is available for scrutiny by the Bank.

3.25 Assignment

Bank may assign the Project and the solution and services provided therein by Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the facilities management services to any of the Contractor/sub-contractor, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with Bidder for any reason whatsoever; (iv) expiry of the contract. Such right shall be without prejudice to the rights and remedies, which the Bank may have against Bidder. Bidder shall ensure that the said sub-contractors shall agree to provide such services to the Bank at no less favourable terms than that provided by Bidder and shall include appropriate wordings to this effect in the agreement entered into by Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of Bidder to perform or termination/expiry of the contract/project.

3.26 Execution of Contract, SLA & NDA

The bidder and Bank should execute:

1. Contract, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and
2. Non-disclosure Agreement.
3. The bidder should execute the contract, SLA and NDA within 21 days from the date of acceptance of the Purchase Order. In case of any discrepancy among the RFP, SLA and Purchase Order, the RFP clauses shall prevail.

3.27 Digital Personal Data Protection (DPDP) Compliance

The Bidder shall, always, comply with the provisions of the Digital Personal Data Protection Act, 2023 ("DPDP Act") and the Digital Personal Data Protection Rules, 2025 / Notifications / Guidelines and further rules made thereunder.

The Vendor shall implement appropriate technical and organizational measures to ensure lawful processing, secure handling, confidentiality, integrity, availability, and protection of personal data obtained, accessed, shared, or processed in connection with the existing contract.

Further, the Bidder shall take due care while collecting and dealing with sensitive personal data or information of Bank and its customer. Any processing of Personal Data by the Service Providers in the performance of the Agreement under this RFP shall follow the above Act/Rules. The Service Provider shall also ensure that any sub-contractor (if allowed) engaged by it shall act in compliance with the above Act, to the extent applicable.

The Bidder shall act only on documented instructions of the Bank and shall not process personal data for any purpose other than the performance of the obligations under this RFP.

Any data breach, unauthorized access, misuse, loss, or disclosure of personal data must be reported to the Authority/Bank in writing within [24 hours] of occurrence, along with an incident report and remedial action plan.

3.28 Bidder's Liability

The Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of contract. The Bidder's liability in case of claims against the Bank resulting from wilful misconduct or gross negligence of the Bidder, its employees, or subcontractors, or from infringement of patents, trademarks, copyrights (if any), or breach of confidentiality obligations shall be unlimited. In no event shall Bank be liable for any indirect, incidental, or consequential damages or liability under, in connection with, or arising out of this tender and subsequent agreement or services provided. The bidder should ensure that the due diligence and verification of antecedents of employees/ personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.

Subject to any law to contrary, and to the maximum extent permitted by law neither party shall be liable to other for any remote and indirect loss or damages arising out of this tender and subsequent agreement or services provided.

3.29 Information Ownership

All information transmitted by successful Bidder belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information unless and until written approval sought in this regard. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately, which is proved to have caused due to reasons solely attributable to bidder. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final if any unauthorized disclosure have encountered. Types of sensitive information that will be found on Bank system's which the Bidder plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc. The successful Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Bank location. The Bidder will have to also ensure that all sub-contractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

3.30 Inspection, Audit, Review, Monitoring & Visitations

All OEM/Bidder records with respect to any matters / issues covered under the scope of this RFP/project shall be made available to the Bank at any time during normal business hours, not more than 2 audits per year, to audit, examine, and make excerpts or transcripts of all relevant data. Such records are subject to examination. The cost of such audit will be borne by the Bank. Bidder shall permit audit by internal/external auditors of the Bank or RBI to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activity/arrangement made by the Bank. Bank shall undertake a periodic review of service provider/BIDDER outsourced process to identify new outsourcing risks as they arise. The BIDDER shall be subject to risk management and security and privacy policies that meet the Bank's standard. In case the BIDDER

outsourced to third party, there must be proper Agreement / purchase order with concerned third party. The Bank shall have right to intervene with appropriate measure to meet the Bank's legal and regulatory obligations. Access to books and records/Audit and Inspection would include:

1. Ensure that the Bank has the ability to access all books, records and information relevant to the outsourced activity available with the BIDDER. For technology outsourcing, requisite audit trails and logs for administrative activities should be retained and accessible to the Bank based on approved request.
2. Provide the Bank with right to conduct audits on the BIDDER whether by its internal or external auditors, or by external specialist appointed to act on its behalf and to obtain copies of any audit or review reports and finding made on the service provider in conjunction with the services performed for the bank.
3. Include clause to allow the reserve bank of India or persons authorized by it to access the bank's documents: records of transactions, and other necessary information given to you, stored or processed by the BIDDER within a reasonable time. This includes information maintained in paper and electronic formats.
4. Recognized the right of the reserve bank to cause an inspection to be made of a service provider of the bank and its books and account by one or more of its officers or employees or other persons. Banks shall at least on an annual basis, review the financial and operational condition of the BIDDER. Bank shall also periodically commission independent audit and expert assessment on the security and controlled environment of the BIDDER. Such assessment and reports on the BIDDER may be performed and prepared by Bank's internal or external auditors, or by agents appointed by the Bank.
5. Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the Bidder which shall not be less than 10 days. The Bank shall not have access to the proprietary data of, or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless the Bank relieves Bidder from meeting the applicable service levels. The audit shall not be performed by any competitor of the Bidder. The auditor including regulatory auditor shall sign the confidentiality undertaking with the Bidder before conducting such audit.

3.30.1 Monitoring

Compliance with Information security best practices may be monitored by periodic Information security audits performed by or on behalf of the Bank and by the RBI. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, network security controls and program change controls. To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Service Provider shall afford the Bank's representatives access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the Bank access to various monitoring and performance measurement systems (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited by prior notice to the Bidder.

3.30.2 Visitations

The Bank shall be entitled to, either by itself or its authorized representative, visit any of the Bidder's premises by prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative(s) of the Bank and shall provide all information/ documents required by the Bank.

3.30.3 Information Security

System should have standard input, communication, processing and output validations and controls. System hardening should be done by bidder. Access controls at DB, OS, and Application levels should be ensured. Bidder should comply with the Information Security Policy of the Bank. The Product offered should comply with regulator's guidelines. The bidder shall disclose security breaches if any to the Bank, without any delay.

3.31 Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that same as expressly provided in this RFP, all Intellectual Property Rights in relation to the Hardware, Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Bidder during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Bidder or its licensor. During the Term of this Project and, if applicable, during the Reverse Transition Period, Bank grants Bidder a right to use at no cost or charge the Hardware and Software licensed to the Bank, solely for the purpose of providing the Services. The Bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Bidder in performing its obligations under this Project. If a third party's claim endangers or disrupts the Bank's use of the Hardware and Software, the Bidder shall at no further expense, charge, fees or costs to the Bank,

1. Obtain a license so that the Bank may continue use of the Software in accordance with the terms of this tender and subsequent Agreement and the license agreement; or
2. Modify the Software without affecting the functionality of the Software in any manner so as to avoid the infringement; or
3. Replace the Software with a compatible, functionally equivalent and non-infringing product. All third party Hardware/software / service(s) provided by the bidder in the scope of the RFP will be the responsibility of the bidder if any discrepancy or infringement is encountered. The Bank shall not be held liable for and is absolved of any responsibility or claim/Litigation or penal liability arising out of the use of any third party software or modules supplied by the Bidder as part of this Project.

3.32 Bidder's Proprietary Software and Pre-Existing IP

Bank acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any Bidder's proprietary software or tools. If Bidder and Bank mutually agree that the Bidder provides to Bank any proprietary software or tools of Bidder or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of Bidder

or of a third party. Further, Bank acknowledges that in performing Services under this Agreement Bidder may use Bidder's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by Bidder prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the Services hereunder, ("Bidder Pre-Existing IP"). Notwithstanding anything to the contrary contained in this Agreement, Bidder shall continue to retain all the ownership, the rights title and interests to all Bidder Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting Bidder from using Bidder Pre-Existing IP in any manner. To the extent that any Bidder Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under this Agreement, Bidder hereby grants to Bank a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such Bidder Pre-Existing IP in connection with the deliverables and only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorize Bank to

(a) separate Bidder Pre-Existing IP from the deliverable in which they are incorporated for creating a stand-alone product for marketing to others;

(b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder Pre-Existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or

(c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder Pre-Existing IP. Residual Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Bidder shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Client, for any other customer of the Bidder (including without limitation any affiliate, competitor or potential competitor of the Bank. Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party.

3.33 Termination

3.33.1 Termination for Default

The Bank, without prejudice to any other remedy for breach of contract, by 30 (Thirty) days written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part:

1. If the Successful Bidder fails to deliver any or all of the deliverables / milestones within the period(s) specified in the Contract, or within any extension thereof granted by the Bank provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure; or;
2. If the Successful Bidder fails to perform any other material obligation(s) under the contract provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Bank and/or its other vendors or due to reasons of Force Majeure.

3. If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

Prior to providing a written notice of termination to the Selected Bidder, Bank shall provide the selected bidder with a written notice of 30 days to cure any breach of the Contract. The decision to terminate the contract shall be taken only if the breach continues or remains unrectified, for reasons within the control of Bidder, even after the expiry of the cure period. Bidder shall also have the right to terminate the agreement if the Bank commits a breach of the terms and conditions of the agreement and, where such breach is curable, fails to cure the same within 15 days provided for curing such breach.

Notwithstanding anything contained in this RFP, the Bank shall be entitled to terminate the Contract with the bidder without assigning any reason at any time by giving (90) days written notice to the bidder.

In case the contract is terminated then all undisputed payment for the services delivered till the date of termination will be given to successful bidder, but disputed payment shall be discussed and will be paid once the dispute is resolved.

3.33.2 Termination for Insolvency

If either party becomes bankrupt or insolvent, has a receiving order issued against it, with its creditors, or, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if either party takes or suffers any other analogous action in consequence of debt; then other party plans to, at any time, terminate the contract by giving written notice of 60 days to the party becoming bankrupt etc. If the contract is terminated by either party in terms of this Clause, Bank shall be liable to make payment of the entire amount due under the contract for which services have been rendered by the Selected Bidder.

3.33.3 Termination - Key Terms & Conditions

Either Party reserves the right to terminate the agreement with the other party at any time by giving 30 (thirty) days prior written notice to the other party. Either Party shall also be entitled to terminate the agreement at any time by giving notice if the other party –

1. has a winding up order made against it; or
2. has a receiver appointed over all or substantial assets; or
3. is or becomes unable to pay its debts as they become due; or
4. enters into any arrangement or composition with or for the benefit of its creditors; or
5. Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

3.34 Right to Transfer IT Outsourcing Arrangements

In the event of termination, the Bank reserves the right to orderly transfer the proposed IT outsourcing arrangement to another service provider, if necessary or desirable, to ensure minimal disruption of services. This transfer shall be managed in an efficient manner, with the bidder cooperating fully with the Bank to facilitate this process, including transferring knowledge, data, and providing assistance as required.

3.35 Exit Option & Contract Re-Negotiation

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

1. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within 21 days of receipt of purchase contract.
2. Substantial delay in delivery, performance or implementation of the solution beyond the specified period.
3. Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability of the Bidder to remedy the situation within 60 days from the date of pointing out the defects by The Bank. (60 days will be construed as the notice period).
4. Breaches in the terms and conditions of the Purchase Order/Agreement.
5. In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder.

Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder will be expected to continue to provide services to the Bank as per the contract. Bank will continue to pay for all products and services that are accepted by it provided that all products and services as serving as per the agreed scope between the parties. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration. The Bank and the Bidder shall together prepare the Reverse Transition Plan. However, The Bank shall have the sole decision to ascertain whether such Plan has been complied with. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Bidder to The Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and services. Notwithstanding anything contained in this RFP, Bank reserves the right to terminate the contract by giving 90 days written notice without assigning any reason as per its convenience.

3.36 Privacy & Security Safeguards

- 1) The Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location. The Bidder will have to develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Bidder will have to also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.
- 2) The Bidder hereby agrees and confirms that they will disclose, forthwith, instances of security breaches.
- 3) The Bidder hereby agrees that they will preserve the documents.

- 4) The Bidder shall provide to the Bank, the details of all data related to the Bank and its customers that the service Provider captures, Processes and stores.
- 5) The Bidder may only share customer data with third parties when legally required, with prior consent, or for necessary operational purposes, ensuring compliance with confidentiality and data protection agreements.

3.37 Conflict of Interest

Bank requires that bidder provide professional, objective, and impartial advice and at all times hold Bank's interests paramount, strictly avoid conflicts with other Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from Bank.

Bidder have an obligation to disclose any situation of actual or potential conflict in assignment/job, activities and relationships that impacts their capacity to serve the best interest of Bank, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if Bank comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract during execution of assignment

3.38 Governing Law and Jurisdiction

The provisions of this RFP and subsequent Agreement shall be governed by the laws of India. The disputes, if any, arising out of this RFP/Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.

3.39 Statutory and Regulatory Requirements

The solution must comply with all applicable requirements defined by any regulatory, statutory or legal body which shall include but not be limited to RBI or other Regulatory Authority, judicial courts in India and as of the date of execution of Agreement. This requirement shall supersede the responses provided by the Bidder in the technical response. During the period of warranty / ATS Bidder should comply with all requirements including any or all reports without any additional cost, defined by any regulatory authority time to time and which fall under the scope of this RFP / Agreement. All mandatory requirements by regulatory / statutory bodies will be provided by the bidder under change management at no extra cost to the bank during the tenure of the contract.

3.40 Compliance with Laws

- 1) The Service Provider (SP) agrees to comply with all applicable laws, regulations, and industry standards, including but not limited to the **Information Technology Act, 2000, Digital Personal Data Protection Act, 2023, RBI's "Master Direction on Outsourcing of Information Technology Services"** and any other relevant data protection or privacy laws. The SP shall ensure that the products and services provided under this agreement comply with all regulatory requirements, including guidelines set by authorities such as the **Reserve Bank of India (RBI)** and **FEMA**.

The clauses under RBI master Directives on Outsourcing of IT Services are:

1. **Effective access by Bank to all record:** Bank should have effective access to all data, books, records, information, logs, alerts and business premises relevant to the outsourced activity, available with the Vendor.
 2. **Vendor to Provide Details of Data:** The Vendor to provide to Bank the details of data (related to Bank and its customers) captured, processed and stored.
 3. **Data / Information which can be shared:** Vendor is not permitted to share any type of data/information with Bank's customer and / or any other party.
 4. **Information of Third Parties :** Bank will have right to seek information from the Vendor about the third parties (in the supply chain) engaged by the former;
 5. **Prior Approval / Consent of Bank for use of Sub-contractors:** Vendor to take prior approval/ consent of the Bank for use of sub-contractors for all or part of an outsourced activity.
 6. **Skilled Resources of Vendor for Core Services :** Vendor to have provision to consider its skilled resources who provide core services as "essential personnel" so that a limited number of staff with back-up arrangements necessary to operate critical functions can work on-site during exigencies (including pandemic situations).
 7. **Back to Back Arrangements between Vendor and OEM:** There should be suitable back-to-back arrangements between Vendor and the OEMs, if any.
 8. **No relationship of master and servant or employer and employee:** Notwithstanding what is stated elsewhere in this agreement, this agreement does not create any relationship of Master and servant or Employer and employee as between the Bank on the one hand and the Vendor and/or the personnel employed/engaged by the Vendor on the other hand. The parties expressly understand and agree that this agreement broadly covers in respect of specific job/s to be performed by the Service Provider.
- 2) The Bidder shall adhere to the Bank's Information Security Policy and implement necessary controls for system security, including access control, data protection, and encryption, at all levels (e.g., database, operating system, application). The SP must also ensure the hardening of systems to protect against vulnerabilities.
 - 3) Successful bidder shall undertake to observe, adhere to, abide by, comply with the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this scope of work.
 - 4) Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project.

3.41 Adherence to Cyber Security Policy

- 1) Vendors are responsible for complying with the security standards or desired security aspects of all the ICT resources in line with regulatory guidelines from time to time as well as Bank's IT/Information Security / Cyber Security Policy guidelines. Such guidelines will be shared with Vendor.
- 2) Vendor should ensure Data Security and protection of facilities/application managed by them. The deputed persons should be aware about Bank's IT/IS/Cyber security policy guidelines and have to maintain the utmost secrecy & confidentiality of the Bank's data including process performed. At any time, if it comes to the notice of the Bank that data has been compromised/disclosed/misused/misappropriated then Bank would take suitable action as deemed fit and selected vendor would be required to fully compensate the Bank of loss incurred by the Bank.
- 3) Vendor has to agree and provide undertaking not to disclose any Bank information and will maintain confidentiality of Bank information as per policy of the Bank and will sign "Non-Disclosure Agreement" document provided by Bank.
- 4) The Service provider shall put in place necessary controls within its organization for maintaining confidentiality of the Bank's and its customer's data.

3.42 Violation of Terms

The Bank clarifies that the bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained under the RFP/Agreement. These injunctive remedies are cumulative and are in addition to any other rights and remedies the bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

3.43 Corrupt & Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of The Bank and includes collusive practice among Bidders (prior to or after offer submission) designed to establish offer prices at artificial non-competitive levels and to deprive The Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the

contract in question. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

3.44 Publicity

Any publicity by either party in which the name of the other party is to be used should be done only with the explicit written permission of such other party.

3.45 Entire Agreement and Amendments

This RFP sets forth the entire agreement between the Bank and the Successful bidder and supersedes any other prior proposals, agreements and representations between them related to its subject matter, whether written or oral. No modifications or amendments to this Agreement shall be binding upon the parties unless made in writing, duly executed by authorized officials of both parties.

3.46 Survival and Severability

Any provision or covenant of the RFP, which expressly, or by its nature, imposes obligations on successful bidder shall so survive beyond the expiration, or termination of this Agreement. The invalidity of one or more provisions contained in this Agreement shall not affect the remaining portions of this Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, this Agreement shall be construed as if any such provision had not been inserted herein.

3.47 Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

3.48 Amendments to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the bank. All amendments will be either uploaded in the website or shall be delivered by hand / post / courier or through e-mail or faxed to all prospective bidders, who have received the bidding document and will be binding on them. For this purpose bidders must provide name of the contact person, mailing address, telephone number and FAX numbers on the covering letter sent along with the bids.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

3.49 Period of Validity

Bids shall remain valid for 180 days from the last date of bid submission. A bid valid for shorter period shall be rejected by the bank as non-responsive.

3.50 Last Date and Time for Submission of Bids

Bids must be submitted not later than the specified date and time as specified in the Bid Document. Bank reserves the right to extend the date & time without mentioning any reason.

3.51 Late Bids

Any bid received after the deadline for submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

3.52 Modifications and/or Withdrawal of Bids

- Bids once submitted will be treated as final and no further correspondence will be entertained on this.
- No bid will be modified after the deadline for submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

3.53 Clarification of Bids

To assist in the examination, evaluation and comparison of bids the bank may, at its discretion, ask the bidder for clarification and response, which shall be in writing and without change in the price, shall be sought, offered or permitted.

3.54 Repeat Order

The Bank reserves the right to alter quantities and also to delete/add some Application's Software specified in this offer. The Bank may, at its discretion, place repeat orders based on the requirement of the Bank within 12 months from the date of Purchase Order to an extent of 25% of the order value. All such repeat orders will be based on the prices and terms & conditions as agreed upon for the main contract.

3.55 Bank's Right to Accept or Reject Any Bid or All Bids

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

3.56 Signing of Contract

The successful bidder(s) to be called as bidder, shall be required to enter into an Agreement with the Bank, within 21 days of the award of the work order

3.57 Sustainable Sourcing

The Supplier shall adhere to Sustainable Sourcing practices including but not limited to the use of environment friendly materials, ethical labour practices and compliance with relevant local and international regulations. The Supplier shall provide documentation or certifications demonstrating their commitment to Sustainable Sourcing upon request. Failure to comply with these requirements may result in contract termination.

3.58 Remote Access

Any type of remote access will not be allowed outside Bank's Network.

3.59 Business Continuity and Disaster Recovery

3.59.1 Business Continuity Plan (BCP)

The Service Provider shall have a documented Business Continuity Plan in place, which outlines the strategies for maintaining service availability in the event of an unexpected incident. The BCP should include, but is not limited to:

- 1) Detailed procedures for mitigating and recovering from various business disruptions.
- 2) Identification of key personnel, roles, and responsibilities in a crisis.
- 3) Communication plans to inform both the Service Provider and Customer of significant disruptions and progress towards recovery.

3.59.2 Disaster Recovery Plan (DRP)

The Service Provider shall maintain a Disaster Recovery Plan to restore critical services and infrastructure in the event of a disaster, including:

- 1) Specific recovery objectives, such as Recovery Time Objective (RTO) and Recovery Point Objective (RPO), to be met for each service.
- 2) Procedures for data backup, storage, and retrieval.
- 3) Clear steps to restore services to full functionality, including resource allocation and escalation procedures.

3.60 Obligation to Co-operate with relevant authorities in case of Insolvency/Resolution

3.60.1 Insolvency

In the event that Bank becomes subject to insolvency proceedings, financial restructuring, or resolution by relevant authorities (including, but not limited to, governmental bodies, regulatory agencies, or liquidators), the Service Provider shall cooperate fully with such authorities, in accordance with applicable laws and regulations.

3.60.2 Cooperation

The Service Provider agrees to provide all necessary information, documentation, and assistance as requested by the relevant authorities, including but not limited to access to data, records, systems, and personnel, to ensure a smooth transition or orderly resolution process.

3.60.3 Continued Service during Resolution

In the event of insolvency or resolution of the Bank, the Service Provider shall continue to perform its obligations under this Agreement unless otherwise directed by the relevant authorities or instructed by Bank.

3.60.4 Notification

The Service Provider shall notify the Bank promptly upon learning of any insolvency, liquidation, or resolution proceedings involving the Bank, and shall comply with any directions provided by the relevant authorities.

3.60.5 Data Localization

The Bidder shall ensure that all data, as applicable to the concerned Bank, is stored exclusively within India, in full compliance with the extant regulatory requirements set forth by the relevant authorities. The Bidder shall not store or process any data outside of India without prior written consent from the Bank and approval from regulatory bodies.

3.60.6 Authorized Signatory

The Bidder shall indicate the authorized signatories who can discuss and correspond with Bank, with regard to the obligations under the contract. The Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with Bank, raise invoice and accept payments and also to correspond. The Bidder shall provide proof of signature identification for the above purposes as required by Bank.

3.60.7 Escrow Arrangements

The bidder has to facilitate for Escrow Agreement between all the parties. The OEM shall either provide the source code along with the necessary documentation or ensure that the source code is securely placed under an escrow arrangement, as agreed upon by all parties. The escrow agreement shall include provisions that, in the event of a predefined triggering event (such as the OEM going out of business, breach of contract, or any other specified event), the source code will be made available to the Bank in a timely manner, ensuring uninterrupted support and maintenance of the solution.

The Bidder shall bear all costs related to setting up and maintaining the escrow arrangement, including any charges incurred for the services of the Escrow Agent. The Bank shall not be responsible for any costs related to the escrow setup or the escrow agent's services.

In addition, the Service Provider shall ensure regular and secure backups of the source code and other critical data. Backup of all relevant data, including the source code, must be performed and securely stored in accordance with the Bank's Data Security and compliance requirements. The Bank shall have access to these backups upon request to ensure continuity and security of operations.

3.61 Labour Law Adherence and Compliance with Court Directions

The Bidder/Vendor shall ensure full compliance with all applicable labour laws, employment laws, industrial relations regulations, social security legislation, and any orders/directions issued by competent Labour Courts/Industrial Tribunals/Authorities / RBI and any other Regulatory/ Statutory body in India.

The Bidder/Vendor shall be solely responsible for payment of salaries, wages, statutory contributions, benefits, and all dues to its employees, subcontractors, labour, and statutory personnel deployed for execution of work under this RFP.

No employer-employee relationship shall be deemed to exist between the Bank and the personnel engaged by the Bidder/Vendor.

In case of any claim, demand, dispute, or litigation arising due to non-compliance by the Bidder/Vendor, the same shall be solely borne and resolved by the Bidder/Vendor without any liability upon the Bank.

Section 4

Annexures

Annexure 1 : Bid Security Undertaking Form
(FORMAT OF BANK GUARANTEE (BG) FOR BID SECURITY)
(ON A NON-JUDICIAL STAMP PAPER OF RS.100.00)

TO:

Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Whereas _____ having its registered office at _____ (hereinafter called "the Bidder") has to submit its bid dated _____ for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre For "Central Bank of India", as specified in Schedule of requirement against Tender Reference NO. _____ (hereinafter called "the Tender")

KNOW ALL MEN by these presents that we _____ having our Corporate Office at _____ (hereinafter called "the Bank") are bound to Central Bank of India, (hereinafter called "The Purchaser") in the sum of Rs. _____ (Rupees _____ only) for which payment well and truly to be made to the Purchaser, the Bank binds itself, its successors and assigns by these presents.

The conditions of this obligation are:

- If the Bidder withdraws their Bid during the period of Bid validity specified in the Tender:

OR

- If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity -
 - Fails or refuse to execute the Contract or the Agreement/Forms as required OR
 - Fails or refuse to furnish the Performance Security, in accordance with the instruction to Bidder.

We, _____ under take to pay to the Purchaser up to an amount of Rs. _____ (Rupees _____ only) upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of anyone or both of two conditions specifying occurred condition or conditions.

Notwithstanding anything contained herein above:

- Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)
- This Bank Guarantee shall be valid up to _____
- We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____. After which the bank shall be discharged from its liabilities.

Date this _____ day of _____ 2026 at _____

For and on behalf of _____ Bank sd/- _____

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Annexure 2 : Bill of Material (Price Schedule)

In this section the commercial Bid format is shown on which the commercial evaluation of the Bidder shall be done to decide the L1 Bidder. This format is to be used by the Bidder to submit the Commercial Bid, where the Bidder shall fill exact values / amount in place of 'X'. The Bidder is required to submit a 'Masked' commercial Bid using the same format with technical details of each line item along with the technical Bid, without any commercial details.

Cost of Software Licenses will be on Application basis for the entire duration of the contract for Primary Site (DC) & DR Site for Central Bank of India. The Software licenses should be supported versions and cost to be quoted with support till the contract period. Further the cost quoted should be inclusive of any installation charges and engineer site visit charges etc. required to make the setup live.

Software ATS/AMC cost for 4 years (wherever applicable) for the software items supplied. The vendor will have to provide all support related to the software during normal operations and Drills, Audit observation closure and regular patching.

Commercial Bid Break Up Format:

(Successful Bidder Should Submit This Commercial Break Up Within 24 Hours of Opening of Commercial Bid In their Letter head)

Table A Full Stack Observability solution (FSO) and Gen AI & AIOps module Licenses:

The Bidder has to provide the license cost on Application basis i.e. **One License for One Application** to be onboarded for FSO with AIOps. For GenAI commercials will be on basis of GenAI UseCases. The prices shall be frozen till end of the contract period (5 years). Bank may procure additional licenses on the frozen rates, if required.

Table A : Software (FSO with GenAI based AIOps features) Cost for perpetual license:

Platform Cost for perpetual license (For Development, UAT, DR & DC) 1st year with warranty					
S. No.	Components	Total Count(a)	Perpetual licenses cost with 1st Year warranty (b)	Tax on 1st year (c)	Total amount Including Tax a*(b + c)
1	Expansion of FSO licenses to additional applications	25	XX	XX	XX
2	GenAI based AIOps.	45	XX	XX	XX
Total Cost					XX

Table B : Integration and Implementation (One Time Cost) :

S. No.	Devices	Total Count (a)	Unit Cost (b)	Tax on Unit Cost (c)	Total Cost (d= a*(b + c))
Integration and Implementation (Application Onboarding) Cost					
1	Expansion of FSO licenses for additional applications (One-time Implementation)	25	XX	XX	XX
2	GenAI based AIOps (One-time Implementation)	45	XX	XX	XX

Table C : Cost of ATS/Subscription Charge for Platform Cost Post One-Year Warranty:

S. No.	Component	No. of Appli- cation	2 nd Year			3 rd Year			4 th year			5 th Year			Final Cost (a+b+c+d+e+f+g+h) (in Rs)
			Unit ATS Cost per Applica- tion	Total Cost (a)	G ST (b)	Unit ATS Cost per Applica- tion	Tota l Cost (c)	GST (d)	Unit ATS Cost per Applica- tion	Total Cost (e)	GST (f)	Unit ATS Cost per Applica- tion	Tota l Cost (g)	GST (h)	
1	ATS for Full Stack Observability solution (FSO)	25	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
2	ATS for GenAI based AIOps	45	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
3	ATS for the Existing 20 applications for the remaining contract period	20	Not Applicable						XX	XX	XX	XX	XX	XX	XX
Total cost for 4 years															XXXX

Table D: Cost of Facility Management Services (FMS):

S. No.	Item	No. of resources	1st Year		2nd Year		3rd Year		4th Year		5th Year		Total (a+b+c+d+e+f+g+h+i+j)
			Cost (a)	GST (b)	Cost (c)	GST (d)	Cost (e)	GST (f)	Cost (g)	GST (h)	Cost (i)	GST (j)	
1	L1 Resources	4	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
2	L2 Resources	2	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
3	L3 Resources (OEM)	1	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX
Total Cost for 5 years													XX

Table E : Total Cost of Ownership (TCO) :

S.No	Description	Total Cost for the contract period of 5 year including taxes in Rs.
1	Total of Table A	X X
2	Total of Table B	X X
3	Total of Table C	X X
4	Total of Table D	X X
5	TCO (SUM of Tables A, B,C,D)	X X
6	TCO in words	X X

Note:

1. All the costs mentioned above must be quoted in Indian Rupees and inclusive of taxes.
2. Amount must be quoted in Indian Rupees and in WORDS AND FIGURES inclusive of taxes and it is valid for five years. In case of any discrepancy, amount quoted in words will be considered.
3. **The license cost quoted by Bidder will remain fixed throughout the contract period .The Bank may onboard any new application during the contract period at same license cost.**
4. **The Bank at its sole discretion, may introduce any new Facility Management Services during contract period .The rates quoted by the bidder for such services remain applicable, and payment shall be made accordingly.**
5. The list of probable critical applications to be monitored are attached as [Annexure 31](#).
6. Payment will be made as per the payment terms mentioned in this RFP.
7. Prices quoted by the bidder are inclusive of all applicable Taxes i.e. GST (CGST/SGST/IGST). GST will be paid on production of original invoice.
8. Bidder has to show the bifurcation/details of applicable GST (CGST/SGST/IGST) in every invoice. Any upward / downward revision in GST will be borne by Bank.
9. The prices quoted should also include charges towards freight, forwarding, delivery and installation, transit insurance charges till installation, transportation, configuration/reconfiguration, integration, and go-live.
10. Bank will not pay any additional charges other than those mentioned above whatsoever the case may be.
11. Breakup of implementation cost should be provided to the Bank if required by the Bank.
12. Prices payable to the successful bidder as stated in the Contract shall be firm

- and not subject to any changes at any circumstances during the contract period of five years.
13. This is initial level requirement of core based licenses which may increase year on year. As the application will be implemented on Bank's On-Prem Private cloud, hence, the core based license must be calculated on the basis Bank's On-Prem Private cloud. Selected bidder to provide the additional licenses at the cost discovered through RFP for the contract period as per the requirement of Bank
 14. The quantities mentioned are indicative in nature and do not constitute a firm commitment from the Bank. Conversely, the prices quoted shall be fixed for the duration of the contract as specified in the table, if required additional licenses should be provided at the specified cost.
 15. Though the cost of 'Open-Source Software License Fee with Enterprise Support' & 'Database License Fee with Enterprise Support' is discovered as per Table above, Purchase Order may be placed with or without the 'Open-Source Software License Fee with Enterprise Support' & 'Database License Fee with Enterprise Support' cost as per the requirement of the bank. Bidders should also mention the complete details of database as per [Annexure 18](#).
 16. Payment for FSO licenses will be released based on onboarding of number of applications.

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Annexure 3 : Organizational Profile

S.No.	Details	Bidder Response	Page No. of Supporting Papers
1	Name & Address of the Bidder,		
2	Address with Pin Code, Tel/ Fax/Email Details		
3	Date of Establishment of the Company (enclose evidence) (Should be in existence for last two years)		
4	Total work experience (In years)		
5	Annual Turnover (enclose balance Sheet or CA's Certificate) 1) 2023-24 2) 2024-25 3) 2025-26		
6	Is your agency a Proprietorship / Partnership or registered under the Companies Act. Please give details & enclose Certificate		
7	List of present clients (enclose details)		
8	Details of past experience: (enclose details)		
9	Details of Income Tax Registration: (Enclose PAN Details)		
10	Sales Tax number		
11	CST number		
12	GST Registration Details: (Enclose registration certificate)		
13	Nature of Company whether exclusive Company or Separate Division (enclose details)		
14	Whether direct manufacturer or System Integrator		
15	Names and addresses of the principal bankers with whom major credit facilities (fund / non-fund) are being enjoyed (Also mention names of the banks in consortium, names of the		

	contact officials of the bank, phone & fax numbers etc.)		
16	List of present clients (enclose details)		
17	Any other information		

This is to certify that I have read and understood the enclosed brief and other Terms & Conditions and all the supporting documents have been enclosed, and the information given by me is true to the best of my knowledge.

Signature of Bidder
(With Seal)

Note:

1) Use separate sheet where required.

2) Attach DD for Earnest Money Deposit along with necessary documents.

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Contact No :

Email Id :

Date:

Place:

Annexure 4 : Format For Performance Bank Guarantee

To,

Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

In consideration of Central Bank of India having Registered Office at Chander Mukhi Building, Nariman Point, Mumbai 400021 (hereinafter referred to as "Purchaser") having agreed to purchase of software, hardware & other components & services (hereinafter referred to as "Goods") from M/s ----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dt.----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the complete **"Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre."**, as per the terms and conditions of the said contract, to be supplied by the bidder contractor and also guaranteeing the maintenance, by the contractor, of the computer hardware, software and Application systems as per the terms and conditions of the said contract:

1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time up to ----- -- any money or moneys not exceeding a total sum of ₹----- (Rupees-----only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or that would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether computer hardware has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the **"Supply, Commissioning, Installation, Testing/Certification, Configuration, implementation & maintenance End to End Financial Inclusion Gateway Solution on Turnkey basis"** as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. ----- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee

Signature of the Bidder with company Seal

agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding any of the above contained herein: -

- i) Our liability under this Bank Guarantee shall not exceed ₹----- (Rupees-----only).
- ii) This Bank Guarantee shall be valid up to -----;(date of expiry) and
- iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before--- ----- (date of expiry of Guarantee)

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2026 at -----

For and on behalf of ----- Bank.

Sd/- -----

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Annexure 5 : Manufacturer Authorization Form (MAF)

(This letter should be on the letterhead of the OEM/ Manufacturer duly signed by an authorized signatory)

To,

Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sir,

We (Name of the Manufacturer) who are established and reputable manufacturers of having factories at,,, and do hereby authorize M/s (who is the bidder submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for supply of equipment manufactured by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

The model(s) / product(s) proposed in this rate contract is covered under 5 Yrs (1 Yrs Wty + 4 Yrs AMC) onsite comprehensive support from the date of installation of product.

We hereby extend our guarantee and warranty during this 5-year period as per terms and conditions of the RFP and the contract for the equipment and services offered for supply against this RFP by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP in respect of such equipment's and services.

We assure you that in the event of M/s not being able to fulfill its obligation as M/s bidder in respect of the warranty and AMC terms defined in the RFP, (OEM Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.

Yours faithfully,

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Contact No :

Email Id :

Date:

Place:

Signature of the Bidder with company Seal

Annexure 6 : Non-Disclosure Agreement [TO BE DULY STAMPED]

NON-DISCLOSURE AGREEMENT

(Note: To be duly signed by a Key Managerial Personnel or a Person duly authorised under a board resolution passed by the Bidder.)

This **NON-DISCLOSURE AGREEMENT** (hereinafter referred as the "**Agreement**") is made at [.....] on this ____ day of _____, 20__ (hereinafter referred as "**Effective Date**")

BETWEEN

_____, a company incorporated under the Companies Act, 1956 having its registered office at _____ (hereinafter referred to as "Company" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **First PART**;

AND

CENTRAL BANK OF INDIA, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its head Office at Central Office, Chander Mukhi, Nariman Point, Mumbai – 400 021 (hereinafter referred to as "**Bank**" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART**.

Company and **Bank** are hereinafter individually referred to as party and collectively referred to as "the Parties."

WHEREAS

Both Parties hereto are in the process of mutual discussions and negotiations regarding a possible business opportunity pursuant to [*] ("Purpose");

AND WHEREAS, in the course of evaluating the Purpose, the Parties hereto shall disclose certain information to each other which the disclosing party considers to be confidential, proprietary, or non-public business information.

NOW, THEREFORE, the Parties have agreed to enter into this Agreement:

1. Definitions:

1.1 "Confidential Information" any all information which is marked as confidential in writing by the Disclosing Party at the time it is provided to, obtained or accessed by the Receiving Party in connection with the Purpose and arising out of this Agreement. If any information is provided in oral or non-written form, then such information shall be reduced in writing at the time of its disclosure or within three (3) days of such disclosure and shall be marked as 'Confidential' by the Disclosing Party or is by its nature manifestly confidential. Confidential Information excludes information referred to in clause 2 below.

1.2 "Disclosing Party" means Party disclosing Confidential Information under this Agreement.

1.3 "Receiving Party" means Party receiving Confidential Information from the Disclosing Party under this Agreement.

2. The term Confidential Information shall not include any information which:

- a) is in or comes into the public domain through no fault of the Receiving Party;
- b) becomes available to the Receiving Party from the third party lawfully without the breach of any confidentiality obligations by such third party;

- c) is known or developed by the Receiving Party independently of Disclosing Party's disclosure of the Confidential Information to the Receiving Party;
- d) is disclosed with the written consent of Disclosing Party.

3. The obligations of confidentiality under this Agreement shall not apply to the extent Confidential Information is required to be disclosed by Receiving Party so as to comply with applicable law, regulatory body, or to a valid order of a court, administrative agency or governmental body having authority over the Receiving Party or where disclosure is made in connection with any claim by Receiving Party in connection with any judicial or other proceeding involving the Receiving Party and Disclosing Party relating to this Agreement or the Purpose, provided that the Receiving Party has notified Disclosing Party in writing as soon as reasonably, legally and practicable permissible upon receiving such order and the obligations of non-disclosure under this Agreement is waived off only to the limited extent that Disclosing Party has not been able to obtain waiver or restraining order from disclosure within the timeline by which the Receiving Party is required to comply with such an order.

4. **Non-disclosure:** The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

5. **Term:** This Agreement shall be valid for a period of [] months from the date of signing this Agreement ("Term"). Either Party may terminate this Agreement at any time by giving [] days written notice to the other Party. Unless terminated sooner in accordance with the foregoing sentence, this Agreement shall terminate upon the earlier of:

- i. expiry of the Term;
- ii. on completion of the Purpose, or
- iii. on the signing of a definitive agreement between the Parties relating to the Purpose.

The confidentiality obligations shall survive for a period of one (1) year from the date of expiry or termination of this Agreement.

6. Ownership and Protection of Confidential Information and Intellectual Property:

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall maintain ownership and all intellectual property and proprietary rights over the Confidential Information. All Confidential Information disclosed under this Agreement remains the exclusive property of the Disclosing Party. Nothing in this Agreement grants the Receiving Party any rights, title, or interest in or to any intellectual property rights, patents, copyrights, trademarks, or other proprietary rights of the Disclosing Party. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface, or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol, or logo on such Confidential Information.

7. Remedies: The Receiving Party recognizes that Confidential Information is valuable property of the Disclosing Party and in the event of breach of this Agreement monetary damages may not be a sufficient remedy. Therefore, without prejudice to other rights or remedies that Disclosing Party may have, it would be entitled to equitable relief, including by way of injunction, as a remedy for any breach or anticipated breach of this Agreement.

8. Return of confidential information: Upon written demand of the Disclosing Party, the Receiving Party shall:

- i. Cease using the Confidential Information;
- ii. Return the Confidential Information and all copies, abstract, extracts, samples, notes, or modules thereof to the Disclosing Party within seven [X] days after receipt of notice, and
- iii. Upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.
- iv. Failure to comply with these obligations may result in legal action, including but not limited to claims for breach of contract and any associated damages. The Receiving Party's obligations under this agreement regarding the confidentiality of the Confidential Information shall survive the return or destruction of the Confidential Information.

9. This Agreement contains the entire understanding between the Parties with respect to non-disclosure of Confidential Information and supersedes all prior agreements and understanding with respect to this subject. This Agreement may be amended only by written agreement executed by both parties. This Agreement shall be binding on successors and permitted assigns of the parties.

10. Notification: Receiving Party shall notify Disclosing Party within [X] days/ hours of discovering any unauthorized used or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

11. Governing Law and Jurisdiction: This Agreement shall be governed by and construed in accordance with the laws of India without giving effect to the choice of law principles thereof

and the parties hereto irrevocably submit to the exclusive jurisdiction of the courts in Mumbai, India.

12. The provisions of this Agreement shall be severable in the event that any of the provisions hereof are held by a court of competent jurisdiction to be invalid, void or otherwise unenforceable, and the remaining provisions shall remain enforceable to the fullest extent permitted by law.

13. In no event shall either Party, its affiliates, or related entities be liable for consequential, special, indirect, incidental, punitive or exemplary loss, damage, or expense relating to this Agreement (whether in contract, statute, tort (such as negligence), or otherwise).

14. **Indemnity:** The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party or its officers, employees, agents or consultants. etc.

IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

For and on behalf of

Name of Authorized signatory:
Designation:

**For and on behalf of
CENTRAL BANK OF INDIA**

Name of Authorized signatory:
Designation:

Annexure 8 : Compliance Certificate

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Date :

Dear Sir,
Ref:

1. Having examined the Tender Documents including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the solution in conformity with the said Tender Documents and in accordance with our proposal and the schedule of prices indicated in the Price Bid and made part of this Tender.
2. We confirm that this offer is valid for six months from the last date for submission of Tender Documents to the Bank.
3. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
4. We undertake that 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".
5. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.
6. We have never been barred / blacklisted by any regulatory / statutory authority in India. In case Bank later comes to know of it, the agreement shall stand terminated.
 - i. The bidder/OEM is not NPA in any of the banks.
 - ii. Bidder has to submit undertaking in writing for assurance from application providers /OEMs that application is free from embedded malicious / fraudulent code.
7. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
8. We here by confirm to undertake the ownership of the subject RFP.

We hereby undertake to provide latest product/ software with latest version. The charges for the above have been factored in Bill of Material (BOM); otherwise, the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Yours faithfully,

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Signature of the Bidder with company Seal

Annexure 9 : Integrity Pact

Between

Central Bank of India hereinafter referred to as **"The Principal"**, And
..... hereinafter referred to as **"The Bidder/ Contractor"**

Preamble The Principal intends to award, under laid down organizational procedures, contract/s for.....The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

- 1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
 - a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
- 2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/ contractor(s)

- 1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. He/she commits himself/herself to observe the following principles during his participation in the tender process and during the contract execution.
 - a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans,

technical proposals and business details, including information contained or transmitted electronically.

- d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the [Annexure 10](#).
“Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder (s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed at e. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he/she has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- 2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3- Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”. Copy of the “Guidelines on Banning of business dealings” is placed at [Annexure 15](#).

Section 4 – Compensation for Damages

- 1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- 2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

- 1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 2) If the Bidder makes incorrect statement on this subject, he/she can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors

- 1) The Bidder(s)/ Contractor(s) undertake(s) to demand from his subcontractors a commitment in conformity with this Integrity Pact.
- 2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- 3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

- 1) The Principal appoints competent and credible Independent External Monitor for this Pact. 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.
- 2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Managing Director and CEO, CENTRAL BANK OF INDIA.
- 3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor 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 Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.
- 4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- 5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal 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.
- 6) The Monitor will submit a written report to the Managing Director and CEO, CENTRAL BANK OF INDIA within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 7) If the Monitor has reported to the Managing Director and CEO CENTRAL BANK OF INDIA, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Managing Director and CEO CENTRAL BANK OF INDIA 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.
- 8) The word "Monitor" would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders, 6 months after the contract has been awarded. Any violation of the same would entail disqualifying the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged / determined by the Management of the Principal.

Section 10 – Other provisions

- 1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.
- 2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.”

(For & On behalf of the Principal)

**For & On behalf of the Principal
Bidder / Contractor**

(Office Seal)

(Office Seal)

Place_____

Place_____

Date_____

Date_____

Witness1:

Witness1:

Name & Address

Name & Address

Witness 2:

Witness 2:

Name & Address

Name & Address

Annexure 10 : Guidelines For Indian Agents Of Foreign Suppliers

1. There shall be compulsory registration of agents for all Global (Open) Tender and Limited Tender. An agent who is not registered with CENTRAL BANK OF INDIA shall apply for registration in the prescribed Application –Form.
 - 1.1 Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/ retainer ship being paid by the principal to the agent before the placement of order by CENTRAL BANK OF INDIA.
 - 1.2 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order.
2. **DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA. IF ANY.**
 - 2.1 Tenderers of Foreign nationality shall furnish the following details in their offer:
 - 2.2 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Bank, it shall be confirmed whether it is real substantial Bank and details of the same shall be furnished.
 - 2.3 The amount of commission/remuneration included in the quoted price(s) for such agents/representatives in India.
 - 2.4 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/representatives in India, may be paid by CENTRAL BANK OF INDIA in Indian Rupees only.
 - 2.5 Tenderers of Indian Nationality shall furnish the following details in their offers:
 - 2.6 The name and address of the foreign principals indicating their nationality as well as their status, i.e, whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.
 - 2.7 The amount of commission/remuneration included in the price (s) quoted by the Tenderer for himself.
 - 2.8 Confirmation of the foreign principals of the Tenderer that the commission/remuneration, if any, reserved for the Tenderer in the quoted price (s), may be paid by CENTRAL BANK OF INDIA in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items .
 - 2.9 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission /remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.
 - 2.10 Failure to furnish correct and detailed information as called for in paragraph-2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by CENTRAL BANK OF INDIA. Besides this there would be a penalty of banning business dealings with CENTRAL BANK OF INDIA or damage or payment of a named sum.

Annexure 11 : Pro-Forma For Bid Security (EMD)

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Subject: Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre.

In response to your invitation to respond to your RFP for Implementation _____, M/s _____ having their registered office at _____ (hereinafter called the "Bidder") wishes to respond to the said Request for Proposal (RFP) and submit the proposal for as listed in the RFP document.

Whereas the "Bidder" has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of ₹1,80,00,000/- (Rupees One Crore and Eighty Lac Only) as bid security as required to be submitted by the "Bidder" as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to Central Bank of India the said amount of Rupees Three Crore Only without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Central Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding any of the above contained herein:

1. Our liability under this Bank guarantee shall not exceed. ₹1,80,00,000/- (Rupees One Crore and Eighty Lac Only)
2. This Bank guarantee will be valid up to _____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before _____

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this ____ day of ____ at.

Yours faithfully,

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Annexure 12 : Letter For Refund Of EMD

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Subject: Refund of EMD against Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre.

We (Company Name) had participated in the Request for Proposal (RFP) for **Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre** and we are an unsuccessful bidder.

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

Sr. No	Bidder Name	DD/BG Number	Drawn on bank Name	Amount (₹)

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

Name of the Bank with Branch:

Account Type:

Account Title:

Account Number:

IFSC Code:

Yours faithfully,

Signature of Authorized Signatory:

Date:

Name of Signatory:

Designation:

Seal of Company:

Place:

Annexure 13 : NPA Undertaking

(This undertaking should be on the letterhead of the Bidder duly signed by an authorized signatory)

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Subject: Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre.

We _____ (bidder name), hereby undertake that-
We have not been declared NPA by any Bank in India.
Further, we do not have any pending case with any organization across the globe which affects our credibility to service the bank.

Yours faithfully,

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Annexure 14 : Bidder's Particulars On Company Letter Head

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Subject: Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre.

Sl. No	Particulars	Details
1	Name of the Bidder	
2	Address with E mail id, Mobile no. and Pin code	
3	GST Number	
4	Bank Details	
5	PAN Number	
6	Name of Authorized Person	
	Mobile No:	
	Landline No:	
7	i. Email ID	
	ii. Alternative Email ID	
8	Details of EMD	BG/UTR/Reference No. date & Amount
9	Exemption Certificate details (if applicable). E.g.: MSME/Udyog Aadhar certificate etc.	Please upload copy of the same along with details

Yours faithfully,
Signature of Authorized Signatory:
Name of Signatory:
Designation:
Seal of Company:

Date:

Place:

Annexure 15 : Guidelines On Banning Of Business Dealing

1. GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

- 1.1** There shall be compulsory registration of agents for all Global (Open) Tender and Limited Tender. An agent who is not registered with CENTRAL BANK OF INDIA shall apply for registration in the prescribed Application –Form.
- 1.2** Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/ retainer ship being paid by the principal to the agent before the placement of order by CENTRAL BANK OF INDIA.
- 1.3** Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order.

2. DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA. IF ANY.

- 2.1** Tenderers of Foreign nationality shall furnish the following details in their offer:
 - 2.1.1** The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Bank, it shall be confirmed whether it is real substantial Bank and details of the same shall be furnished.
 - 2.1.2** The amount of commission/remuneration included in the quoted price(s) for such agents/representatives in India.
 - 2.1.3** Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/representatives in India, may be paid by CENTRAL BANK OF INDIA in Indian Rupees only.
- 2.2** Tenderers of Indian Nationality shall furnish the following details in their offers:
 - 2.2.1** The name and address of the foreign principals indicating their nationality as well as their status, i.e. whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.
 - 2.2.2** The amount of commission/remuneration included in the price (s) quoted by the Tenderer for himself.

- 2.2.3 Confirmation of the foreign principals of the Tenderer that the commission/remuneration, if any, reserved for the Tenderer in the quoted price (s), may be paid by CENTRAL BANK OF INDIA in India.

In equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items.

- 2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission /remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

- 2.4 Failure to furnish correct and detailed information as called for in paragraph-2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by CENTRAL BANK OF INDIA. Besides this there would be a penalty of banning business dealings with CENTRAL BANK OF INDIA or damage or payment of a named sum.

- 1) Introduction
- 2) Scope
- 3) Definitions
- 4) Initiation of banning / suspension
- 5) Suspension of business dealing
- 6) Ground on which banning of business dealings can be initiated
- 7) Banning of business dealings
- 8) Removal from list of approved agencies –suppliers/contractors
- 9) Show-cause notice
- 10) Appeal against the competent authority
- 11) Review of the decision by the competent authority
- 12) Circulation of names of agencies with whom business dealings have been banned

1. Introduction

- 1.1 Central Bank of India, being a Public Sector Enterprise and 'State', within the meaning of Article 12 of Constitution of India, has to ensure preservation of rights enshrined in Chapter III of the Constitution. CENTRAL BANK OF INDIA has also to safeguard its commercial interests. CENTRAL BANK OF INDIA deals with Agencies, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of CENTRAL BANK OF INDIA to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on CENTRAL BANK OF INDIA to observe principles of natural justice before banning the business dealings with any Agency.

- 1.2 Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

2. Scope

- 2.1 The General Conditions of Contract (GCC) of CENTRAL BANK OF INDIA generally provide that CENTRAL BANK OF INDIA reserves its rights to remove from list of approved suppliers / contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.
- 2.2 Similarly, in case of sale of material there is a clause to deal with the Agencies / customers/ Buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.
- 2.3 However, absence of such a clause does not in any way restrict the right of Bank (CENTRAL BANK OF INDIA) to take action / decision under these guidelines in appropriate cases.
- 2.4 The procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.
- 2.5 These guidelines apply to all the Units and subsidiaries of CENTRAL BANK OF INDIA.
- 2.6 It is clarified that these guidelines do not deal with the decision of the Management not to entertain any particular Agency due to its poor / inadequate performance or for any other reason.
- 2.7 The banning shall be with prospective effect, i.e., future business dealings.

3. Definitions

In these Guidelines, unless the context otherwise requires:

1. 'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer' shall mean and include a public limited Bank or a private limited Bank, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer/ Bidder / Tenderer' in the context of these guidelines is indicated as 'Agency'.
2. 'Inter-connected Agency' shall mean two or more companies having any of the following features:
 - a) If one is a subsidiary of the other;
 - b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
 - c) If management is common;
 - d) If one owns or controls the other in any manner.
3. 'Competent Authority' and 'Appellate Authority' shall mean the following:
 - i. For Bank (entire CENTRAL BANK OF INDIA) wide Banning Executive Director (GAD) shall be the "Competent Authority" for the purpose of these guidelines. Chairman & Managing Director, CENTRAL BANK OF INDIA shall be the "Appellate Authority" in respect of such cases except banning of business dealings with Foreign Suppliers of imported coal/coke.

- ii. For banning of business dealings with Foreign Suppliers of imported goods, CENTRAL BANK OF INDIA Executive Directors' Committee (EDC) shall be the "Competent Authority". The Appeal against the Order passed by EDC, shall lie with Chairman & Managing Director, as First Appellate Authority.
- iii. In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach CENTRAL BANK OF INDIA Board as Second Appellate Authority.
- iv. For Zonal Offices Only, Any officer not below the rank of Deputy General Manager appointed or nominated by the Head of Zonal Office shall be the "Competent Authority" for the purpose of these guidelines. The Head of the concerned Zonal Office shall be the "Appellate Authority" in all such cases
- v. For Corporate Office only for procurement of items / award of contracts, to meet the requirement of Corporate Office only, Head of GAD shall be the "Competent Authority" and concerned Executive Director (GAD) shall be the "Appellate Authority".
- vi. Chairman & Managing Director, CENTRAL BANK OF INDIA shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.
 - a) 'Investigating Department' shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.
 - b) 'List of approved Agencies - Parties / Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers shall mean and include list of approved / registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers, etc.

4. Initiation of Banning / Suspension

Action for banning / suspension business dealings with any Agency should be initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of each Unit /Corporate Vigilance may also be competent to advise such action.

5. Suspension of Business Dealings

- 5.1 If the conduct of any Agency dealing with CENTRAL BANK OF INDIA is under investigation by any department (except Foreign Suppliers of imported goods), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.

- 5.2 The order of suspension shall be communicated to all Departmental Heads within the Plants / Units. During the period of suspension, no business dealing may be held with the Agency.
- 5.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.
- 5.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of CENTRAL BANK OF INDIA, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to ED (GAD), CENTRAL BANK OF INDIA Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the Units and Subsidiaries of CENTRAL BANK OF INDIA to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the Units by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency concerned. Such an order would operate for a period of six months from the date of issue.
- 5.5 For suspension of business dealings with Foreign Suppliers of imported goods, following shall be the procedure:-
 - i. Suspension of the foreign suppliers shall apply throughout the Bank including Subsidiaries.
 - ii. Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors Committee (EDC) with ED (GAD) as Convener of the Committee. The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.
 - iii. If EDC opines that it is a fit case for suspension, EDC may pass necessary orders which shall be communicated to the foreign supplier by ED, GAD.
- 5.6 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.
- 5.7 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

6. Ground on which Banning of Business Dealings can be initiated

- 6.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrant;
- 6.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises or CENTRAL BANK OF INDIA, during the last five years;
- 6.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc.;

- 6.4 If the Agency continuously refuses to return / refund the dues of CENTRAL BANK OF INDIA without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law;
- 6.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence;
- 6.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise;
- 6.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts and / or fudging /forging /tampering of documents;
- 6.8 If the Agency uses intimidation / threatening or brings undue outside pressure on the Bank (CENTRAL BANK OF INDIA) or its official in acceptance / performances of the job under the contract;
- 6.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations;
- 6.10 Wilful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Bank (CENTRAL BANK OF INDIA) or not;
- 6.11 Based on the findings of the investigation report of CBI / Police against the Agency for malafide / unlawful acts or improper conduct on his part in matters relating to the Bank (CENTRAL BANK OF INDIA) or even otherwise;
- 6.12 Established litigant nature of the Agency to derive undue benefit;
- 6.13 Continued poor performance of the Agency in several contracts;
- 6.14 If the Agency misuses the premises or facilities of the Bank (CENTRAL BANK OF INDIA), forcefully occupies, tampers or damages the Bank's properties including land, water resources, forests / trees, etc. (Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason).

7. Banning of Business Dealings

- 7.1 A decision to ban business dealings with any Agency should apply throughout the Bank including Subsidiaries.
- 7.2 There will be a Standing Committee in each Zone to be appointed by Head of Zonal Office for processing the cases of "Banning of Business Dealings" except for banning of business dealings with foreign suppliers of goods. However, for procurement of items / award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of General Manager / Dy. General Manager each from Operations, Law & GAD. Member from GAD shall be the convener of the committee. The functions of the committee shall, inter-alia include:
 1. To study the report of the Investigating Agency and decide if a prima-facie case for Bank- wide / Local unit wise banning exists, if not, send back the case to the Competent Authority.
 2. To recommend for issue of show-cause notice to the Agency by the concerned department.
 3. To examine the reply to show-cause notice and call the Agency for personal hearing, if required.
 4. To submit final recommendation to the Competent Authority for banning or otherwise.
- 7.3 If Bank wide banning is contemplated by the banning Committee of any Zone, the proposal should be sent by the committee to ED (GAD) through the Head of the Zonal Office setting out the facts of the case and the justification of the action proposed along

with all the relevant papers and documents. GAD shall get feedback about that agency from all other Zones and based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority. At this stage if it is felt by the Competent Authority that there is no sufficient ground for Bank wide banning, then the case shall be sent back to the Head of Zonal Office for further action at the Zone level. If the prima-facie decision for Bank-wide banning has been taken, ED (GAD) shall issue a show-cause notice to the agency conveying why it should not be banned throughout CENTRAL BANK OF INDIA.

After considering the reply of the Agency and other circumstances and facts of the case, ED (GAD) will submit the case to the Competent Authority to take a final decision for Bank-wide banning or otherwise.

7.4 If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show-cause notice may be issued to the Agency as per paragraph 9.1 and an enquiry held accordingly.

7.5 Procedure for Banning of Business Dealings with Foreign Suppliers of imported goods.

1. Banning of the agencies shall apply throughout the Bank including Subsidiaries.
2. Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors' Committee (EDC) with ED (GAD) as Convener of the Committee.
3. The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.
4. If EDC opines that it is a fit case for initiating banning action, it will direct ED (GAD) to issue show-cause notice to the agency for replying within a reasonable period.
5. On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED (GAD) to EDC for consideration & decision.
6. The decision of the EDC shall be communicated to the agency by ED (GAD).

8. Removal from List of Approved Agencies - Suppliers / Contractors, etc.

8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.

8.2 The effect of such an order would be that the Agency would not be disqualified from Competing in Open Tender Enquiries but Limited Tender Enquiry (LTE) may not be given to the Agency concerned.

8.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

9. Show Cause Notice

9.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or misbehavior may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defense.

9.2 If the Agency requests for inspection of any relevant document in possession of CENTRAL BANK OF INDIA, necessary facility for inspection of documents may be provided.

9.3 The Competent Authority may consider and pass an appropriate speaking order:

- i. For exonerating the Agency if the charges are not established;
- ii. For removing the Agency from the list of approved Suppliers / Contactors, etc.
- iii. For banning the business dealing with the Agency.

9.4 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

10. Appeal against the Decision of the Competent Authority

10.1 The Agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.

10.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

11. Review of the Decision by the Competent Authority

Any petition / application filed by the Agency concerning the review of the banning order passed originally by Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Competent Authority upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee/EDC as the case may be for examination and recommendation.

12. Circulation of the names of Agencies with whom Business Dealings have been banned

12.1 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.

12.2 If Government Departments or a Public Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.

12.3 If business dealings with any Agency has been banned by the Central or State Government or any other Public Sector Enterprise, CENTRAL BANK OF INDIA may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.

12.4 Based on the above, Zonal Offices may formulate their own procedure for implementation of the Guidelines and same be made a part of the tender documents.

Annexure 16 : Checklist For Technical Offer/Technical Bid
Functional & Technical Compliance

Part I : AIOps Platform/Solution Compliance

S/N	Minimum Requirement Specification	Vendor Compliance (Y/N)
	AIOps Platform Functionalities	
1	The AIOps platform must continually process all incoming telemetry and event data. Incidents, including identified patterns of interest and potential root causes, must be published and updated on a live feed such that administrators can remain informed about the state of any ongoing outages. The live feed should update with remediative actions taken by operators until resolution.	
2	The solution must leverage historical operational data and behavioural patterns to automatically group new incidents and suppress alert noise without relying on static rules or keyword matching.	
3	The solution should be able to perform post deployment auto discovery of most of the technology stack/ components and their dependencies. Without manual intervention. (i.e., It should be able to auto-instrument the applications and middleware (web and app servers, Database, Messaging Queues etc.).	
4	The proposed solution should provide fully correlated and unsampled transaction traces that instantly identify application and infrastructure issues.	
5	The solution should provide full lifecycle traceability from change → early anomaly → incident → remediation → validation, within a single AIOps platform.	
6	The solution must ingest and correlate data from diverse SNMP and non-SNMP sources—including APM, NPM, logs, and ITSM tools—into an enterprise-wide topology while supporting custom rules for data parsing and text manipulation.	

Part II : GenAI Platform/Solution Compliance

S/N	Minimum Requirement Specification	Vendor Compliance (Y/N)
	GenAI Platform Functionalities	
1	The bank is looking for an easy to use and low maintenance Generative AI solution on premises, which can ingest data from varied sources and formats by giving insights on issues and outages	
2	The platform should be able to monitor and provide insights per application which has an average request load of at least max of 12.5K transactions per second and 570 Mil transactions per day. This is per application load and applicable for all the applications.	
3	The GenAI solution software components should be bundled along with the over all solution and bank will not be responsible to get any other solution related licenses.	
4	The GenAI Solution should be a web based thin client based so that it can be accessed even on bank's VPN network	
5	The GenAI solution must provide a conversational interface supporting Natural Language Processing (NLP) to query and infer insights regarding application performance, security posture (AppSec), and software vulnerabilities.	
6	Capability to deploy autonomous agents (e.g., using LangGraph) that can perform "Self-Healing" actions, such as restarting services or clearing caches based on AIOps triggers.	
7	AI-driven "Alert Fatigue" prevention that groups related incidents across different layers (Network, App, DB) into a single actionable ticket.	
8	A "Knowledge RAG" feature that searches internal technical SOPs to suggest immediate remediation steps to ROC operators during a critical outage.	
9	The solution must process handwritten or complex graphical reports from legacy systems to feed the AIOps engine.	

10	Integration with local models (like Llama 3.2, Custom LLMs) can facilitate Automated Incident Summarization, converting raw log data into actionable root-cause analysis for the ROC dashboard.	
11	SecOps in an AI-native firm should leverage User and Entity Behavior Analytics (UEBA). The solution must proactively identify lateral movement or unauthorized data access patterns that traditional EPP (Endpoint Protection) might miss.	
12	The platform shall render attack path graphs that traverse infrastructure, application, identity, and network layers — visualizing how an exploited vulnerability on one asset enables lateral progression to higher-value targets. Path scoring must factor exploit availability, privilege requirements, and reachability, not just CVE severity.	
13	The platform shall ingest logs, metrics, traces, and events from heterogeneous infrastructure sources and correlate telemetry streams with threat intelligence feeds (STIX/TAXII, MITRE ATT&CK) in real time. Correlation must produce enriched security events with risk scores, not raw Observability data.	
14	The platform shall provide a consolidated asset inventory view that surfaces real-time Observability signals (CPU, network, process activity) alongside active vulnerability findings, patch status, and exploitability likelihood — enabling prioritization based on attack surface exposure, not alert volume.	
15	The solution must support multi-stage event correlation rules mapped to recognized kill chain frameworks. Correlation chains must trace lateral movement, privilege escalation, and persistence indicators across distributed environments — functionally equivalent to SIEM detection logic, delivered within the Observability layer.	
16	The platform shall assign risk-weighted SLAs to detected anomalies and vulnerabilities based on asset criticality, exploitability score, and business impact classification. Remediation tickets must auto-generate with full context, and closure must be tracked against the risk score reduction achieved — not just ticket closure rate.	

	GenAI Features - Data Ingestion	
1	The solution should be able to ingest events from various sources, including: Infrastructure monitoring tools, Application performance tools, Security information and event management (SIEM) systems and any other tools that are applicable	
2	The ingested data should be processed over a stream or pipeline in real-time and not loading in periodic ranges	
3	The solution should provide data aggregation capabilities to aggregate data from multiple sources in real-time	
4	The solution should provide data filtering capabilities to filter out irrelevant data	
5	The solution should provide data enrichment capabilities to add additional context to data.	
6	The solution should not depend on sampling data, but work on 100% MELT data	
7	The solution should provide data management capabilities to manage data lifecycle, including data retention and deletion.	
8	The solution should provide out-of-box plugins or connectors to ingest telemetry data from source	
9	The solution should have a capability to ingest custom data sources by few customizations	

	GenAI Use Case - Anomaly Detection	
1	The solution should use machine learning algorithms to detect real-time anomalies and identify potential issues.	
2	The solution should use machine learning algorithms, such as: Supervised learning, Unsupervised learning, Deep learning, Reinforcement learning	
3	The solution should be able to detect various types of anomalies, including: Point anomalies, Contextual anomalies, Collective anomalies	
4	The solution should provide historical analysis capabilities to identify patterns and trends in anomaly data.	
5	The solution should provide anomaly scoring capabilities to prioritize and rank anomalies based on severity and impact.	
6	The solution should provide root cause analysis capabilities to identify the underlying causes of issues.	

	GenAI Use Case - Event Correlations	
1	The solution should provide event correlation capabilities to identify relationships between events.	
2	The solution should provide event prioritization capabilities to prioritize events based on severity and impact.	
3	The solution should provide automated workflows to respond to correlated events.	
4	The solution should provide model validation capabilities to validate the accuracy of predictive models.	
5	The solution should provide data quality capabilities to ensure data accuracy and completeness.	
6	The solution should be able to rank and sequence all events associated with an incident in order to identify the point of origin where the issue first occurred	

	GenAI Use Case - Capacity Forecasting	
1	The proposed solution should provide capacity related choke points which will hamper the application performance.	
2	The proposed solution should give insights on which month or week or day or hour the choke points got crossed	
3	The proposed solution should have a flexibility to do what if analysis on the capacity data, where it should predict workload increase and chokepoints w.r.t the workloads.	
4	The proposed solution should also have the capability to define the target range of dates for which the capacity has to be predicted.	
5	The proposed solution should give capacity insights not just on hardware but also application configurations which will impact the capacity for a future range of dates	
6	The GenAI solution should also provide capacity insights over a simple NLP chat	

	GenAI Use Case - Intelligent Alerts	
1	The solution should provide intelligent alerting capabilities to notify operators of potential issues.	
2	The solution should provide alert filtering capabilities to reduce noise and minimize false positives.	
3	The solution should provide incident clustering capabilities to group related incidents.	
4	The solution should provide automated incident assignment capabilities to assign incidents to operators.	
5	The solution should provide automated incident escalation capabilities to escalate incidents to senior operators or management.	
6	The solution should provide a chatbot interface to drill down deeper into the incidents and help in further debugging process	

	GenAI - Security	
1	Be able to provide complete visibility into AI usage from models, rag, pipelines, agents, MCP servers.	
2	Be able to provide AI- BOM.	
3	Be able to provide LLM based runtime protection.	
4	Be able to provide complete audit logging of input and response of all AI interactions.	
5	Be to able to perform inline actions like redact, modify, mask, notify.	
6	Be able to provide Agent Security by providing guardian agents.	

Part III : Transaction Observability

S/N	Minimum Requirement Specification	Vendor Compliance (Y/N)
	Transaction & Deep Dive Monitoring Capabilities	
1	The proposed solution must monitor financial and non-financial transactions in real-time, across applications and their underlying infrastructure, enabling proactive detection of issues and performance deviations.	

2	Must support tracing of individual transactions across all hops in the journey (e.g., digital channel → middleware → core systems → third parties), with visibility into time spent at each leg of the flow.	
3	Solution should provide real-time and historical trends of key business journeys such as Volume, Value, Success Rate, Failure Rate, Latency, and Turnaround Time.	
4	Must analyse transaction failures across the journey and attribute failures accurately —e.g., by identifying whether the failure occurred at CBS, external APIs, network infrastructure, or third-party systems like payment gateways.	
5	Solution should visualize multiple legs of a transaction (e.g., initiation → authentication → payment processing → confirmation), including both synchronous and asynchronous flows.	
6	The overall Transaction Turn Around time reported as the KPI should include the latency / time taken in the Asynchronous legs of the transaction.	
7	Should stitch and trace complete transaction journeys using identifiers such as UTR, RRN, or system-generated correlation IDs from logs and traces.	
8	The system shall support the search and traceability of individual transaction journeys using multiple identifiers such as RRN (Retrieval Reference Number), mobile number, VPA ID, and other relevant metadata, ensuring compliance with operational traceability and audit requirements.	
9	Must provide both high-level dashboards and granular drill-downs into transaction metrics.	
10	Should map IT performance metrics to business outcomes, enabling visibility into how service performance (e.g., latency, error rate) affects business KPIs like revenue, customer experience, and SLAs.	
11	Software should provide code level diagnostics (class & method-level visibility) of poorly performing business transactions.	
12	Software should identify slow SQL queries and deadlocks at Database due to group normalized SQL calls within same trace, transaction or request, detecting repeated calls with similar shape masking sensitive values, multiple connections, execution plan changes etc.,	
13	The proposed Observability tools should support monitoring ATM applications and industry standard protocols like SSDB protocol, BANCS protocol, PCOIP protocol etc... which should monitor and isolate the cause of any performance and availability issue.	

	End User Experience & Synthetic Monitoring	
1	Support for modern desktop browsers	
2	Support for mobile browsers	
3	Monitor all page requests	
4	Automatically detect JavaScript errors	
5	Provide usage based analytics showing browser types and versions	
6	Provide usage based analytics showing device and OS types	
7	The Proposed Solution must have capability to clearly project the problem cause by the JavaScript was due to incompatibility of browser or JavaScript code error.	
8	Provide Synthetic user monitoring including all kind of application (Web, mobile, Client server based)	
9	Solution should have automated capability to monitor End-to- End Transaction in synthetic Monitoring along with OTP.	

Part IV : Application Performance Monitoring

S/N	Minimum Requirement Specification	Vendor Compliance (Y/N)
A	Generic Observability Capabilities	
1	Software should be able to act as the single place to analyse multiple types of performance data (across Business Transactions, Business Applications and IT Infrastructure)	
2	Software solution should be able to collect & monitor the time series data around i) Application performance metrics for web, app, middleware and DB type components for all popular technologies ii) Metrics for JVM / JMX based health & performance iii) IT Infrastructure performance metrics for host-based or cloud native infrastructure iv) Configuration Changes v) Critical System and application logs vi) Errors and exceptions in Applications vii) Critical Network parameters within Application Infrastructure viii) Interdependency between internal nodes of distributed business application ix) Dependency between multiple business applications	

3	Software solution must extend API's / connectors to configure and ingest application specific custom KPI (like Table space, disk space, connectivity, port status, connection status, ping status, service availability etc.) for specific application environment parameters, which are critical to complete the end-to-end monitoring solution. This is to prevent or minimize proliferation of agents or data collection agents within the same component. Such Connectors should be able to ingest the data from other existing monitoring tools also.	
4	- Software should provide flexible options to source / discover and maintain application deployment architecture data on application topology and dependencies. - Software should include tools / agents to perform initial discovery of dependencies in host-based infrastructure. - Software should also have pre-built capability to perform ongoing discovery of new dependencies. - For Cloud Native infrastructure, the software should have the necessary integrations with popular tools (like Kubernetes) to maintain application topology data.	
5	Solution should support monitoring of all standard OS like Windows, AIX, Linux, Solaris etc.	
6	Solution should support existing and future Infrastructure platforms which bank may likely to procure and deploy. Not limited to X86, RISC (SPARC & Power) and Mainframe Linux based systems	
7	Solution Should support monitoring of standalone programs built on Java, C, Node.js, Angular.JS etc.	
8	Should support all major software like IBM WAS, MQ, TOMCAT HTTP Server, WebLogic, Oracle DB, .NET etc.	
9	Proposed Solution should highlight application/infrastructure configuration changes as part of incident management and RCA.	
10	Proposed solution must have Automated Forensics for accurate and reduced Root Cause Analysis (RCA) time so that remedial action can be taken as soon as possible.	
11	The solution should provide trained (Probable Cause, Scope-based Grouping, Topological Grouping) automated training (Change Risk, Metric anomaly detection, Similar ticket and Temporal grouping) and retraining of AI models using enterprise operational data, without requiring data science skills or manual model tuning.	

B	Log Collection , Monitoring and Aggregation	
1	Log Collection - Logs from all devices / appliances / servers / applications / databases/IT sources located at the geographically dispersed location should be collected. Bidder should develop the baseline for the level of logs to be enabled	

	from different components of IT infrastructure assets. Only in the case where remote log collection is not feasible, Bidder should install agent on the servers and applications for collection of logs. Presently MELT size for Critical Application is 4 TB per day and is expected to increase further with annual increase of 20% per year.	
2	Solution should support Protocols/Agents: Syslog, Fluentd, Logstash, Beats, OpenTelemetry, custom APIs.	
3	Solution should have an ability to handle high-throughput ingestion (e.g., >500K events/sec depending on sizing).	
4	Solution should support scalable storage layer with hot, warm, cold tiering for cost optimization.	
5	Solution should have Full-text search, wildcard, regex-based queries.	
6	Solution should support for time-series queries with filters.	
7	Solution should have Dashboards for real-time monitoring of application/system logs.	
8	Log Aggregation - Logs collected from all the devices should be aggregated as per configured parameters.	

	Support for Banking Software and One Observability	
1	The solution should support monitoring of TCS Bancs24 CBS metrics	
2	The solution should support monitoring of ISO 8583 messages for transactions coming from ATM channel	
3	Provide, one Observability, an end to end transaction visibility which is flowing across multiple banking services and across multiple platforms. Should be able to configure the journey data and monitoring should start automatically	
4	The dashboard functionality should provide all the functionalities and also have an option to launch other 3rd party dashboard solutions in the banking network.	

Part V : Infrastructure Monitoring Observability

S/N	Minimum Requirement Specification	Vendor Compliance (Y/N)
1	Should support comprehensive monitoring of APIs and micro services, including health, availability, and response performance.	
2	Must monitor core infrastructure components including: Hosts and servers (CPU, memory, network interfaces, storage) Guest operating systems Application network health Resource usage of virtualization or management platforms.	
3	All components must be monitored using agents that consume less than 5% of host resources, as specified by the Bank.	
4	Should automatically detect the creation and termination of containers and continuously monitor the applications and services running within them, without manual intervention.	
5	Must support SNMP-based monitoring for legacy and hardware-level systems.	
6	Should be able to monitor SAN/NAS storage systems, SAN fabrics, load balancers, routers, switches, and TCP endpoints using SNMP traps or equivalent protocols.	
7	Solution must be compatible with containerized and micro services-based environments, offering auto-discovery and mapping of services without requiring changes to container images or application code.	
8	Must integrate with orchestration layers such as Kubernetes or OpenShift and expose relevant metrics such as pod status, node usage, deployment health, and endpoint availability.	
9	Should identify both infrastructure-level and application-network interaction bottlenecks for effective diagnosis of performance issues.	
10	Must monitor network-level KPIs such as throughput, latency, interface usage, port status, and correlate these with application and transaction performance to detect cascading impacts.	
11	Must support linking of application slowness to contextual or correlated metrics from underlying network infrastructure.	
12	Should support monitoring for widely used platforms and middleware such as IBM WebSphere, ESB/API Gateways, MQ, IHS, Tomcat, WebLogic, Oracle DB, .NET, JBoss, and others.	
13	Must be compatible with all major operating systems including Windows, AIX, and Linux.	

14	Must support contextual database monitoring for a broad range of relational and NoSQL databases.	
15	Solution should support the zVM and Linux one monitoring	

Place:

Authorized Signatory:

Name & Designation & Email:

Business Address:

Annexure 17 : Technical Submission Checklist

Full Stack Unified Observability Solution

Section	Requirement	Bidder Response / Details
Solution Architecture (Considering UAT, DC and DR environments)	Provide overall solution architecture diagram.	
	List key components/modules (apps, infra, logs, metrics, traces, etc.)	
	Explain integration with existing IT systems and tools	
Infrastructure considering implementation of Gen-AI based features (Considering UAT, DC and DR environments)	Hardware specifications (Servers, GPU servers, storage, network, appliances, etc.)	
	Bank will provide the GPU, Storage and Networking required for Gen-AI module.	
	Software specifications (OS, DB, middleware, licenses, etc.)	
	On-premises private cloud / deployment options	
Network and Security Tools Integration (Considering UAT, DC and DR environments)	Scalability and elasticity features	
	Unified monitoring for NOC (performance) SOC (security), Infra and Application	
Performance & Reliability	Incident correlation and automated response capabilities	
	High availability and fault-tolerance features	
	Disaster recovery and backup strategy	
	Performance benchmarks (IOPS, latency, throughput, etc.)	
Security & Compliance	Capacity planning and forecasting features	
	Data encryption (in-transit and at-rest)	
	Role-based access controls (RBAC)	
	Compliance with RBI, ISO, PCI-DSS, or other standards	
Implementation & Support	Audit logs and reporting mechanisms	
	Deployment methodology and project timeline	
	Resource requirements (human, technical, financial)	
	Knowledge transfer and training plan	
	Post-deployment support, SLAs, and escalation matrix	

Annexure 18 : Scoring Methodology

S.No	Scoring Parameter	Marks	Max Marks
1	The bidder/OEM must have successfully implemented On-Prem Full Stack Observability by ingestion of logs from Network, Application, Database, SIEM, SOAR, Infrastructure etc. in Scheduled Commercial Public/Private Sector Bank having at least 1000 branches. Supportive Documents: The bidders need to provide relevant PO/ engagement letter and signoff/ project completion certificate or any other document from the client clearly substantiating the completed implementation, which is acceptable to bank against each reference.	Implemented in 1 Bank – 5 Marks Implemented in 2 Banks - 10 Marks Implemented in 3 & above Banks - 15 Marks Minimum Score Required is 5 Marks	15
2	Bidder/OEM should have experience in supply, implementation and support of On-Prem GenAI & AIOps in BFSI in India in last 3 year. The GenAI use cases should include not just performance related MELT data but also SIEM/SOAR data. Supportive Documents: The bidders need to provide relevant PO/ engagement letter and signoff/ project completion certificate or any other document from the client clearly substantiating the completed implementation, which is acceptable to bank against each reference.	Implemented in 1 BFSI - 5 Marks Implemented in 2 BFSI - 10 Marks Implemented in 3 & above BFSI - 15 Marks	15
3	Bidder/OEM experience in implementing the proposed solution in Scheduled Commercial Bank in India for monitoring of bank's critical applications. Supportive Documents: The bidders need to provide relevant PO/ engagement letter and signoff/ project completion certificate or any other document from the client clearly substantiating the completed	No. of Critical Applications being monitored by proposed tool in Scheduled Commercial Banks by the Bidder/OEM : Following are the list of critical applications 1. CBS 2. UPI 3. NEFT 4. RTGS 5. OMNI 6. CP4I (Middleware) 7. DLP 8. E-Treasury 9. FI Switch 10. ATM Switch	10

	implementation, which is acceptable to bank against each reference.	Each critical application carry 1 mark. Minimum Score Required is 5 Marks	
4	Bidder of the proposed solution should have sufficient OEM Certified staff with expertise in full stack Observability to provide support in India. Self- declaration should be provided by Bidder.	No. of OEM Certified support staff with Bidder in India: • Up to 10 nos. of staff – 2 Marks • 11 to 25 nos. of staff – 5 Marks • More than 25 nos. of staff – 10 Marks. Minimum Score Required is 2 Marks	10
5	Site Visit where vendor has implemented proposed Observability Solution.	Vendor to facilitate the visit for Bank officials to validate and verify the vendor's claim of said implementation	10
6	Presentation of proposed solutions a. Deployment and Integration plan b. Understanding of requirements and challenges c. Experience on proposed tools.	Integration with Bank's Performance Monitoring tools – 5 Marks Features & Functionalities – 5 Marks	10
7	Solution POC / Demo at Bidder Lab/ Client site/ Bank Site. POC / DEMO should cover the technical compliance.	Bidders have to score Minimum Marks as mentioned in Sr. No. 1, 3 & 4 and required to secure a Minimum of 45 marks from Sum of 70 Marks from Sr. No. 1 to 6, in-order to qualify for POC / DEMO. Bidder who scores less than 25 marks in POC / DEMO (as per the evaluation criteria in POC mentioned in RFP) will be considered Technically Disqualified and will not be eligible for further evaluation.	30
		Full Marks	100

Annexure 19 : POC / Demo Evaluation Criteria

POC / Demo Parameters for Scoring		Marks (One Mark for each Parameter)
S. No.	Evaluation Criteria	
1	Single or Unified Agent Installer	
2	Reasonable or Accepted level of Agent overhead on target systems (e.g. 5% or 10% etc.)	
3	Real Time Transaction Monitoring with trace level visibility into Errors and Slow transactions	
4	Multivalued Threshold Configuration	
5	Role-based Access Control (Customized Dashboards)	
6	Synthetic User Monitoring	
7	Real User Monitoring	
8	Application Code and Stack Trace Monitoring with lower storage requirement to store them	
9	Kubernetes / Containerized Cluster Monitoring	
10	Network Devices Monitoring	
11	Storage Monitoring	
12	Containerized Application / Virtual Machine / Host & Server Monitoring	
13	Automatic Dynamic Threshold Setting on basis of historical trends	
14	Database Performance Diagnostics with forensic data for additional error insights	
15	Historical Data Retention, Base lining and Trend Analysis	
16	Transaction Visibility with Error and Slow traces	
17	Full Journey correlation	
18	Extraction of KPIs from Logs and capability to convert them into traces for further analysis of the transaction	
19	Automated & Customized Threshold from existing KPIs	
20	Prediction Based Anomaly Detection	
21	Context based deep dive component monitoring with timely forensic data for further analysis	
22	Automated incident generation from correlated events	
23	Automatic Root Cause Analysis & Insights for quick resolution	
24	Automatic update or upgrade of monitoring agents	
25	Automatic Detection of Configuration Changes in the target systems.	
26	Speed, Efficiency & User Experience (Response Time, Resource Efficiency, Ease of use)	
27	Natural Language Interface for Dashboards & Reports	
28	Automatic Alerting Mechanism - Through SMS, email and ITSM Integration	
29	Solution should be capable of resource allocation & Auto Scaling	
30	AI Assistant (GenAI Chatbot)for querying Observability and Other Insights	
Total Marks		

Annexure 20 : Land Border Sharing Undertaking Letter

(Pro forma of letter to be given by all the bidders participating in the RFP for Augmentation, Refresh of System Supporting Application at Bank on their official letter-head)

To

Date:

**Chief General Manager -IT / CTO,
Central Bank of India, Central Office,
Sector 11,
CBD Belapur,
Navi Mumbai – 400614**

Sir,

Sub: Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre.

Dear Sir/Madam,

We, M/s _____ are a private/ public limited company/ LLP/ firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013, Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at _____ (referred to as the "Bidder") are desirous of participating in the Tender Process in response to our captioned RFP and in this connection we hereby declare, confirm and agree as follows:

We, the Bidder have read and understood the contents of the RFP and Office Memorandum & the Order (Public Procurement No.1) both bearing no.F.No.6/18/2019/PPD of 23rd July 2020 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/ procurement of goods and services, of any Bidder from a country which shares a land border with India and/ or sub-contracting to contractors from such countries.

In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we, the Bidder hereby declare and confirm that:

Strike off whichever is not applicable

1. "I/we have read the clause regarding restrictions on procurement from a bidder of the country which shares a land border with India; I/ we certify that _____ is not from such a country.
2. "I/we have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I/we certify that _____ is from such a country. I hereby certify that
3. _____ fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached]"

Signature of the Bidder with company Seal

Further, in case the work awarded to us, I/we undertake that I/we shall not subcontract any of assigned work under this engagement without the prior permission of Bank.

Further, we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a country, has been registered with the Competent Authority and will not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that our sub-contractor fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority]"

We, hereby confirm that we fulfil all the eligibility criteria as per the office memorandum/ order mentioned above and RFP and we are eligible to participate in the Tender process. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its rights to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

This declaration cum Undertaking is executed by us through our Authorized signatory/ ies after having read and understood the Office Memorandum and Order including the words defined in the said order.

Dated this _____ by _____ 20__

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name:

Address:

Email Id & Phone No.:

List of documents enclosed:

1. Copy of Certificate of valid registration with the Competent Authority (strike off if not applicable)
2. _____
3. _____
4. _____

Annexure 21 : Letter for Conformity of Product as per RFP

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)

Sir,

We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

We undertake that product and services supplied shall be as per the:-

Compliance	Compliance (Yes/ No)	Remarks
Terms & Conditions		
Scope of Work		

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Contact No. :

Date:

Place:

Annexure 22 : Cover Letter

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)

Sir,

1. Having examined the Scope Documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, install and maintain 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 Scope Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Scope.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this Scope and also to comply with the delivery schedule as mentioned in the Scope Document.
3. We agree to abide by this bid Offer for 180 days from date of bid (Commercial Bid) opening and our Offer shall remain binding on us which may be accepted by the Bank 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.
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 the Bank in the format prescribed for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format.

Signature of Authorized Signatory:

Name of Signatory:

Designation :

Contact No. :

Email Id :

Seal of Company:

Date:

Place:

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

Annexure 23 : Escalation Matrix

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)

Sir,

Name of the Company :

Delivery and Implementation related Issues:

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile	Email address
A		First Level Contact				
B		Second level Contact				
C		Third level Contact				
D		Country Head				

Service and Operation related Issues:

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile	Email address
a		First Level Contact				
b		Second level Contact				
c		Third level Contact				
d		Country Head				

Any change in designation, substitution will be informed by us immediately.

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

Phone No.:

Email Id:

Annexure 24 : Bid Query Format

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No. :)

Sir,

Queries:

Sr. No.	Page #	Point / Section #	Point Details	Bidder's Query
1				
2				
3				
4				
5				
6				
7				
8				
9				

Signature of Authorized Signatory :

Seal of Company:

Name of Signatory:

Designation:

Phone No. :

Date:

Place:

Annexure 25 : Undertaking of Information Security from Bidder

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)

Sir,

We hereby undertake that the proposed product to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the software being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

We also undertake that :-

- 1) The product offered, as part of the contract, does not contain Embedded Malicious Code that would activate procedures to:
 - i. Inhibit the desires and designed function of the equipment.
 - ii. Cause physical damage to the user or equipment during the exploitation.
 - iii. Tap information resident or transient in the equipment/network
- 2) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.
- 3) To ensure that the setup / link provided for updation / downloading / authorisation of licenses either on Banks network or through Internet should be free of any malware / viruses etc. Any damages / losses caused to Bank due to aforesaid shall be passed on to the bidder account.

Also, undertake that the proposed solution / software to be supplied will be complying to Bank's Information Security Policy (of the version of the application being delivered as well as any subsequent versions/modifications done). And new Information Security requirement will be compiled within the timeline set by Bank / Regulatory agencies.

Yours faithfully,

(Signature of the Bidder with Seal)
Full name and Designation of authorized signatory

Phone No.:

Email Id:

Date:

(This undertaking should be on the letterhead of the bidder duly signed by an authorized signatory on Information security as per regulatory requirement)

Annexure 26 : Format for Submission of Client References by Bidder

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)

Sir,

Bidder to fill the below details of the Projects implemented by them within last 5 years as on date of submission of the Bid i.e. The start date of the referenced Project must be no earlier than five (5) years from the Bid Submission Date

The documentary proof of the client reference is enclosed.

SL No	Name of the Client	PO date	Project Implementation Period	Work Completion date	Role (SI/OE M)	Partner firm (SI/OE M)	On-prem / Cloud / Hybrid	Work Domains *	Work details** (Add as Annexure)	Contact Person	Designation	Alternative Contact	Mail ID	Contact	Remarks

* Platform Implementation / Platform Setup / Facility Management etc.

**Delivery/ Installation/ Implementation/ Designing/ Development/ Maintenance / maintenance etc.

Signature of Authorized Signatory: Name of Signatory: Designation: Seal of Company:	Date: Place:
--	-------------------------------

Signature of the Bidder with company Seal

Annexure 27 : Office Network and Details of Team

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)

Sir,

SL. NO.	Name of the Role (Product Owner/ Solution Architect etc)	Name of the Resource	Experience in Years	Education Qualification (Btech/ Mtech etc)	Certifications	Expertise / Skill set	Remarks / Comments

We hereby acknowledge that the information provided by us is true and to the Best of our Knowledge.

Yours faithfully,

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Annexure 28 : Declaration of Source Code Audit

(To be submitted by Bidders on their letter head)

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)

Sir,

We declare that source code of our application has been audited by professionally competent personnel/ Information Security (IS) Auditors.

We further declare that if we become successful bidder, we will submit the proof of Source Code Audit to the Bank.

Yours faithfully,

Authorized Signatory:
Seal of the company:
Name: Designation:
Bidder's Corporate Name:

Address:
Email Id and Phone:
Date:

Annexure 29 : Undertaking for Acceptance of Terms of RFP

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability Solution (FSO) with AIOps & GenAI features for Real Time Monitoring of Bank's Critical Applications & Capacity Monitoring at Bank's Data Centre. (GeM Bid No. :)

Sir,

With reference to RFP for: **Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)**

We understand that Bank shall be placing Order to the Successful Bidder inclusive of taxes only.

1. We confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
2. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
3. We here by confirm to undertake the ownership of the subject RFP.
4. We hereby undertake to provide latest product/ software with latest version. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Annexure 30 : Compliance Certificate with respect to RBI's
“Master Direction on Outsourcing of Information Technology Services”
(This letter should be on the letterhead of the bidder)

To,
Chief General Manager -IT / CTO
Department of IT,
Central Bank of India
Plot-26, Sector- 11,
CBD Belapur, Navi Mumbai- 400614 (MH)

Sub : Request for Proposal (RFP) for Full Stack Observability (FSO) with GenAI based AIOps solution for Real Time Monitoring of Bank's Critical Applications at Bank's DC and DR Centre. (GeM Bid No :)

Sir,

With reference to above, we <<<<Name of the Company>>>> hereby furnish and confirm the details as given below: -

1. Date of Agreement-
2. Expiry Date of Agreement
3. Type of Entity: Group Company/Not a group Company
4. Name of Directors of Company
5. Is any of the Director(s), Key Managerial Personnel and their relatives are stated above related to Central Bank of India: YES/NO

Note: - The terms ‘control’, ‘director’, ‘key managerial personnel’, and ‘relative’ have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time.

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Seal of Company:

Date:

Place:

Signature of the Bidder with company Seal

Annexure 31 : List of Bank's Critical Applications

A: List of Critical Application being Monitor by Existing Solution:-

Sl.	Application Name
1	NEFT
2	RTGS
3	Digi-FMS Applications
4	Financial Inclusion Application
5	New Trade Finance Solution
6	CBS Applications
7	INB Applications
8	Cheque Truncation System (CTS)
9	ATM Switch
10	E -Treasury Application
11	Swift Application
12	HRMS Application
13	OMNI Channel
14	Digital Lending Platform
15	CP4I
16	Lendsafe Application
17	Aadhar Data Vault (ADV) Application
18	MMS Application
19	Enterprise Fraud Risk Management Solution (EFRMS)
20	AML - Anti Money Laundering

B: List of Probable Critical Applications to be Monitored :-

Sl.	Application Name	Sl.	Application Name
1	UPI	14	Document Management System (DMS)
2	API Adapter	15	Electronics Tax Deduction at Source (eTDS) Saral
3	VKYC	16	GBM
4	OMNI Channel Application	17	CKYC
5	IRMS	18	VPM Module
6	ECL	19	Any Other Critical Application
7	ALM	20	
8	Market Risk	21	
9	CMS	22	
10	CBDC	23	
11	Biometric Authentication System (BAS)	24	
12	Cent Insure	25	
13	Central Rise		