

Request for Proposal

for

IT Facility Management Services

RFPNO: NHB/ITD/RFP Facility Management / 1085/2014

GLOSSARY

Abbreviation	Description
NHB	National Housing Bank
AMC	Annual Maintenance Cost
ATS	Annual Technical Support
BG	Bank Guarantee
BCP	Business Continuity Plan
DBA	Data Base Administrator
DC	Data Centre Site, Delhi
DR	Disaster Recovery Site, Mumbai
EMD	Earnest Money Deposit
FM	Facility Management
FMS	Facility Management Services
ITD	Information and Technology Department
MAF	Manufacturer Authorization Form
NDA	Non Disclosure Agreement
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
PSU	Public Sector Unit
PSB	Public Sector Bank
RFP	Request For Proposal
TCO	Total Cost of Ownership

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A. Bid Details

	Date of commencement of sale of Bidding Documents	23/01/2014
	Pre-Bid meeting with Bidders (no clarifications would be accepted after pre-bid meeting)	03/02/2014 12:00 hrs
	Last date and time for sale of Bidding Documents	20/02/2014 18:00 hrs
	Last date and time for receipt of Bidding Documents	20/02/2014 18:00 hrs
	Date and Time of Technical Bid Opening	21/02/2014 12:00 hrs
	Cost of RFP	Rs. 5000/- (non refundable)
	Earnest Money Deposit Amount	Rs.2,00,000/- (Rs. Two Lakh only)
	Place of opening of Bids	National Housing Bank, Head Office Core 5-A, 3 rd Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003

Note: - Technical bids will be opened in the presence of bidders on the specified date as specified above. The above schedule is subject to change. Notice of any changes will be provided through e-mail from designated contact personnel only or shall be published on Bank's website. Further, please note that Commercial Bid opening Date, Time & Venue will be intimated to the qualified Bidders at a later date.

B. About National Housing Bank

National Housing Bank (NHB), a statutory institution is a wholly owned subsidiary of the Reserve Bank of India, established under an Act of the Parliament.

- a. NHB has been established to achieve, inter alia, the following objectives –
 - i. To promote a sound, healthy, viable and cost effective housing finance system to cater to all segments of the population and to integrate the housing finance system with the overall financial system.
 - ii. To promote a network of dedicated housing finance institutions to adequately serve various regions and different income groups.
 - iii. To augment resources for the sector and channelise them for housing.
 - iv. To make housing credit more affordable.
 - v. To regulate the activities of housing finance companies based on regulatory and supervisory authority derived under the Act.
 - vi. To encourage augmentation of supply of buildable land and also building materials for housing and to upgrade the housing stock in the country.
 - vii. To encourage public agencies to emerge as facilitators and suppliers of serviced land, for housing.

- b. The head office of NHB is located in New Delhi and the regional office is located at Mumbai. It has representative offices at Hyderabad, Chennai, Bengaluru, Kolkata, Lucknow , Ahmedabad , Patna , Bhopal , Bhubaneshwar , and Nagpur .

C. Purpose

- a. National Housing Bank (hereinafter referred to as “the Bank”) with Head Office at New Delhi is interested to take ‘IT Facility Management Services’ from a single bidder for maintaining different IT related activities as defined in the scope of work. The scope of work can be enhanced as per the requirements of the Bank.
- b. The purpose of RFP is to solicit proposals from qualified bidders for maintaining various IT related activities at the Bank’s identified offices/locations.
- c. Technical and commercial bids are invited from bidders for providing various IT related services as per the terms and conditions mentioned hereunder. Technical and commercial bids have to be submitted separately.

D. Instructions to Bidders

D.1 General:-

- i. The Bidder is expected to examine all instructions, forms, terms and specifications in the bid documents. Failure to furnish all information required in the bid documents may result in the rejection of bid and will be at the bidder's own risk.
- ii. All costs and expenses incurred by Bidder in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Bidder.
- iii. No binding / legal relationship will exist between any of the Bidder and the Bank until execution of a contractual agreement.
- iv. Each Bidder acknowledges and accepts that the Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible bidder(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Bidder.
- v. Bidders are required to address all communications related to this RFP, to the following designated persons:

S K Padhi

**Email : padhisk@nhb.org.in
Telephone : +91 - 11 - 24626383
Mobile No: 9717691287
Fax : +91 - 11 - 24649432**

&

Sachin Sharma

**Email : sachins@nhb.org.in
Mobile No: 9910009628
Telephone/ Fax : +91 - 11 - 24649031-35 (Extn : 353)**

- vi. A Bidder responding to the Bank in response to RFP, shall be deemed to have accepted the terms of this Introduction and Disclaimer.

- vii. The Bank may, in its absolute discretion, seek additional information or material from any Bidder after the RFP closes and all such information and material provided will form part of the Bidder's response.
- viii. Bidder should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- ix. If the Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then the Bank reserves the right to communicate such response to all Bidder.
- x. Queries / Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10.00 am to 6.00 pm on Monday to Friday.
- xi. The Bank may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to improve or clarify any response.
- xii. The Bank will notify all short-listed Bidder in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. The Bank is not obliged to provide any reasons for any such acceptance or rejection.

D.2 Pre-Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, the Bank intends to hold a Pre-Bid meeting on the date and time as indicated in the bid detail. The queries of all the bidders, in writing, should reach by e-mail or by post on or before 02/02/2014 : 1030 Hrs on the address mentioned above. It may be noted that no queries of any bidder shall be entertained which are received after 02/02/2014: 1030 Hrs. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders will be allowed to attend the Pre-Bid meeting.

D.3 Soft Copy of Tender Document

- i. The soft copy of the tender document will be available on the Bank's website <http://www.nhb.org.in> . The bidders will need to pay the non-refundable fee of Rs. 5000/- (Rupees Five Thousand only) by way of ECS.

- ii. The proof of the payment should be enclosed and put in the envelope containing the **Eligibility Bid** (Technical Bid); in the absence of which the bid may not be considered for further evaluation.

D.4 Non-Transferability of Tender

This tender document is not transferable.

D.5 Erasures or Alterations

The bid containing erasures or alterations may not be considered. Any interlineations', erasures or overwriting may be considered at the discretion of the Bank only if they are authorized by the person signing the Bid along with the Office seal. However any interlineations', erasures or overwriting in any form will not be accepted in the commercial bid. There should be no hand-written material, corrections or alterations in the bid. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. the Bank may treat bids not adhering to these guidelines as unacceptable. the Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid. This shall be binding on all bidders and the Bank reserves the right for such waivers.

D.6 Amendment to the bid document

- i. At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bid Document, by amendment.
- ii. The amendment will be posted on Banks website www.nhb.org.in
- iii. All Bidders must ensure that all amendments/enhancements (if any) in the RFP have been considered by them before submitting the bid. Bank will not have any responsibility in case any omission is done by the bidder.
- iv. The Bank at its discretion may extend the deadline for the submission of Bids.
- v. The Bank shall not be liable for any communication gap. Further the Bank reserve the right to scrap the RFP or drop the tendering process at any stage without assigning any reason.

D.7 Language of Bid

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid, exchanged between the Bidder and the Bank and supporting documents and printed literature shall be written in English.

D.8 Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by the Bank) being submitted to the Bank by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. The Bank reserves the right to cancel the bid at the time of commercial evaluation, if the format is not in alignment with the Commercial Bid.

D.9 Right to Alter Location/ Quantities

The Bank reserves the right to alter the proposed offices / locations specified in the tender. The Bank also reserves the right to add/delete one or more offices / locations from the list specified in the tender.

D.10 Documents Comprising the Bid

- i. The proposal consists of two bids viz., technical bid and commercial bid.
- ii. Bidders are required to submit their bid in Two separate envelopes.
- iii. Envelope combining the **PROPOSAL** should be as under:

Envelope	Bid Contents	No. of Copies	Label of Envelope
I	Eligibility Bid Proof of the online payment towards Bid Price & Earnest Money Deposit (EMD). Eligibility Bid - Covering letter as per format prescribed in Annexure-I General Information about the bidder as per format	Hardcopy - 1 Editable Softcopy (MS-Word,/MS_Excel) - 1	"Eligibility and Technical Bid for IT Facility Management - RFP No. " "

	<p>prescribed in Annexure-II Response to Eligibility Criteria as per format prescribed in Annexure-III Declaration regarding clean track record, as per format prescribed in Annexure-IV ECS Mandate Form as per format prescribed in Annexure-V.</p> <p>Technical Bid</p> <p>Response to Technical Bid as per format prescribed in Annexure-VI, List of deviations as per format prescribed in Annexure-VII Letter of competence as per format prescribed in Annexure-VIII Power of Attorney as per format prescribed in Annexure-IX Letter of Conformity as per format prescribed in Annexure-X Letter of Conformity with hardcopy as per format prescribed in Annexure-XI Masked Commercial bid as per format prescribed in Annexure-XIII</p>		
II	<p>Commercial Bid Commercial Bid Covering letter as per format prescribed in Annexure-XII Response to Commercial Bid as per format prescribed in Annexure-XIII</p>	Hardcopy - 1	“Commercial Bid IT Facility Management - RFP No.”

iv. Sequence of documents to be attached with the Eligibility and Technical bid should be as follows :

I. Proof for depositing the cost of RFP and EMD (NEFT/RTGS UTR No.)

II. Index page wise

III. Chapter 1 :

- Power of Attorney as per format prescribed in **Annexure-IX**

IV. Chapter 2

- Eligibility Bid – Covering letter as per format prescribed in **Annexure-I.**
- General Information about the bidder as per format prescribed in **Annexure-II.**
- Response to Eligibility Criteria as per format prescribed in **Annexure-III with supporting documents. Supporting documents should be sequenced and numbered with index.**
- Declaration regarding clean track record, as per format prescribed in **Annexure-IV**
- **ECS Mandate Form for credit of payment** as per the format prescribed in **Annexure-V.**

V. Chapter 3

- Response to Technical Bid as per format prescribed in **Annexure-VI and supporting documents.**
- List of deviations as per format prescribed in **Annexure-VII**
- Letter of competence as per format prescribed in **Annexure-VIII**
- Letter of Conformity as per format prescribed in **Annexure-X**
- Letter of Conformity with hardcopy as per format prescribed in **Annexure-XI**
- Masked Commercial bid as per format prescribed in **Annexure-XIII.**
- The bidder should give an undertaking on their letter head that it is following minimum wages act , PF Act and other directives of the Government, as applicable for all employees associated with this project, from time to time. It may be noted that Bank may ask for related documents any time during the contract to verify the same .

VI. Chapter 4:

- **Back up support strategy and Escalation Matrix .**
- **Other documents (If any)**

Above mentioned envelopes should be separately sealed and should be put together in another separate sealed envelope super-scribing “**Bid for IT Facility Management - RFP No.** ” sealed and submitted on or before at specified date and time as mentioned under bid details at following address:

**The General Manager
Information Technology Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110 003**

- All the individual envelopes including master envelope must be super-scribed with the following information as well:

Name of the bidder (along with Name & contact details of authorized signatory)

- Bids should be enclosed with all relevant documentary proofs/certificates duly sealed and signed by the authorized signatory.
- Envelope I should also contain softcopy of respective response documents.
- **If the envelope is not sealed and marked as above, the Bank will not assume any responsibility for the Bid's misplacement or premature opening of the bid.**

D.11 Important

Bidders must take the following points into consideration during preparation and submission of bids.

- i. **Authorized signatory must sign and affix the seal in all the pages of the response document.** Relevant documents must be submitted as proof wherever necessary. If papers are not signed and duly stamped bid may be rejected.
- ii. Faxes received by the Bank on any paper of submitted bid will not be accepted.

- iii. Responses should be concise and to the point. Submission of irrelevant documents must be avoided.
- iv. Bid which does not contain all the required information or is incomplete is liable to be rejected.

D.12 Bid Currency

Bids are to be quoted in Indian Rupee only.

D.13 Earnest Money Deposit (EMD) & Cost of RFP

- i. All the responses must be accompanied by a non refundable fee of Rs. 5,000/- (Rs. Five Thousand only)..
- ii. All the responses must be accompanied by a refundable interest free security deposit of Rs. 2,00,000/- (Rs. Two Lakh only), by way of an e-payment in favour of **National Housing Bank** as per the details mentioned below.

Beneficiary Name	National Housing Bank
Beneficiary Address	Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
Beneficiary Bank Name	State Bank of Hyderabad
Beneficiary Bank Branch Address	Pragativihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi - 110 003
Type of Bank Account	Current account
Beneficiary Bank A/C No	52142903844
IFCS code of Bank branch	SBHY0020511
MICR No	110004005

- iii. The proof of the payment should be enclosed and placed in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-V.
- iv. Any bid received without EMD will be rejected.
- v. Request for exemption from EMD will not be entertained.

- vi. The EMD amount of all unsuccessful bidders would be refunded soon after completion of the tendering process.
- vii. Successful Bidder will be refunded the EMD amount only after execution of SLA and submission of Performance Bank Guarantee for 10% of total order value against FM service charges and AMC service charges for five years, to the satisfaction of the Bank.
- viii. The EMD security may be forfeited:
 - If a Bidder withdraws the bid during the validity period of the bid.
 - If a Bidder makes any statement or encloses any proof which turns out to be false/incorrect at any time prior to completion of the tendering process.
 - In case of successful Bidder, if the Bidder fails to Sign the contract.

D.14 Implementation schedule

Successful Bidder will deliver the products and services as per the scope of work which is likely.

S.No.		
1	Commencement of all the services as per scope of work.	With effect from April 01, 2014

D.15 Performance Bank Guarantee

The successful Bidder will be required to provide a 10% of the total contract value of five years (FM service charges and AMC service charges : Pl refer Net Cost ‘T’ , Table 1 of Annexure XIII) as Performance Guarantee, in the form of Bank guarantee from a scheduled commercial Bank. The performance guarantee should be valid till at least six months period beyond the expiry of contract period i.e. Five Years.

D.16 Period of Validity of Bids

- i. Prices and other terms offered by Bidders must be valid for an acceptance period of six months from the last date of submission of Bid.

- ii. In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.

D.17 Deadline for submission of Bids

- i. The bids must be received by the Bank at the addressed specified, not later than the last date of bid submission as indicated above. Address is as follows:

**The General Manager
Information Technology Department
Head Office, National Housing Bank
Core 5-A, 3rd -5th Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110 003**

- ii. In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- iii. The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

D.18 Late Bids

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

D.19 Modification and/or Withdrawal of Bids:

- i. The Bidder may modify or withdraw its bid after the bid submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Bank, prior to the deadline prescribed for submission of bids.
- ii. Any modification in the bid or withdrawal notice should be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but should be followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.
- iii. No bid may be modified after the deadline for submission of bids.
- iv. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry period of bid validity specified by the bidder on the bid form.

Withdrawal of a bid during this interval may result in the bidders' confiscation of its EMD.

- v. Bank has the right to reject any or all tenders received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / non delivery of the bid documents due to any reason whatsoever.

D.20 Opening of Bids by the Bank

- i. On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder representatives attending the meeting on the specified date.
- ii. The Name of the bidder, EMD details, RFP cost and such other details considered as appropriate by the Bank at its discretion , will be announced at the time of technical bid opening.

D.21 Clarification of bids

During evaluation of the bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

D.22 Preliminary Examinations

- i. The Bank will examine the Bids to determine whether they are complete, the documents have been properly signed; supporting papers/documents attached and the bids are generally in order.
- ii. The Bank may, at its sole discretion, waive any minor infirmity, nonconformity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- iii. The decision of the Bank is final towards evaluation of the bid documents.

D.23 Proposal Ownership

The proposal and all supporting documents submitted by the bidders shall become the property of the Bank unless the Bank agrees to the bidder's specific request/s, in writing, that the proposal and documents be returned or destroyed.

D.24 Price Composition and Total Cost of Ownership (TCO)

- a. The price quoted should be in Indian Rupees on a fixed price basis and should include the followings: Cost of equipments (if any), software licenses (if any), supplied against replacement (including their warranty and implementation costs), etc., inclusive of all taxes, levies, duties, service tax, other charges, etc. The cost should include consultancy for site preparation, layout design and installation, Facility Management Charges to setup and manage offered solution at Bank's Head Office / Mumbai and other offices/locations.
- b. In case any equipment is to be imported to provide support to meet the SLA , the bidder is required to do and complete all such processes without involving the Bank in any manner at any stage. It will be the responsibility of the bidder to abide by all statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. The Bank accepts no responsibility or liability in this regard.
- c. The bidder should clearly furnish the cost matrix strictly as per the structure provided in the Annexure XIII. Any deviation may lead to bid rejection and, also, no options should be quoted other than as per the Bill of material. Wherever options are given, the bid is liable to be rejected.

D.25 No Price Variation

The commercial offer shall be on a fixed price basis. No price variation shall be considered, related to increases in customs duty, excise tax, other taxes, foreign currency price variation, etc. Any revision in tax rates will be at the discretion of the Bank.

D.26 Order Cancellation

The Bank reserves the right to cancel the purchase order in the event of one or more of the following situations:

- a. Delay in commencement of services beyond the specified period.
- b. In the event of cancellation of order, the Bank shall also invoke the Performance Bank Guarantee (PBG) submitted by the bidder.

D.27 Timely availability of Support Services

The bidder should have proper and adequate direct support mechanism in place at New Delhi and Mumbai to provide all necessary support under this project . Support for other offices/ locations may be provided through their channel partner in case the bidder is not having any direct support facility (Except Delhi and Mumbai) in that city where related office /location is situated.

D.28 Manuals and Drawings

- i. The bidder shall provide complete technical and other documentation/s for the offered services. Bidder has to provide /prepare following documents :
- ii. DC Booklet
- iii. DR Manual
- iv. Network Diagram (Half yearly basis)
- v. Server processes

D.29 Bid Evaluation

- a. The Bank may use the services of external consultant for normalization of bids and evaluation of bids.
- b. Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 60 and Commercial Bid Score a weightage of 40.
- c. The detailed Bid evaluation methodology and selection of the bidder is given in **Chapter G**.

D.30 Calculation errors correction:

Calculation errors, if any, in the price breakup format will be rectified on the following basis:

- i. If there is any discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.

- ii. If there is any discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.
- iii. If the bidder has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
- iv. Bank may waive off any minor infirmity or nonconformity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder

D.31 Revelation of Prices

The prices in any form or by any means should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

D.32 Terms and Conditions for the bidding firms

The bidding firms are not required to impose their own terms and conditions on the bid and if submitted will not be considered as forming part of their bids. The bidders are advised to clearly specify the deviations as per section Annexure-VII, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them. The bidders should also describe clearly in what respect and up to what extent the equipment and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

D.33 Local conditions

The bidder must acquaint itself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

D.34 Contacting the Bank or putting outside influence

Bidders are forbidden to contact the Bank on any matter relating to this bid from the time of submission of bid till the time the contract is awarded. Any effort on the part of the bidder to influence the bid evaluation process, or contract award decision may result in the rejection of the bid.

D.35 Proposal Content

The bidders' proposals are central to the evaluation and selection process. Therefore, it is important that the bidders carefully prepare the proposal. The quality of the bidders' proposal will be viewed as an indicator of the bidder's capability to provide the service and bidders interest in the project.

D.36 Banned or Delisted Supplier:

The bidder has to give a declaration that they have not been banned or delisted by any Government, Quasi Government agencies, PSUs or PSBs and its subsidiaries. If a bidder has been banned by any Government, Quasi Government agencies, PSUs or PSBs and its subsidiaries, this fact must be clearly stated .If this declaration is not given, the bid will be rejected as non responsive. This declaration must be submitted along with the Technical Bid

D.37 False / Incomplete statement:

Any statement/declaration made by the bidder, if proved wrong or false or incomplete or such as to withhold any information relevant to the award of the tender, at any stage of the tender or in the event of this tender having been accepted at any stage of the contract, shall render its/their tender(s)/contract(s) liable to be cancelled/rescinded, in addition to the followings:

- i. If such statement is found at the tender processing stage, its total earnest money shall be forfeited and tender will be summarily rejected.
- ii. In case such a statement is found at the contract stage appropriate action as decided by the Bank shall be applicable.
- iii. Bidder must be ready to accept the extension of the contract by a further period of **06 (six) months / or more** on the same terms and conditions, if so desired by the Bank.

E. Overview of IT Infrastructure:

Bank has its Data Centre (DC) at Head office, New Delhi and Disaster Recovery (DR) Site at Mumbai Regional Office (MRO) .

E.1 IT Infrastructure at Delhi Office:

Hardware	
Servers	Servers (Rack & Blades with majority on Intel) . Details are provided in Appendix B
SAN	Hitachi SAN Storage Systems (AMS2100-A0001.S)
Video Conferencing	Polycom VBP 5300-E10 Firewall/NAT traversal unit , HDX 7000, HDX 4000 and RMX 2000 ; Make Polycom
Blade Chassis	IBM with Sever HS 22
UPS	APC Symetra 16 KVA and 12 KVA
Other HWs as detailed in Appendix B.	
Network	
General	ILL from two bidder , based on layer 2 switches , IPS , Firewall , proxy servers etc. deployed for security
Connectivity	All NHB offices are connected through MPLS . 8 Mbps at Delhi and 512 Kbps at other RROs (Except Mumbai, Bhopal, Nagpur, Bhubneswar). Two internet lease line at Delhi office from two bidder.
Other network	Negotiated Dealing System (NDS) , The Bank is a member of INFINET. Two links each of 64Kbps at Delhi and one at Mumbai are procured from two bidders for connecting the Bank to INFINET. The router used for the network are of Juniper. The maintenance of routers is under the scope of bidders. However, call logging, troubleshooting etc is to be done by the Bank.
Services/ Software	
Operating System	Windows 2003/2008/2012,Linux/ Windows XP, Vista, 7 and 8
Backend database	sql2005,2008
Development Tools	Visual studio.net,SQL server

Office Automation	MS Office 2003/2007, Akruti & Unicode
Antivirus S/w	Trendmicro office scan, MacAfee, Symantec
Web Gateway Security	Trend Micro IMSS Server
ERP	SAP 6.0
Corporate emailing System	MS Exchange 2010
Backup Solution	
Other SW	System Centre Essential 2012 , RSA Envision Central Log Management Solutions

E.2 Disaster Recovery Site : Mumbai

The Disaster recovery is at Mumbai and is operational for major applications. Infrastructure detail of MRO offices are as follows :

Hardware	
Servers	Intel based Servers (Operating System Windows 2008/ 2012) details as provided in Appendix B (make IBM/Dell)
Video Conferencing	HDX 7000 make Polycom
UPS	APC
Other HWs as detailed in Appendix B.	
Network	
General	Internet leased line from Internet Service Provider
Connectivity	DR Site is connected with DC site through MPLS network
Other network	Bank is a member of the India Financial Network (INFINET) provided by IDRBT through MPLS network
Services/ Software	
Operating System	Windows 2008/2012 for Servers, Windows 7 and 8 for desktops
Backend database	Visual Studio 2010
Office Automation	MS Office 2007/2010,
Antivirus S/w	Symantect Antivirus and McAfee
ERP	SAP ERP ECC 6.0
Corporate emailing System	MS Exchange 2010

E.3 Other offices :

These offices have a small IT setup with limited infrastructure. Details of IT infrastructure at RROs are mentioned in Appendix B.

F. Scope of work

An overview of the Services required is outlined below.

F.1 Facility Management Services Specifications

The Bank intends to go for end-to-end IT infrastructure management for a period of 5 years (Subject to satisfactory performance by the bidder with an annual review) with the following objectives:

- i. Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, stability, quality of services and security of the Information systems.
- ii. Help the Bank to focus on the core business activities, service delivery to its customers & administration.
- iii. Reduce costs of Infrastructure Monitoring and Management for the Bank.
- iv. Ensure compliance to the audits and the observations of regulatory bodies.
- v. Ensure innovative use of available technology to effectively improve 'Return on Investment' on continuous basis by improving response time and productivity for the business of the Bank.
- vi. Provide effective IT infrastructure and Applications support as per the detailed scope defined in this RFP document.
- vii. Enhance reliability & security of Information Systems through centralized management of IT Infrastructure by adopting the necessary measures and practices like:
 - Dynamic Scalability
 - Centralized and Simplified Management
 - Lower risk of data loss
 - Higher availability of systems and data - 24x7x365

- Better management of security & access control
- Guaranteed Service Levels
- Efficient & effective management of Information Security related issues across the Bank.
- Availability of 'IT Infrastructure on Demand'.
- Aggregation of IT Infrastructure (Hardware, Storage, Networking and Software) .
- Optimal Utilization of IT Infrastructure/Resources.
- Standardization of Operating Procedures and their documentation.
- Standardization of Systems & Improved scalability.
- Faster implementation cycle times.

F.2 Requisite Standard of Services

- i. Bidder must have all the management facilities as per standard industry norms. All the processes defined for IT service delivery and support should be compliant based on standard framework of service management like ITIL or any other equivalent framework.
- ii. Being a financial institution, security of its internal business, systems, and data/information is a prime concern of the Bank while availing the services as mentioned in this document. To ensure this, the bidders are required to submit the implementation plan based on ITSM/ITIL framework as part of their technical proposal. This plan should be comprehensive enough and should include the milestones, description, timelines etc. so as to ascertain that the Services delivered to the Bank by the bidder are:
 - As per the agreed Service levels
 - Professionally managed with domain expertise
 - Project Risks are well understood and managed
- iii. The bidder shall be responsible to implement the framework standards which shall promote the adoption of an integrated process approach to effectively deliver managed services to meet the Bank's expectations. The bidder shall monitor and measure processes and services against policies objectives and requirements and report the results and take actions on the differences and continually improve process

performance.

F.3 Statement of Work – Infrastructure Management

Bidder would be required to deliver all the services mentioned in RFP and improve upon them on a continuous basis throughout the project lifecycle.

F.4 Scope at a Glance

The Bank is looking forward for the delivery of following broad area of services under the project:

1. Project Management
2. Project Management/ Governance responsibilities
3. Transition Management
4. Third Party vendor coordination services
5. Miscellaneous services
6. Data Centre & DR Site Operations Management
7. Server Administration/Management
8. Database Administration (DBA) services
9. Anti Virus (AV) Management
10. Backup/Restore Management
11. Storage Administration & Management
12. Security Administration services
13. Internet & Web Gateway Security Management
14. Network Management services
15. Patch Management Services
16. Disaster Recovery (DR) site Management
17. Normal Operations
18. Disaster Management
19. AMC Services
20. Bidder's responsibilities
21. Statement of Work
22. Facility Management
23. User Management services
24. Install, Move, Add, Change (IMAC) services

25. Documentation and services
26. Business applications Support
27. Management of software tools (SAP , NDS) on which business applications are deployed
28. Configuration, administration, customization, upgrade/ patch/ new release deployment & optimum utilization of the EMS tools.
29. Help Desk Management
30. Reporting & Documentation
31. Formal sharing of knowledge and skills with the Bank officers

Detailed scope of work for each of the high level of scope mentioned above is given below:

F.4.1 Project Management

Bidder should follow the Project Management methodology with comprehensive set of methods, practices, and techniques to support successful delivery of the project. Bidder shall focus on the following areas:

- i. Aligning the project plans with the Bank's IT Policy which might undergo changes during the course of project.
- ii. Ensure meeting project expectations, objectives, milestones and deliverables.
- iii. Identification of the risks associated with various service areas and prepare mitigation/ contingency plans so as to minimize the risks impact on the project.
- iv. Tracking project implementation, execution, performance and its effectiveness during the project lifecycle.
- v. Continuous improvement in service delivery throughout the project lifecycle.
- vi. Innovative use of the available tools and technologies to meet the expectation of Bank in achieving its IT/ business goals.
- vii. Bidder shall deploy a Project Manager (PM) for the Bank who will act as an intermediary between the Bank and Bidder during the contract period. The PM will be single point of contact (SPOC) on behalf of Bidder. The bidder will provide complete escalation matrix.

- viii. Additionally, Bidder should ensure a strong & effective arrangement of project governance by backend team, possessing the required technical and domain expertise for the purpose of providing necessary guidance/ support to the on-site teams as and when required.

F.4.2 Project Management/ Governance responsibilities primarily cover the following:

- i. To ensure Services Delivery and resource management as per Scope of Work/s (SOW) and Service Level Agreement (SLA).
- ii. Risk identification and mitigation strategy.
- iii. To design, implement and demonstrate processes in line with the Bank's requirements.
- iv. Training for its resources on regular basis for their skill up gradation.
- v. Implementation of any monitoring/ management tools and delivery of services must adhere to the IT policy, IT security policy or any other such guidelines of the Bank.
- vi. Knowledge sharing with the Bank IT team on continuous basis.
- vii. Maintain project related communication with stakeholders of the Bank.
- viii. Provide appropriate recommendations regarding technology related issues and technology improvement.
- ix. Conduct project status/ review meetings involving Bidder senior management and Bank, periodically.
- x. Identify and resolve problems and issues together with Bank.
- xi. Submission of all periodic reports as defined by the Bank.
- xii. Submission of all related information required to facilitate the Bank in clearing invoices submitted by FMS Bidder.
- xiii. Compliance to IT policies of the Bank.

F.4.3 Transition Management

The Bank recognizes that the transition process and its effectiveness, has a significant impact on the success of ongoing services. Therefore the Bank has the following key objectives regarding the transition process:

- i. Maintain steady operation of all services during migration of controls and responsibility from the Bank's current Facility Management vendor. Successfully complete all activities, providing a stable platform for future improvement in service delivery and associated benefits for the Bank Transition Deliverables.
- ii. Transition period will have two weeks from the date of the order.
- iii. Finalize the reporting mechanism in consultation with the Bank.

F.4.4 Third Party vendor Coordination Services

- i. The Bank has various 3rd party vendors (Product support/ OEM/ AMC/ Warranty) for the IT infrastructure (Software and hardware). Bidder will provide 3rd party vendor coordination services in order to ensure proper coordination, timely support/ resolution and seamless operations.
- ii. Coordinate with these 3rd party vendors for support services.
- iii. Maintain good relations with them on behalf of the Bank.
- iv. Logging calls, co-ordination and follow-up with vendor.
- v. Escalation of calls to the higher level management on the vendor's side, if need arises.
- vi. AMC/ Warranty/ Support Tracking
- vii. Tracking of assets sent for repair.
- viii. Maintain database of the various vendors with details like contact person, telephone numbers., escalation matrix, response time and resolution time commitments.
- ix. Coordination in spares exchange process.

F.4.5 Miscellaneous services

Bidder will provide following miscellaneous services:

- i. In the event of shifting of office premises by the Bank, Bidder would depute Facility Managers/ engineer(s) for de-installation of all the hardware, coordinate with 3rd party vendors, supervise packing/transportation and installation/ commission of equipments at new location. No extra cost will be borne by the Bank for the same. However, packing and transportation will be arranged by the Bank separately.
- ii. In the event of adding new office at new locations by the Bank, Bidder has to assist the Bank in setting up of LAN (cabling, I/O fixing etc.) coordinate with network vendor for setting up of WAN connectivity etc. Cost towards raw material will be bear by the Bank. As & when the Bank opens its new office it is the responsibility of the bidder to provide FM engineer on call basis as per the contracted rate.
- iii. Suggestions/ Recommendation to improve the current infrastructure architecture for better response & security.
- iv. Bidder shall track software usage throughout the IT setup so as to effectively manage the risk of unauthorized usage or under-licensing of software installed in the Bank. the Bank will provide the list of all the authorized software and the number of licenses procured.
- v. If Bank implements any project in future then the bidder shall provide support required other than mandatory requirement at the cost mentioned in commercial bid.

F.4.6 Data Centre & DR Site Operations Management

- i. Bidder will ensure smooth functioning of Data Centre and Disaster Recovery (DR) Site operations.
- ii. Regularly monitor and log the state of environmental conditions and power conditions in the Data Centre.
- iii. Basic assessment of Data Centre in terms of cooling, power, positioning of racks & other hardware etc. on an annual basis. Timing of the assessment exercise during the year

shall be decided mutually. Coordinate with the Bank and 3rd party vendors to resolve any problems and issues related to the Data Centre environmental conditions, power, air-conditioning, UPS, LAN, racks, fire, water seepage, dust, cleanliness, etc. Preventive maintenance of equipments situated in DC and DR on quarterly basis will be made.

- iv. Bidder shall act as the first level of support for any issues related to above mentioned areas of services at the Data Centre. Bidder will coordinate with the Bank/ 3rd party vendors to resolve any problems/issues at the earliest.
- v. Suggest/Help the Bank on implementing Data Centre practices as per industry standards.
- vi. Co-ordinate with the Bank in implementing any changes that might be required towards the placement and layout of infrastructure within the Data Centre.
- vii. Maintenance of log registers of the persons visiting the data Centre.
- viii. Compliance to IT Security policies of the Bank.
- ix. Adherence and maintenance of the user access controls as advised by the Bank.
- x. DR Testing type / schedule would be followed as prescribed and recommended in Bank's BCP (Business Continuity Plan Document).
- xi. To prepare Project Plan, Managing the contingencies from business continuity perspective & logistics while maintaining Service delivery.

F.4.7 Server Administration/ Management

- i. **Bidder** shall provide the "Server Administration service" to keep servers stable, reliable and their operation efficient.
- ii. Administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, and administrative support for print, file, and directory services.

- iii. Management of the user names, roles and passwords of all the relevant subsystems, including but not limited to servers, applications, devices, etc.
- iv. Setting up and configuring servers and applications as per configuration documents/ guidelines provided by the Bank.
- v. Installation / re-installation of the server operating systems and operating system utilities. In case of servers with OEM/ 3rd party vendor support, Bidder shall coordinate with the OEM/ 3rd party vendor for performance of such activities.
- vi. OS Administration including troubleshooting, hardening, patch/ upgrades deployment, BIOS & firmware upgrade as and when required/ necessary for Windows or any other OS acquired by the Bank during the course of the project.
- vii. Managing and configuring file systems.
- viii. Ensure proper configuration of server parameters, operating systems administration, hardening and tuning.
- ix. Regular backup of servers as per the extant backup policies of the Bank.
- x. Regularly monitor and maintain a log of the status of critical services, performance of servers including but not limited to monitoring of CPU, disk space, memory utilization, I/O utilization, etc.
- xi. Regular analysis of events and logs and maintain the reports for future audit purposes.
- xii. Installation / updation / patch updation of the Bank business applications based on guidelines provided.
- xiii. Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- xiv. Logical access control of user and groups on system.
- xv. Managing uptime of servers as per SLAs.

- xvi. Take appropriate steps to comply with the audit observations made by various internal/ external auditors.
- xvii. Depending on the nature of applications deployed, Bidder shall suggest appropriate security measures to be implemented on various servers, especially the web and database servers.
- xviii. Co-ordinate with SSL Certificate vendor for issuing and deployment of SSL certificates.
- xix. Maintenance of Microsoft's Active Directory (MAD). Employee details shall be fed in by the Bidder in MAD.
- xx. Preparation/ updation of the new and existing Standard Operating Procedure (SOP) documents on servers & applications deployment and hardening.
- xxi. Bidder has to take approval / permission from Bank for bringing in their own equipments (laptop / pen drives / PCs/ Tablets/ Media etc.)

F.4.8 Database Administration (DBA) Services

- i. **Bidder** shall provide Database administration services including performance monitoring, performance tuning/ optimization, predictive maintenance of table spaces, log files, etc and also administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support.
- ii. Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the databases.
- iii. Management of database upgrade or patch upgrade as and when required with minimal downtime.
- iv. Regular backups for all databases in accordance with the backup and archive policies of the Bank. Also conduct recovery whenever required with appropriate permissions.
- v. Maintaining the databases to meet performance standards, maximize efficiency and minimize outages, as necessary and proactively reviewing database logs and alert logs

and taking appropriate actions Proactively providing capacity planning to prevent situations caused by lack of capacity (for example, dataset or table space capacity events, full log files etc.).

- vi. Backup and restoration of databases as per Bank's backup policy.

F.4.9 Anti- Virus (AV) Management

AV management service includes virus detection, eradication, logon administration, synchronization across servers and support for required security classifications. The scope of services is applicable to all the nodes, all current and future versions of the Antivirus S/W :

- i. Support for virus control and loading of antivirus patches/ signatures as and when available.
- ii. Installation/ upgradation/ support of Antivirus software clients.
- iii. Keep all the servers/ desktops updated with the latest virus definition.
- iv. Problem analysis and its resolution related to Antivirus software.
- v. Periodic review and reporting of logs and corrective action.
- vi. Bidder shall configure the solution to scan External Media (CD ROM, DVD, Blue ray, Network Drives, pen drive etc.) automatically in real-time when accessed.
- vii. Diagnose and rectify any virus/worm problems, which can be fixed by the anti-virus tool.
- viii. Provide feedback to the Bank on any new viruses detected or possible virus attack and take up promptly with OEM/ Support vendor for getting the appropriate patch and carry out the timely maintenance.
- ix. Guide/suggest the Bank on the effectiveness of anti-virus management and alternate remedial action, if any.

- x. Prepare, update and share the Standard Operating Procedure (SOP) document related to A/V deployment architecture in the Bank.

F.4.10 Back Up / Restore Management

- i. Bidder will perform backup and restore management in accordance with Bank's policy and procedures for backup and restore, including performance of daily, weekly, monthly, quarterly and annual backup functions (full volume and incremental) for data and software maintained on the servers and storage systems using Enterprise Backup Solution.
- ii. Backup and restoration of Operating System, application, databases and file system etc. in accordance with defined process / procedure / policy.
- iii. Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- iv. Ensuring prompt execution of on-demand backups & restoration of volumes, files and database applications whenever required.
- v. Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- vi. Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing, and vaulting in fire proof cabinets.
- vii. Installation, re-installation, upgrade and patch deployment of the EBS Software in the event of hardware/ Software failure, OS issues, release of new version or patches by the OEM etc.
- viii. Generating and sharing backup reports periodically.
- ix. Maintaining inventory of offsite tapes (at Delhi).
- x. Tape/ LTO library management - loading and unloading tapes, etc.
- xi. Coordinating to retrieve off-site media in the event of any disaster recovery.

- xii. Forecasting and raising indent for tape requirements for backup.
- xiii. Ensuring failed backups are restarted and completed successfully.
- xiv. Periodic Restoration Testing of the Backup.
- xv. Guide/suggest the Bank for improvement/ optimization of the existing backup/ restore policy.
- xvi. Maintenance log of backup/ restoration.
- xvii. Update/ Maintain Standard Operating Procedure (SOP) documents.

F.4.11 Storage Administration and Management

- i. Installation and configuration of the storage system at Data Centre and DR Site.
- ii. Management of storage environment to maintain performance at desired optimum levels.
- iii. Development of storage management policy, configuration and management of disk array, SAN fabric / switches, NAS, tape library, etc.
- iv. Configuration of SAN whenever a new application is hosted in the Data Centre and at DR Site. This shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, NAS, performance, etc.
- v. Preparation of Standard Operating Procedure (SOP) document for the Storage Administration.

F.4.12 Security Administration Services

- i. Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion protection, content

filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.

- ii. Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats.
- iii. Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- iv. Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat, to ensure that workaround / patch is made available for the same.
- v. Provide a well-designed access management process, ensuring security of physical and digital assets, data and network security, backup and recovery etc.
- vi. Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers from viruses.
- vii. Operating system hardening.
- viii. Quarterly (or as required by the Bank) review of domain level rights and privileges.
- ix. Modifying access permissions of existing security policies on existing firewall.
- x. IOS up gradation of the firewall & IPS devices.
- xi. Signature update for IPS device.
- xii. Configuration backup for all security devices.
- xiii. Syslog server configuration & management including review of logs.
- xiv. Managing / monitoring the IDS/IPS tool and policies.

- xv. Modifying the policy for IDS/IPS/Firewall.
- xvi. Adding new access permissions on security policies on existing firewall.
- xvii. Changing network address translation rules of existing security policies on the firewall.
- xviii. Adding new network address translation rules on security policies on existing firewall.
- xix. Diagnosis and resolving problems related to firewall, IDS /IPS .
- xx. Periodic / critical reporting to the Bank based on Firewall / IDS / IPS activities / logs
- xxi. Managing configuration and security of Demilitarized Zone (DMZ) Alert / advise the Bank about any possible attack / hacking of services, unauthorized access / attempt by internal or external persons etc.
- xxii. Implementation of IT security policies as advised by the Bank.
- xxiii. Resolution and restoration of services in case of any possible attack and necessary disaster management.
- xxiv. Shutdown of critical services to prevent attack (internal or external).
- xxv. Advise the Bank in improving network/data centre security to protect the Bank's data / information from both internal and external persons/attack.
- xxvi. CPU, Memory and Traffic status of security devices.
- xxvii. IPS sensor health and signature events.
- xxviii. Event and correlation.
- xxix. Configuration: Addition / deletion of policies, objects, access rules, NAT rules, routing etc. based on the Bank's requirements.
- xxx. IPv6 configuration.
- xxxi. Reporting to the Bank on daily basis about the threats observed and action taken.

F.4.13 Internet and Web Gateway Security Management

- i. Coordination with ISPs for installation / configuration of links.
- ii. Monitoring of Internet links and co-ordination with ISPs for restoration of failed link(s).
- iii. Monitoring bandwidth utilization.
- iv. Carrying out configuration changes on router as per the Bank requirements.
- v. Backup, up gradation and restoration of IOS, configuration files etc.
- vi. To check working of all the Bank's URLs and Internet applications from outside Bank's Intranet.
- vii. Backup / restoration/synchronization of configuration files of devices.
- viii. Maintaining static NAT table of ISPs.
- ix. Installation/configuration/management/up gradation of the devices / appliances.
- x. Backup, up gradation and restoration of OS, configuration files / parameter files etc.

F.4.14 Network Management Services

- i. Monitoring of:
 - Primary and backup / secondary links at all locations/offices and reporting
 - Bandwidth utilization, latency, packet loss etc.
 - Follow up with RROs for connectivity related issues
- ii. Fault Management

- Call logging and co-ordination with MPLS VPN bidders for restoration of links, if need arises.
- Co-ordination with MPLS VPN bidders for ensuring backup links are made operational in the event of failure of primary links.
- Co-ordination with RROs for first level fault resolution.

iii. Configuration Management

- Configuration of L2 switches for administration and L3 Switches (If any) for VLAN creation / hardening / routing /load sharing etc.
- Maintaining / Updating the WAN/LAN diagram.
- Maintaining complete details of network hardware along with interfaces, IP address, IOS version etc.
- Redesigning of network architecture as and when required by the Bank.

iv. Reporting

- Maintenance of daily / Weekly and monthly uptime/downtime report.
- Collection of daily / weekly and monthly uptime/downtime report from MPLS VPN bidders.
- Verification of daily report with the fault ticket generated by the MPLS VPN Bidder.
- Cross verification of daily report with weekly and monthly report and calculation of uptime / downtime.
- Co-ordination with MPLS Bidders for replacement/maintenance of defective Networking Hardware/Software (like Routers, modems, NT1 etc.) and escalation, if necessary.

F.4.15 Patch Management Services

- i. The Bank has currently deployed Microsoft System Centre for patch deployment on Servers for patch deployment on Desktops across the Bank offices.
- ii. Install and test patches and updates in Test environment.
- iii. Take necessary approval from the Bank for downtime, if required, for patch or update implementation.

- iv. Schedule shutdown of production system, if required, and inform users and implement patches.
- v. Follow up and co-ordinate with OEM/ 3rd party support vendors for patch deployment.
- vi. Root Cause Analysis (RCA) and reporting of Security incidents.
- vii. Prepare and maintain Standard Operating Procedure (SOP) document pertaining to the service.

F.4.16 Disaster Recovery (DR) Site Management services

- i. Currently the Bank has a DR Site at its Mumbai Office with necessary infrastructure in place to support Bank's BCP. BCP is subject to periodic reviews and updates leading to infrastructure changes and updates.
- ii. Application servers are synchronized with DC Servers . Databases are synchronized by sending and applying the archive logs to respective databases at DR Site at regular intervals. The process of sending the logs from DC and applying the same on DR site is fully automated . Periodic testing is conducted to re-assess the effectiveness of the DR site.
- iii. In the event of any disaster or drill tests, Activation and de-activation of DR Site is the responsibility of DC/DR Teams. Respective teams are required to perform their roles and duties as prescribed in the BCP and other guidelines issued by the Bank.

F.4.17 Normal Operations

- i. Maintenance of server files systems on the native disks or on SAN storage.
- ii. Bidder shall ensure to arrange to apply OS, Software tools and application patches as and when released by OEMs/ 3rd party support vendors or the Bank application teams.
- iii. Coordinating with DR Team for ensuring backup and restoration of Application and Database servers as per the Bank's backup policy.

- iv. Arranging for compliance of the observations made during IT and other internal / external audits of the DR Site.
- v. Coordinating with DR Site to execute test exercises as and when scheduled by the Bank. DC team shall ensure to comply and adhere to the instructions given by the Bank and Standard Operating Procedure of Bank.

F.4.18 Disaster Management

In case of disaster, following activities need to be performed at the DR Site till the DC is recovered and made operational.

- i. Coordination with the DR Team for the activation/ de-activation of the DR Site.
- ii. Bidder will move /provide key staff members at the Bank's DR site (currently Mumbai) to manage the DR operation on temporary basis till the data centre at Delhi is made operational.
- iii. BCP switchover SOP will be shared with DR Team so as to perform smooth switchover in case of any disaster.

F.4.19 AMC Services

- i. AMC Services for various items mentioned in Appendix B like Laptop, Desktops, Printer, Scanner etc. at all offices of Bank are required. Office wise details of items along with effective date of commencement of AMC are given in **Appendix B**.
- ii. Any equipment coming out of warranty/ AMC with 3rd party shall automatically come under AMC with Bidder. Therefore all such items must be taken into consideration for AMC calculation for remaining period of the contract.
- iii. At any stage of the contract, the Bank reserves the right to terminate AMC for any of the item(s), with prior notice to Bidder. Payment made in advance towards AMC charges of items being taken out of AMC shall be adjusted with payment for the next quarter based on the rate quoted by the Bidder for AMC of respective category in Table 4 of commercial bid. Bidder shall raise invoices for all subsequent quarters after deducting

AMC charges for the items taken out of AMC.

- iv. If the Bank acquires new IT asset(s) as a replacement of current IT assets after expiry of AMC and post implementation of FM services (after the expiry of essential warranty period) or new items purchased (count not more than 15% of current Asset) and Bank decides to go for AMC of these items with Bidder, Bank will not pay any additional charges for the same.

F.4.20 Bidder's Responsibilities

- The type of maintenance will be fully comprehensive . Maintenance Services shall consist of preventive and breakdown maintenance of all the items under AMC, at the respective Bank locations.
- Quarterly Preventive Maintenance (PM) for all equipments.
- Coordinate and ensure periodical PM by warranty/3rd party AMC vendors for desktops and other h/w items as per the respective contracts entered with them. Details of all 3rd party contracts shall be provided by the Bank.
- Fault identification and trouble shooting.
- Identify spares requirement for problem resolution
- Make sure that calls are attended and resolved as per agreed SLAs.
- Make sure that spares are made available at the earliest for hardware call resolution.
- Plan for standby equipment to be located at strategic locations to ensure that hardware downtime is minimal.
- Maintain requisite level of inventory of spares for the h/w items especially the servers under AMC.
- In case of printer , AMC shall also cover replacement of fuser assembly of printers (including Teflon sleeve and pressure roller) and all other parts except the following :
 - ✚ Printer ribbons, Ink cartridges, Paper, Printer Head, Toner and cartridges.
 - ✚ The AMC will include all parts except Consumables. In case any component fails the same will be replaced with a new or equivalent component.
 - ✚ Proper recording of call details, response and resolution details with sign-off (manual or electronic).
 - ✚ Reports for downtime, problem resolution and response details should be available to the Bank.

F.4.21 Statement of Work - Application Services

- i. The Bank is currently maintaining various application softwares which adequately support business needs and also provide flexibility to change in tune with future business and environmental changes.
- ii. Users are presently getting support for all these applications either by Bank's own IT officers or some hired resources. Underlying technology tools also require regular maintenance, administration etc.

F.4.22 Facility Management (FM) :

- i. FM services shall be provided by the bidder for all HW items being used by the Bank irrespective of whether they are under AMC/warranty.
- ii. **Service / Help Desk :**
 - Bidder shall provide "ownership to resolution" of all helpdesk calls , monitor and report on the progress of problem resolution and confirm resolution of problem with the end user.
 - Bidder shall record , analyze and report on calls received by the helpdesk , including call volumes and duration , incident and problem trends and call resolution time
 - Bidder shall assign priorities to problems , queries and requests based on the guidelines / SLA provided by the Bank.
 - Bidder shall be required to maintain the existing practices , introduction of new ITIL compliant practices and/or improvement of the existing practices would be expected from the Bidder .
 - Bidder would provide support using appropriate SW tools and skilled service desk personnel during agreed service window. Bidder will have to provide a web enabled (Internet based) helpdesk tool to all users for logging the call.
 - Bidder shall provide a central help desk call no. to register call in case of non availability of network or any other emergency.
 - **The helpdesk module should support the following feature :**
 - ✚ Web interface
 - ✚ Trouble Ticketing
 - ✚ Automatically and efficiently tracks, logs and escalates user interactions and requests.
 - ✚ End users should be able to submit and check the status of reported problems via web interface.
 - ✚ Technical Specialists should be able to view, change the status of the calls,

reassign/transfer the call to other technical specialist through the Web Interface.

- ✚ Users should be able to generate various customized Service Level Reports e.g. Open Call Reports, Closed Call Reports, Problem Area / Location specific Reports, downtime reports etc.
- ✚ When incidents are created either manually or automatically, helpdesk retrieves the most appropriate service level and this in turn contributes to the automatic calculation of the event resolution management.
- ✚ The escalation matrix should be defined based upon Nature/Severity/Other Defined Parameters.
- ✚ Escalation methods include E-mail Notifications using the backbone of Bank's mailing solution and other operational methods such as popup screens, color coded messages and tickers.

- **Desktop Management Services**

- ✚ First level support for Client Specific applications (Connectivity and configuration of applications only)
- ✚ Provide support for Operating System (OS), Network connectivity, Windows Client, Office Automation tools & lotus Notes Client.
- ✚ Coordinate with vendors for resolution of problems. Helpdesk shall follow up till the resolution of the problem.
- ✚ Avoid unauthorized software installation to the desktops.
- ✚ Install standard software based on the user category classification. List of standard software updated from time to time, to be provided by the Bank.

- **First level support to Hardware related problems. First level support shall include:**

- ✚ Problem diagnosis and resolution based on the severity level assigned to it.
- ✚ If unresolved, escalate the same with respective AMC/warranty provider.
- ✚ Help Desk to monitor and follow up till the problem is resolved.
- ✚ Resolving printing problems of the users.
- ✚ Resolving network connectivity problems at the client end.
- ✚ Installing standard software in the client's systems as per the Bank's policy. The Bank shall be providing the required licensed software.
- ✚ Performing any Install, Move, Add or Change (IMAC) operation at the client level based on the agreed procedure.
- ✚ Registering and updating the anti-virus system periodically as per the policy and procedure followed by the Bank.
- ✚ Providing feedback on real time observation of virus characteristics on any new viruses detected.

- ✚ Resolve problems related to Windows OS.
- ✚ Install OS Patches and upgrades.
- ✚ Resolve user problems through remote access wherever possible.
- ✚ Diagnosing and troubleshooting any virus problems that might be fixed by the anti-virus tool.
- ✚ Desktop management (including IMAC) services are required to be provided for IT equipment (i.e. PC, Printer, scanner, Internet etc.) at the residences of senior executives.

F.4.23 User Management Services

Provide an interface for user requests, such as user ID creation, address changes, routing requests, and password changes.

Bidder shall make effort to educate end users on use of service desk facility to the maximum extent possible.

In case of bulk purchases of PC/Laptops by the Bank, bidder has to arrange for facility management services like shifting of data, network configuration, client configuration etc.

Provide basic training to end users for usage of helpdesk tool for reporting problem etc.

F.4.24 Install, Move, Add, Change (IMAC) Services

Bidder shall act as the single point-of- contact for IMAC requests and provide the services for coordinating, scheduling and performance of install, move, add and change activities for Hardware and Software. Definitions of these components are as follows:

Install: Installation of desktop machines, standard software, printers, scanners, servers, peripheral equipment and network-attached peripheral equipment which form part of the existing baseline (New equipment will be procured along with installation services for the first time till it is accepted by the Bank. After installation and acceptance by the Bank, same will come under purview of services provided by the Bidder). Bidder shall also help the Bank in carrying out acceptance of hardware as per terms & conditions of respective purchase orders.

Move: Physical movement of desktop machines, servers, peripheral equipment and network-attached peripheral equipment from desk to desk, floor to floor, from/to the Bank offices and residences of senior executive within the municipal limits of Delhi and Mumbai office will be the direct responsibility of the Bidder.

However, arrangement for movement of such items shall be made by the Bank. Bidder in such case shall coordinate with packer, insurer and courier (identified by the Bank) for movement of these items and arrange for installation at destination.

Add: Installation of additional hardware or software on desktop machines and servers after initial delivery (eg. Additional RAM, CD ROM drive, sound card, ABC flowchart etc).

Change: Upgrade to or modification of existing hardware or software on desktop machines and servers Additional hardware/software shall be procured and provided by the Bank. Upgradation of the hardware/ software items which are under AMC/ warranty with 3rd party Bidders shall be the responsibility of the 3rd party Bidder. However, bidder shall coordinate with the Bidder for the successful upgradation as per the Bank's requirements.

F.4.25 Preventive Maintenance:

Bidder will carry out:

- Preventive maintenance (which includes health & fitness checkup & cleanliness of the equipments of equipments) situated in DC and DR on quarterly basis. Pl note that keeping the equipment dust free will be the responsibility of the bidder .
- Quarterly Preventive Maintenance (PM) for all other equipments. Maintenance Services shall consist of preventive and breakdown maintenance of all the items under AMC, at the respective Bank locations and Bank will not pay any manday charges / visit charge made at NHB offices to carry out the maintenance of AMC of the items.
- Coordinate and ensure periodical maintenance by warranty/3rd party AMC vendors / OEMs for desktops and other h/w items as per the respective contracts entered with them. Details of all 3rd party contracts shall be provided by the Bank.

Post PM monitoring include working condition of M/C.

F.4.26 Documentation and Reporting

Bidder shall be required to provide at least the following documents at different phases during the contract period. If need be, bidder shall also update the existing documents like process documents system/ user manuals etc. This is an indicative but not exhaustive list of documents. Actual requirement will be spelt out during signing of contract or during the lifecycle of the project.

i. Documentation

- Project Management Plan.
- Project Schedule.
- Process documentation – updating the documents for current processes and preparation for the newly introduced processes, if any.
- User requirement: Document for newly introduced processes, if any. Existing documents shall have to be updated in case of requirements change.

ii. Reports

- Bidder shall submit the reports on a regular basis in a mutually decided format. Softcopy of these reports shall be delivered automatically via email at specific frequency and to the pre-decided list of recipients.
- Bidder shall submit certain information as part of periodic review as and when required by the Bank
- Following is the indicative list of reports:

➤ **Daily reports (to be submitted on next working day)**

- ✚ Log of backup and restoration undertaken.
- ✚ Summary of issues / complaints logged at the Help Desk.
- ✚ Summary of resolved, unresolved and escalated issues/complaints.
- ✚ Summary of resolved, unresolved and escalated issues/complaints to OEMs/Bidders/NHB support teams.
- ✚ Mail traffic report – list of top users sending /receiving highest number of mails.

➤ **Weekly Reports (to be submitted on the first working day of the following week)**

- ✚ Issues/Complaints Analysis report for virus calls, call trend, call history etc.
- ✚ Summary of systems rebooted.

- ✚ Summary of issues / complaints logged with the OEMs.
 - ✚ Summary of changes undertaken in the Data Centre including major changes like configuration changes, patch upgrades, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset etc.
- **Monthly Reports (to be submitted by 10th of the following month)**
- ✚ Component wise physical as well as IT infrastructure availability and resource utilization.
 - ✚ Summary of component wise Data Centre uptime.
 - ✚ Summary of changes in the Data Centre.
 - ✚ Log of preventive / scheduled maintenance undertaken.
 - ✚ Configuration Management summary report.
 - ✚ Change Management summary report.
 - ✚ Release Management summary report.
 - ✚ Service Level Management – priority/severity wise response and resolution.
 - ✚ Service Failure Analysis, listing out escalations and downtime/outages, if any.
- **Account Dash Board, listing out:**
- ✚ Planned activities carried out during the month.
 - ✚ Unplanned activities carried out during the month.
 - ✚ Activities planned but missed specifying the reasons.
 - ✚ Challenges faced during the month.
- **Service Operations, listing out:**
- ✚ Service Desk Management – Location wise call summary for all on-site FM locations for last three months.
 - ✚ Helpdesk Management, listing out priority/severity wise calls logged with comparison for past three months.
 - ✚ Incident Management, giving category wise call details for critical overhaul areas with comparison for past three months.
- **Operational Activities**
- ✚ Location wise weekly visits done for off-site FMs and attendance of the on – site resource personnel.

- ✚ Service wise performance of activities as per scope of individual service areas.
- **Service Improvement Plan, listing out:**
 - ✚ Concerns/Escalations with action plan.
 - ✚ Planned activities/initiatives.
 - ✚ Improvements planned, if any.
- **Incident Reporting (to be submitted within 48 hours of the incident)**
 - ✚ Detection of security vulnerability with the available solutions / workarounds for fixing.
 - ✚ Hacker attacks, Virus attacks, unauthorized access, security threats, etc. – with root cause analysis and the plan to fix the problems.
 - ✚ Software license violations.

F.5 Duration of contract

- i. Bank will enter into a service contract with successful bidder for a period of 5 years from the date of implementation of solution which will be reviewed on yearly basis and on satisfactory performance the same will be renewed for the subsequent years.

F.6 Requirements of Engineer

S.No	Minimum Requirement/Resident Engineer	Quantity/Shift
A	Off site :	
A.1	One Project Manager . The role will be coordinating with on-site support engineers for resolution of problems and deputing senior engineers from the company on need basis.	One
B	Onsite :	

<p>B.1</p>	<p>Three resident FM Engineer</p> <p>a) Two FM Engineer at Delhi HO. The role will be System / Antivirus Administration, Troubleshooting of hardware, operating system, & backup of O/S level etc & other assignment assigned by the Bank time to time.</p> <p>b) One FM Engineer at Mumbai Office</p> <p>System Administration, Antivirus Administration, Troubleshooting of hardware, Operating system for the Mumbai Regional Office(MRO). Administration and management of the data centre - servers and other equipment therein. Restoring and testing backup media on relevant servers sent to the MRO & other assignment assigned by the Bank time to time.</p>	<p>One engineer during shift (9.00 AM-5.30 PM) on Monday to Friday and 10.30 AM to 3.30 PM on Saturday; Available on call on other shifts and weekends.</p> <p>One Engineer during shift (10.30AM-7.00 PM) on Monday to Friday and 11.30 AM to 4.30 PM on Saturday; Available on call on other shifts and weekends.</p> <p>During prime shift (9.30 AM-6.00 PM) on Monday to Friday and 10.30 AM to 3.30 PM on Saturday; Available on call on other shifts and weekends.</p>
<p>B.2</p>	<p>Resident Network Administrator/Engineer at Delhi HO .</p> <p>The role will be Administration of Bank's network and its security infrastructure and Troubleshooting of network and security components. & other assignment assigned by the Bank time to time.</p>	<p>During shift (10.00AM-6.30 PM) on Monday to Friday and 12.30 PM to 5.30 PM on Saturday; Available on call on other shifts and weekends.</p>

C	On call based Engineer	
C.1	Database Administrator. The role will be Database Administration, Troubleshooting and performance tuning of databases components, taking regular backups in presence of Bank's designated DBA.	Available on call on shifts and weekends.
C.2	Server Engineer Should be able to configure and install intel server. He Should be well versed with DHCP , DNS , WINS SMTP, PO3 RAS VPN SAN , Cluster environment , Back up etc.	Available on call on shifts and weekends.

FM Engineer will be marked absent in case he/she goes on leave with out obtaining prior approval. It is the Bidder's responsibility to provide the suitable replacement for maintaining the committed uptime.

F.7 Skill set / Qualification / Experience :

	B Tech / MCA /Diploma in Computer Application with MCSE Certification.
Server Engineer	Total 3 years should be working as core intel Server Administrator on Windows Platform. Should be able to solve and install intel server. He Should be well versed with DHCP , DNS , WINS SMTP, PO3 RAS VPN SAN , Cluster environment , Back up.
Network Engineer	B Tech / Graduate /Diploma in Computer Engg or Computer Application. , CCNA is compulsory. Total 3 years should be working as Network Engineer. Should be able to solve all the monitoring part mentioned under Scope of work and should be able to act as first point of support for all DC calls.
Resident Facility Management Engineer	Diploma in Computer Engg/Application with Five years experience.
Deployment of the manpower will be done in consultation with the Bank.	

F.8 General:

Bank will take Facility Management services from the selected bidder, no separate AMC/ATS supports which are taken by the Bank with the OEM will be continued after expiry of the same.

Shortlisted bidder has to provide service/support on 24*7 basis as per scope of RFP.

Support engineers of the shortlisted bidder should always be present in Bank premises during working hours.

i. On call man day ay will be defined as follows:

- One Man-day= 8 hours [<Less than 4 hours=1/2 person-day]
- It may also be noted that Cross mix of man-days will not be allowed.
- No overtime will be paid.

ii. Weekday for onsite engineer will be as follows:

- WeekDay : Monday to Saturday
- The shortlisted bidder has to maintain confidentiality about all the applications, database and network set up of the Bank and should not divulge it to any person/organization not related to the Bank. In this regard the shortlisted bidder shall be required to execute a confidentiality cum non-disclosure agreement with the Bank.

iii. Bidder will provide direct support to NHB Delhi Office and Mumbai Office with the engineer on their pay roll.

- Bidder will make necessary arrangement to provide on call support engineer to other NHB offices as mentioned in Appendix A. Support For these offices (Offices other than Delhi Office and Mumbai Office) will preferably be provided directly by the bidder or through channel partner of the Bidder.
- All working days of the Bank & Saturdays will be the working days for FM Engineers. If FM engineers are called on Sunday /Holidays then the bidder will be eligible to claim the man day rate as per the contracted rate.
- The engineer/engineers will work at NHB HO: ITD, Core 5A, India Habitat Centre, New

Delhi and one on-site engineer will work at Bank's DR-Site, Mumbai : Mumbai Life Building,45,VeerNarimanRoad, Fort , Mumbai. For outside assignment conveyance to FM Engineer will paid to actual as per the discretion of the Bank.

- As & when the Bank opens its new office it is the responsibility of the bidder to provide FM engineer on call basis / AMC Services as per the contracted rate.
- Bidder is required to submit the list of all its Support Centres across India with their address and contact details with Technical Bid.

G. Bid Evaluation Methodology

G.1 Introduction

- i. The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost.
- ii. To meet the Bank's requirements, as spelt out in the RFP, the selected Bidder must have the requisite experience in providing services in the field of Information and Communication Technology, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the services sought by the Bank, for the entire period of the contract. The evaluation process of the bids proposed to be adopted by the Bank is indicated below. The purpose of it is only to provide the Bidder an idea of the evaluation process that the Bank may adopt. the Bank reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation the Bank may seek specific clarifications from any or all the Bidder.
- iii. **It may please be noted that the Bank reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this RFP document.**
- iv. The details of 'Minimum Eligibility Criteria', provided by the bidder in its response to this RFP, will be evaluated first, based on the criteria described in section G. 2) . The technical and commercial responses to this RFP will be considered further only for those bidders who meet the **Minimum Eligibility Criteria**. Bidders must provide their responses in the format given in **Annexure -III**.
- v. The technical and commercial response evaluation will be based on the criteria described in following section onwards.

G.2 Minimum Eligibility Criteria

Sl. No.	Financial and other Requirements
1	Should be a government organization/ Public sector unit/ Limited Company/ Private Limited Company having its Registered Office in India.
2	Should be in the business of 'IT Facility management' for at least 10 years as on January 01, 2014 in India.
3	Should have minimum turnover of INR 100 Crores per annum in the last three financial years ending March 2013, in Indian Operations only, out of which Rs. 5 Crore per annum should be from FM services/ AMC only.
4	Should have positive net worth for the last 3 years.

5	Should have experience of on-site Facility Management for not less than five years & out of this experience with at least two All India Public Financial Institutions or Scheduled Commercial Banks / Government Setup / Large Corporate (LC) spread across multiple states/regions in India with value of Rs. 20 lakh per annum or more i) Services are valid and shall be in effect till March 2014 . Bidder should submit satisfactory service certificate from the client to the satisfaction of the Bank.
6	Must be having its own service support centre setup in Delhi and Mumbai from where the governance of this project shall be carried out. Support for other offices/ locations may be provided through their channel partner in case the bidder is not having any direct support facility in that city where related office /location is situated (List to be provided on letter head).
7	The bidder should have at least one valid accreditations / certifications (Valid) out of BS15000, ISO 20000. These certifications should be valid as on date of submission of the Proposal and should have been certified for the past 3 years.
8	The bidder should have at least one valid accreditations / certifications (Valid) out of ISO/IEC 27001, ISO/IEC 27002. These certifications should be valid as on date of submission of the Proposal and should have been certified for the past 3 years.
9	The bidder should not have been black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies.

- i. **Definition of Large Corporate (LC) :** An organization having 25 offices or above across India and having an average annual turnover of Rs. 1000 Crore per annum or above during last three years will be considered as Large Corporate(LC) Sector for this RFP.
- ii. **Bidder should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of bidder who do not fulfill the above criteria or who fail to submit documentary evidence to the satisfaction would be rejected.**
- iii. **Bidders fulfilling the Minimum Eligibility Criteria will only be considered for further technical evaluation.**

G.3 Evaluation of Technical Bids

- i. Technical bids received from the Bidder will be opened at the scheduled time in the presence of available bidders.

- ii. The Technical Bids obtained the Technical Score of 55 or more in part I (S.No. 1 to 7 in Table mentioned under G.4) out of 80 marks are only eligible for the presentation.
- iii. The technical bid will be analyzed and evaluated, based on which the Technical Score (TS) shall be assigned to each bid. The mark distribution criteria of the Technical evaluation are as follows:

G.4 Mark Distributions (Maximum Points 100)

Part I

S. No	Criteria	Criteria Points	(Max Marks)
1	Should have experience of on-site Facility Management for a value of Rs. 20 lakh per annum or above with at least two All India Public Financial Institutions or Scheduled Commercial Banks / Government Setup / Large Corporate (LC) spread across multiple states/regions in India where i) The bidder should have provided FM services at customer's premises with their onsite engineer. ii) Services are valid and shall be in effect till March 2014 . Bidder would have to submit satisfactory certificate against referred services. Referred services without satisfactory certificate will not be considered.		Max Marks 15
a)	For 9 or more Govt. Sector / PSU/Banks/Fis in India	15	
b)	For 5-8 Govt. Sector / PSU/Banks/Fis in India	10	
c)	For 2 to 4 in Govt. Sector / PSU/Banks/Fis /LC in India	05	
2	must be engaged in the business of 'IT Facility management for at least 10 years as on January 01, 2014 in India. (Only complete year will be take n into consideration)		Max Marks 15
a)	Being in the Business for more than 16 years	15	
b)	Being in the Business for 11 to 15 years	10	
c)	Being in the Business up to 10 years	00	
3	Technical & Qualified Manpower on the company pay roll - Minimum Qualification: Qualification mentioned against qualification for Server Engineer & Network Engineer - List to be provided with their qualification (PF/ESI documentary evidence to be submitted)		Max Marks 15
a)	31 & above Qualified & Experienced Engineers	15	
b)	21-30 Qualified & Experienced Engineers	10	
c)	11-20 Qualified & Experienced Engineers	05	

4	Bidder is certified partner /registered partner of Microsoft		Max Marks 10
a)	Bidder is Gold certified partner of Microsoft	10	
b)	Bidder is Silver certified partner of Microsoft	05	
c)	Bidder is registered partner of Microsoft.	03	
5	Average Annual Turnover for Last 3 years (with respect to FM Services & Annual Maintenance Contract only) Letter from Company Secretary to provided	10	Max Marks 10
a)	More than 10 Cr.	10	
b)	More than 8 Cr and up to 10 Cr.	05	
c)	More than 5 Cr and up to 8 Cr.	03	
6	Direct Support Centres at locations of the Bank (other than Delhi and Mumbai , Locations are mentioned in Appendix A)		Max Marks 10
a)	More than 10 NHB Offices	10	
b)	More than 6 NHB offices and up to 10 NHB offices	05	
c)	More than 3 NHB offices and up to 6 NHB offices	03	
7	No of NHB offices(other than Delhi and Mumbai , NHB offices are mentioned in Appendix A) where support will be provided through their channel partner (List to be provided on letter head)		Max Marks 05
a)	None	05	
b)	Up to Five	03	
c)	More than five	01	
Total Technical Score (Excluding presentation)			80
Part II			
8	Presentation on proposed service solution i.e onsite maintenance, Off site support , on call basis support , back end support , Escalation matrix etc. . The Bank at its discretion may randomly verify from the customers of bidder before awarding the marks.		20
Total			100

- i. Bidders have to provide certified copies of supporting documents against each criteria mentioned above, without which bid may be rejected.
- ii. The minimum qualification score for the Technical Bids would be 75 (cut-off marks) out

of Total 100 marks (Including marks for presentation).

G.5 Financial Bid

- i. Only firms successfully qualifying the requisite criteria of the Technical Bid process shall be considered eligible for the Financial Bid Round. The evaluation of the Financial Bids would be as follows:
- ii. The lowest bid shall be assigned the maximum Financial Score of 100 points.
- iii. The Financial Scores of the other Financial Bids will be computed relative to the lowest evaluated Financial Bid.
- iv. The Financial Score computing methodology is as follows:
 - Financial Score (Bid under consideration) =
$$\frac{100 \times \text{Price of the lowest bid}}{\text{Price of the bid under consideration}}$$
- v. Final Processing

- Proposals would be ranked according to their Final Score arrived at by combining Technical and Financial Scores as follows:

$$\text{Final Score} = \text{Technical Score} \times T + \text{Financial Score} \times F$$

(T - Weightage given to the Technical Bid, F - Weightage given to the Financial Bid, T + F = 1)

Weightage for the bids are as follows:

Technical Bid T	60%
Financial Bid F	40%
Total Weightage	100%

The firm achieving the highest combined Technical and Financial Score will be invited for negotiations.

The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weight age; if it finds it necessary.

H. Commercial Terms and Conditions

Bidders are requested to note following commercial terms and conditions for this project.

H.1 Currency

The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR may not be considered.

H.2 Payment Terms

- Any payment will be released only after submission of PBG of 10 % of the total contract value of five years to the satisfaction of the Bank (FM service charges and AMC service charges : Pl refer Net Cost 'T' , Table 1 of Annexure XIII & post-signing of SLA and NDA.
- i. Payment terms are as follows:**
- Facility Management, AMC charges shall be paid by the Bank on quarterly basis at the end of each quarter.
 - Payment of any quarter will be made after deducting TDS/other taxes and applicable penalty pertaining to the quarter.
 - On call Engineer visit charges shall be paid by the Bank on quarterly basis at the end of quarter on production of the bill to the satisfaction of the Bank. Bidder will have to submit attendance sheet duly signed by NHB officials on whose request call was made.
 - Facility Management, AMC and Engineer visit charges (If any) shall be paid by the Bank on quarterly basis at the end of each quarter. The quarterly AMC and managed service charges may be paid in advance only after submission of another PBG of the equal value.
- ii. Payment in case of Termination of contract**
- In case the contract is terminated payment towards services will be made on pro rata

basis, for the period services have been delivered, after deducting applicable penalty and TDS/other taxes.

H.3 Delivery and installation

The items must be delivered at the respective locations at bidders own cost and Bank will not make any payment towards the same. The road permit, way bill etc. wherever necessary has to be arranged by the bidder only and Bank will not provide any support for the same neither will make any payment towards the same.

H.4 Insurance

The standby equipment (If any) provided against the AMC of equipment under the contract shall be fully insured by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. Bank will not be responsible for any loss to bidder on account of non-insurance of any equipment or services provided by him at the premises.

I. General Terms and Conditions

I.1 General:

- i. The Bidder is expected to peruse all instructions, forms, terms and specifications in this RFP and its Annexures. Failure to furnish all information required in the RFP Documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional information as part of response to this RFP Document may result in rejection of the proposal.
- ii. At any time prior to the deadline for submission of Bids the Bank may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders, modify the RFP by amendment, which will be placed on the Bank's website for information of all prospective Bidders.
- iii. All such amendment shall become part of the RFP and same will be notified on Bank's website. The Bidders are required to have a watch on Bank's website for any such amendment.
- iv. Bidder must take into consideration each and every line of this RFP document while preparing technical and commercial proposal for the project. Bidder is requested to get any issue clarified by the Bank before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected bidder to deliver each and everything as per the scope of the project during the contracted period. The Bank will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right direction.
- v. The Bank reserves the right to extend the dates for submission of responses to this document with intimation on the Bank's website.
- vi. The Bank reserves the right to change the requirement specifications and ask for the revised bids or the tendering process without assigning any reasons.

- vii. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank is not be obliged to meet and have discussions with any bidder, and or to listen to any representations. The Bank reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of the Bank in this regard is final and no further correspondence in this regard will be entertained.

- viii. Service Level Requirement and Penalty in not achieving the same have been described in the 'Service Level Requirement' chapter.

- ix. Notwithstanding anything to the contrary contained in the contract, the Bank shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract or otherwise if the selected Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.

- x. On faithful execution of contract in all respects, the Performance Bank Guarantee of the Bidder shall be released by the Bank.

- xi. These responses would be deemed to be legal documents and will form part of the final contract. Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and could be rejected.

- xii. Bidder must deploy manpower having requisite qualification, experience, skill-set etc. for the project.

- xiii. the Bank reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of the Bank, the information furnished is incomplete or the Bidder does not qualify for the contract.

- xiv. The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- xv. The Commercial and Technical bids will have to be signed on all pages of the bid by the authorized signatory. Unsigned bids would be treated as incomplete and would be rejected.
- xvi. By submitting a proposal, the Bidder agrees to promptly enter into contract with the Bank for any work awarded to the Bidder. Failure on the part of the successful Bidder to execute a valid contract with the Bank , will relieve the Bank of any obligation to the Bidder, and another Bidder may be selected.
- xvii. Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by the Bank.
- xviii. Time and quality of the service are the essence of this agreement. Failure to do so will be considered as breach of the terms and conditions of the contract.
- xix. The selected bidder will have to sign **Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA)** with the Bank.

I.2 Termination & Penalty Clause

- i. The Bank reserves the right to terminate the contract partially or fully in the event of one or more of the following situations:
- ii. Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- iii. Bidder fails to perform any other obligation(s) under the contract.

- iv. Any threat is perceived or observed on the security of Bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by bidder.
- v. However either party, in the case of termination, will give 3 months notice to the other party.
- vi. On dissatisfaction, the Bank, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to start the FM services even after expiry of 2 weeks from the target date.
- vii. The Bank may, at any time terminate the contract by giving written notice to the bidder if the bidder becomes Bankrupt or otherwise insolvent or files CDR. It may also be noted that in this case all PBGs will be revoked and no further payment will be made . In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.
- viii. The quality of support services given by the bidders will be reviewed by Bank every six months and if the services are not found satisfactory, the Bank reserves the right to cancel the contract by giving three month's notice to the bidder. The decision of the Bank regarding quality of services shall be final and binding on the bidder.

I.3 Service Level and Penalty clause

i. Service Level Monitoring :

- Service level monitoring will be performed by the bidder. Reports will be submitted on monthly basis / as and when required by the Bank.
- Service level monitoring and reporting is performed on response time for faults as defined at following sections.

- Bidder has to ensure 99% uptime of the overall IT infrastructure of the Bank. Uptime will be monitored by the Bank's IT Department and discussion on the same will be held at NHB:HO on periodic review meeting wherein the designated Bank officer/officers and the Project Manager from selected bidder will be present.

ii. Service Levels for Managed Services (Except AMC services) :

Severity Level	Service Type	Response Time	Resolution Time	Benchmark		Calculation window
				Response Time	Resolution Time	
S1	On call	2 Hour	4 Hrs	99%	99%	Monthly
	On site	30 Min	2 Hrs	99%	99%	
S2	On call	3 Hrs	5 Hrs	99%	99%	
	On site	45 Min	3 Hrs	99%	99%	
S3	On call	4 Hrs	6 Hrs	98%	98%	
	On site	1 Hrs	4 Hrs	98%	98%	
S4	On call	5 Hrs	7Hrs	98%	98%	
	On site	2 Hrs	5 Hrs	98%	98%	

iii. Severity Level - Definitions

Severity	Definition
S1 - Critical Problems	A problem that affects entire site / network or 80% of the users in a location or any of the THE BANK offices connected with Data Centre (Delhi Office) e.g Server Down, Network down, domain controller down , Notes Hub Server down, Severe Virus attack etc.
S2 - Major Problems	A problem that affects a typical group of users i.e 4 or more officers e.g Hub/Switch is down or Network Printer/Scanner is down, Virus on many devices, Local File Server / Print Server down etc.
S3 - Moderate Problems	A problem that affects a typical user e.g. Individual PC is down on Connectivity to LAN is affected.

S4 – Minor Problem	A problem that affects the productivity of user / users e.g. Monitor / Printer is down or some Software component is down. Or configuration issues etc etc. Planned installations, movement, addition and changes to software and hardware inventory
--------------------	---

iv. Downtime Calculation methodology

- Down time will be calculated by assigning appropriate weight to each severity parameter. The basis of downtime calculation is as follows:

Severity	Weight	Formula for Downtime Calculation (Downtime in hours)
S1	1	Weight * Down time in Hours
S2	.6	Weight * Down time in Hours
S3	.4	Weight * Down time in Hours X No. of users affected
S4	.2	Weight * Down time in Hours X No. of users affected

- 8 hours down time during prime shift (09:30 A.M. to 07:00 P.M.) shall be considered as full day downtime for the overall IT infrastructure of the Bank. Downtime-day will be calculated on pro-data basis (e.g. 20 Hrs down time means 2.5 Downtime-Day). For downtime percentage calculation following formula will be applicable.
- Quarterly downtime % = $(\text{downtime-day} * 100) / 75$
(* indicates multiplication)

v. Penalty Clause

- Penalty will be charged as 2% of the total contract rate per year for each 1% decrease in the uptime (Desired uptime is 99 %) with a maximum of 18% of the contract cost. If the uptime falls below 90%, contract / Order may be cancelled and Bank may claim entire advance amount with interest from the bidder with additional 10% of the yearly contract cost as penalty.
- The penalty clause will also be applied on the absence of any on-site support engineer without suitable replacement. 1% of the total contract cost will be deducted for any leave taken upto a maximum of 20%. Any further absence may lead to the canceling of order with additional 10% of the contract cost as penalty

vi. Service level for AMC services:

Hardware Type	Resolution Type	Compliance Level	Calculation window
Data Center / DR Site Infrastructure	6 Hrs (Call to resolution)	97%	Monthly
Network Printer	Same business day if calls logged by 12 noon otherwise NBD	96%	
PC/Laptop	NBD (Next business day)	95%	
Scanner , desktop printer and other H/W	2 business day	95%	

Measurement Matrices for AMC services:

$$\text{Performance (\%)} = \frac{\text{Call closed within stipulated time}}{\text{Total number of calls received in that month}} * 100$$

vii. Penalty clause for AMC services :

Penalty (%) X AMC cost for the quarter.

Applicable penalty would be as under:

Shortfall in SLA Target/Compliance by	Penalty (%)
<= 1 %	1
> 1% and <= 3 %	3
> 3% and <= 5 %	5
> 6% and <= 8 %	8
> 8% and <= 10 %	10

- Penalty towards AMC will be limited to the maximum 10% of the quarterly amount payable towards AMC services. This will be in addition to the penalty charges levied for services mentioned in section of 'Managed Services' above.
- Compliance level towards AMC will be measured monthly.
- Monthly shortfall in SLA, if any, for the respective category shall be aggregated for the

quarter.

- Penalty for the quarter will be calculated as:

Penalty (%) x AMC Cost for the Quarter.

In case bidder fails to achieve compliance level of services successively in two quarters or any three quarters in a financial year, the Bank will reserve the right to re-look at the contract and redefine Service level requirement and penalty clauses to safeguard its interest.

viii. Exclusions

Down time due to following situations will not be considered for the purpose of penalty calculation

Schedule maintenance by the bidder with prior intimation

Force majeure events including on site power failures.

I.4 Acceptance of order

The bidder shall give acceptance within 3 days from the date of order. However, Bank has a right to cancel the order, if the same is not accepted within the stipulated period from the date of the order.

I.5 Taxes

The Quoted price should be inclusive of all Taxes and all charges like installation, labor , octroi etc. Any revision in tax rates will be at the discretion of the Bank.

I.6 Governing Laws and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi. The bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the

Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Delhi. This is applicable to successful bidder only.

I.7 Use of contract documents and information

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contract.

I.8 Patent rights

The bidder shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

The bidder shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

The bidder shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible thereof, including all expenses and court and legal fees.

The Bank will give notice to the bidder of any such claim without delay, provide reasonable assistance to the bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

The bidder shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

I.9 Assignment

The bidder shall not assign, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.

I.10 Support

The bidder is required to provide sound support by arranging timely attending of calls received from the branches/offices and problem rectification through competent service engineers. The desired support time should be uniformly maintained at all the sites. To meet timely requirements, the Bidder has to maintain sufficient inventory of spare parts/equipments at all the support Centres to avoid unnecessary delay in obtaining the spare parts/equipments.

The bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers for all locations.

Bidder shall ensure availability of spare parts for the HW and SW covered under AMC to meet SLA requirement. The replacement must be carried out with peripheral/component of equivalent capacity or higher capacity at no additional charges to the Bank, within the stipulated time as mentioned in SLA. However, lower capacity of such replacement shall be permitted by the Bank on case-to-case basis subject to any practical limitations for which such replacement is required.

IT System procurement/improvement is an ongoing process and the additional item included during the maintenance period also needs to be maintained within the ambit.

Annexure Details

Annexure Number	Description
Annexure-I	Eligibility Bid - Covering Letter.doc
Annexure-II	General Information about bidder.doc
Annexure-III	Response to the Eligibility Criteria.xls
Annexure-IV	Declaration Regarding Clean Track Record.doc
Annexure-V	ECS Mandate Form
Annexure-VI	Response to the Technical Bid.xls
Annexure-VII	List of deviations.doc
Annexure-VIII	Letter of Competence.doc
Annexure-IX	Power of Attorney.doc
Annexure-X	Letter of Conformity.doc
Annexure-XI	Conformity with hard copy letter.doc
Annexure-XII	Commercial Bid Covering Letter.doc
Annexure-XIII	Response to the commercial bid.xls
Annexure-XIV	Performance Bank Guarantee Format.doc

Appendix Details

Appendix Number	Description
Appendix-A	List of NHB offices
Appendix-B	List of hardware/Services

Annexure - I

Eligibility Bid - Covering Letter

(To be submitted on Bidder’s company letter head)

Date:

The General Manager ,
National Housing Bank
Core 5A, India Habitat Centre,
3rd-5th floor, Lodhi Road,
New Delhi – 110003

Dear Sir,

IT Facility Management Services

RfP No : dated - Eligibility Bid

We, the undersigned bidder , having read and examined the aforesaid RfP document in detail, do hereby propose to extend the services as specified in the Tender document number dated and submit the following as per requirement.

Eligibility bid, technical bid and commercial bid inside separate envelopes in prescribed formats.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We also undertake to have read, understood and accepted the terms and conditions specially those related to evaluation and selection processes mentioned in the RfP except the points mentioned in Annexure-VI (List of deviation) in our bid response. Having submitted our response to the aforesaid RfP, we also understand not to have any option to raise any objection against any of the said processes defined in the RfP in any future date. We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure - II

General Information about Bidder

RFP No. Dated

Details of the Prime Bidder (Company)			
1	Name of the Bidder (Prime)		
2	Address of the Bidder		
3	Status of the Company (Public Ltd/ Pvt. Ltd)		
4	Details of Incorporation of the Company	Date:	
		Ref.#	
5	Details of Commencement of Business	Date:	
		Ref.#	
6	Valid Sales tax registration no.		
7	Valid Service tax registration no.		
8	Permanent Account Number (PAN)		
9	Name & Designation of the contact person to whom all references shall be made regarding this tender		
10	Telephone No. (with STD Code)		
11	E-Mail of the contact person:		
12	Fax No. (with STD Code)		
13	Website		
14	Financial Details (as per audited Balance Sheets) (in Cr)		
15	Year	2010-11	2011-12
16	Net Worth		
17	Turn Over		
18	PAT		

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Seal ...

Annexure III. Response to the Minimum Eligibility Criteria (RFP No. Dated

Sl. No.	Financial and other Requirements	Proof Required	Bidder's Compliance	Description of proof attached
1	Should be a government organization/ Public sector unit/ Limited Company/ Private Limited Company having its Registered Office in India.	Certificate of Incorporation	Yes/No	Certificate no: Date of Incorporation
2	Should be in the business of 'IT Facility management for at least 10 years as on January 01, 2014 in India.	Certificate of Incorporation; PO Reference on Banking clients with contact details	Yes/No	Referred Client PO NO PO Date Services provided
3	Should have minimum turnover of INR 100 Crores per annum in the last three financial years ending March 2013, in Indian Operations only, out of which Rs. 5 Crore per annum should be from FM services/AMC only.	Auditor's/CA's certificate/CS certificate	Yes/No	2012-13 : 2011-12 2010-11
4	Should have positive net worth for the last 3 years.	Auditor's/CA's certificate	Yes/No	Mention the loss/ profit and networth against each year 2012-13 2011-12 2010-11
5	Should have experience of on-site Facility Management for not less than five years & out of this experience with at least two All India Public Financial Institutions or Scheduled Commercial Banks / Government Setup / Large Corporate (LC) spread	Auditor's/CA's certificate	Yes/No	Referred Client Location (where facilities has been set up for centralized management of IT Infrastructure

	<p>across multiple states/regions in India with value of Rs. 20 lakh per annum or more</p> <p>i) Services are valid and shall be in effect till March 2014 . Bidder should submit satisfactory service certificate from the client to the satisfaction of the Bank.</p>			<p>at the customer's premises) :</p> <p>PO NO</p> <p>PO Date</p> <p>Services provided</p> <p>Order value per annum</p> <p>Date of the commencement of the services</p> <p>Date of renewal (if any)</p> <p>Valid up to Satisfactory Service Certificate date :</p> <p>Referred LC Turn Over</p> <p>List of referred LC Offices</p>
6	<p>Must be having its own service support centre setup in Delhi and Mumbai from where the governance of this project shall be carried out. Support for other offices/ locations may be provided through their channel partner in case the bidder is not having any direct support facility in that city where related office /location is situated (List to be provided on letter head).</p>	<p>Relevant credential letters / supporting documents like purchase orders. In case of PO of LC required proof to be attached with PO.</p>	Yes/No	<p>Address of Service support center at Delhi</p> <p>Address of Service support center at Mumbai.</p> <p>Address for other offices</p>
7	<p>The bidder should have at least one valid accreditations / certifications (Valid) out of BS15000, ISO 20000. These certifications should be valid as</p>	<p>Relevant details along with contact information of</p>	Yes/No	<p>ISO Certification : Issuing Authority: Certificate No :</p>

	on date of submission of the Proposal and should have been certified for the past 3 years.	tower/verticals' head must be given in form of certificate.		Date of issue of certification : Date of expiry of certification :
8	The bidder should have at least one valid accreditations / certifications (Valid) out of ISO/IEC 27001, ISO/IEC 27002. These certifications should be valid as on date of submission of the Proposal and should have been certified for the past 3 years.	Copy of relevant certificates	Yes/No	ISO Certification : Issuing Authority: Certificate No : Date of issue of certification : Date of expiry of certification :
9	The bidder should not have been black-listed by any Public Sector Bank, RBI or IBA or any other Government agencies.	Self declaration certificate	Yes/No	Self declaration on letter head by the authorized signatory

Annexure - IV

Declaration Regarding Clean Track Record

(To be submitted on Prime Bidder’s company letter head)

Date:

General Manager (Systems)
National Housing Bank,
3rd Floor, Core 5 A,
India Habitat Center , Lodhi Road,
New Delhi . 110 003

Dear Sir,

Declaration Regarding Clean Track Record

RfP No : dated

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP No.
dated regarding selection of the vendor for Facility Management Services for a period of
five years. We hereby declare that our company has not been debarred/ black listed by any Government
/ Semi Government organizations in India. I further certify that I am competent officer in my company
to make this declaration that our bid is binding on us and that you are not bound to accept a bid you
receive.

Thanking you,

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure – V

[To be submitted along with Technical Bid]

ECS MANDATE

FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT FROM NATIONAL HOUSING BANK

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier _____

2. Address of the vendor/supplier _____

City _____ Pin Code _____

E-mail id _____

Phone / Mobile No. _____

Permanent Account Number (PAN) _____

Service Tax Registration No. _____

TIN No. _____

3. Particulars of Bank Account

A. Name of Account same as in the Bank _____

B. Name of the Bank _____

C. Name of the Branch

D. Address of the Branch with Tel No.

E. Account No. (appearing in Cheque book) _____

F. Account Type (SB, Current, etc.) _____

G. MICR No. _____

H. IFSC Code of the bank branch
(to be obtained from the respective branch)

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is

delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date:

Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date:

Signature of the Authorized Official of the Bank

Annexure VI. Response to the Technical Bid (RFP No. dated)

S. No	Criteria	Criteria Points	(Max Marks)	Description of proof attached
1	Should have experience of on-site Facility Management for a value of Rs. 20 lakh per annum or above with at least two All India Public Financial Institutions or Scheduled Commercial Banks / Government Setup / Large Corporate (LC) spread across multiple states/regions in India where i) The bidder should have provided FM services at customer's premises with their onsite engineer. ii) Services are valid and shall be in effect till March 2014 . Bidder would have to submit satisfactory certificate against referred services. Referred services without satisfactory certificate will not be considered.		Max Marks 15	Referred Client name and Location (where facilities has been set up for centralized management of IT Infrastructure at the customer's premises) :
	For 9 or more Govt. Sector / PSU/Banks/FIs in India	15		PO NO
	For 5-8 Govt. Sector / PSU/Banks/FIs in India	10		PO Date
	For 3 to 4 in Govt. Sector / PSU/Banks/FIs /LC in India	05		Services provided Order value per annum Date of the commencement of the services Date of renewal (if any) Valid up to Satisfactory Service Certificate date : Referred LC Turn Over List of referred LC Offices
2	must be engaged in the business of 'IT Facility management " for at least 10 years as on January 01, 2014 in India. (Only complete year will be taken into consideration)		Max Marks 15	Incorporation Certificate no: Date of Incorporation
	Being in the Business for more than 16 years	15		

	Being in the Business for 11 to 15 years	10		Referred Client PO NO PO Date Services provided
	Being in the Business up to 10 years	00		
3	Technical & Qualified Manpower on the company pay roll - Minimum Qualification: Qualification mentioned against qualification for Server Engineer & Network Engineer – List to be provided with their qualification (PF/ESI documentary evidence to be submitted)		Max Marks 15	Detail on letter head signed by the HR head and attested by the authorized signatory
	31 & above Qualified & Experienced Engineers	15		
	21-30 Qualified & Experienced Engineers	10		
	11-20 Qualified & Experienced Engineers	05		
4	Bidder is certified partner /registered partner of Microsoft		Max Marks 10	Relevant Certificate Date of issue of certificate : Validity : Certificate no :
	Bidder is Gold certified partner of Microsoft	10		
	Bidder is Silver certified partner of Microsoft	05		
	Bidder is registered partner of Microsoft.	03		
5	Average Annual Turnover for Last 3 years (with respect to FM Services & Annual Maintenance Contract only) Letter from Company Secretary to provided	10	Max Marks 10	Balance sheet / CS Certificate
	More than 10 Cr.	10		
	More than 8 Cr and up to 10 Cr.	05		
	More than 5 Cr and up to 8 Cr.	03		
6	Direct Support Centres at locations of the Bank (other than Delhi and Mumbai , Locations are mentioned in Appendix A)		Max Marks 10	Address of Service support center at Delhi
	More than 10 NHB Offices	10		Address of Service support center at Mumbai.
	More than 6 NHB offices and up to 10 NHB offices	05		
	More than 2 NHB offices and up to 6 NHB offices	03		Address for other offices

				Signed by the authorized signatory
7	No of NHB offices(other than Delhi and Mumbai , NHB offices are mentioned in Appendix A) where support will be provided through their channel partner (List to be provided on letter head)		Max Marks 05	Address of Service support center at Delhi Address of Service support center at Mumbai. Address for other offices Signed by the authorized signatory
	None	05		
	Up to Five	03		
	More than five	01		
Total Technical Score (Excluding presentation)			80	
Part II				
8	Presentation on proposed service solution i.e onsite maintenance, Off site support , on call basis support , back end support , Escalation matrix etc. . The Bank at its discretion may randomly verify from the customers of bidder before awarding the marks.		20	
Total			100	

Annexure - VII

Statement of Deviations

RFP No. dated

Bidders are required to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

NHB may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by NHB will not entitle the bidder to submit a revised commercial bid.

Further, any deviation mentioned elsewhere in the response other than in this format shall not be considered as deviation by NHB.

Outsourcing of IT Infrastructure Management - List of Deviations			
Srl. No.	Clarification point as stated in the tender document	Page / Section Number in RfP	Comment/ Suggestion/ Deviation
1.			
2.			

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure -VIII

Letter of Competence

(To be executed on a non judicial stamp paper)

RfP No : dated

This is to certify that we [*Insert name of Bidder*], address.....are fully competent to undertake and successfully deliver the scope of services mentioned in the above RfP. This recommendation is being made after fully understanding the objectives of the project and requirements of providing services as mentioned in the captioned RfP.

We also certify that all the information given by in response to this RfP is true and correct.

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure - IX

Power of Attorney

(To be executed on non-judicial stamp paper)

POWER OF ATTORNEY

BY THIS POWER OF ATTORNEY executed on _____, 201.., We _____, a Company incorporated under the Companies Act, 1956, having its Registered Office at _____ (hereinafter referred to as "the Company") doth hereby nominate, constitute and appoint <Name>, <Employee no.>, < Designation> of the Company, as its duly constituted Attorney, in the name and on behalf of the Company to do and execute any or all of the following acts, deeds, matters and things, namely :-

- Execute and submit on behalf of the Company a Proposal and other papers / documents with 'National Housing Bank' ("NHB") relating to 'Request for proposal No. dated for Facility Management Services and to attend meetings and hold discussions on behalf of the Company with NHB in this regard.

THE COMPANY DOTH hereby agree to ratify and confirm all whatsoever the attorney shall lawfully do or cause to be done under or by virtue of these presents including anything done after revocation hereof but prior to actual or express notice thereof being received by the person or persons for the time being dealing with the attorney hereunder.

IN WITNESS WHEREOF, _____ has caused these presents to be executed by _____ on the day, month and year mentioned hereinabove.

For and on behalf of the Board of Directors of

WITNESS :

Signature of _____

Attested _____

Annexure - X

Letter of Conformity

(To be submitted on Prime Bidder’s company letter head)

Date:

The General Manager ,
National Housing Bank
Core 5A, India Habitat Centre,
3rd-5th floor, Lodhi Road,
New Delhi – 110003

Dear Sir,

IT Facility Management and AMC Services

RfP No : dated

We, the undersigned bidders, having read and examined the aforesaid RfP document, issued by NHB and hereinafter referred as ‘bank’ do hereby covenant, warrant and confirm as follows.

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

We also here by confirm that our prices as specified in our Commercial Bid are as per the Payment terms specified in the Tender document.

Thanking you,

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure - XI

Letter of Conformity for the Hardcopies

(To be submitted on Prime Bidder’s company letter head)

Date:

The General Manager ,
National Housing Bank
Core 5A, India Habitat Centre,
3rd-5th floor, Lodhi Road,
New Delhi – 110003

Dear Sir,

IT Facility Management and AMC Services

RfP No : dated

We, the undersigned bidders, having read and examined the aforesaid RfP document, issued by NHB and hereinafter referred as ‘bank’ do hereby covenant, warrant and confirm as follows.

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Thanking you,

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure - XII

Commercial Bid - Covering Letter

(To be submitted on Prime Bidder’s company letter head)

Date:

The General Manager ,
National Housing Bank
Core 5A, India Habitat Centre,
3rd-5th floor, Lodhi Road,
New Delhi – 110003

Dear Sir,

IT Facility Management Services

RfP No : dated - Commercial Bid

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your RfP No..... dated and our proposal (Technical and Commercial Proposals) dated [Date]. The Total fee is inclusive of all taxes, duties, charges and levies (as applicable and payable under the local laws) and the other expenses like out-of-pocket expenses that we might incur and there will be no additional charges whatsoever. We will abide by the payment terms as mentioned in the aforesaid RfP.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the proposal, i.e., [Insert date as per RFP].

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure XIII. Response to the Commercial Bid (RFP No. dated)

Commercial Bid Format

The structure of the Bidder's commercial response to this tender must be as per following order. The Commercial Bid Response must be submitted with Commercial Bid covering letter.

Bidders are requested to note the following:

- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- Masked commercial bids must be given with technical bid. All the pages of commercial bids must be sealed and signed by authorized signatory.
- All the quoted costs must include all applicable taxes, charges and other levies.
- Bidder must submit softcopy of complete commercial bid inside the sealed envelope meant for 'Commercial Proposal'.
- All the rates must be quoted in INR.
- The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.
- The commercials quoted in the commercial bid are valid for six months from the closure date of bid.

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Table 1

FM charges/ AMC Services (Weightage 70%)						
	1st Year	2nd year	3rd Year	4th Year	5th Year	Total
Weightage	30%	25%	20%	15%	10%	-
Total Cost towards Managed services per annum						
Total cost towards AMC services per annum (Total Cost filled against C of Table 4)						
Total cost per year	X1=	X2=	X3=	X4=	X5=	T =
Total weighted cost towards Managed services and AMC services for Five years (X)	$X = 0.30*X1 + 0.25*X2 + 0.20*X3 + 0.15*X4 + 0.10*X5$					

Table 2

Visit Charges(Weightage 30%) other than mandatory onsite manning requirement / Future Requirement			
Description	Weight age (A)	Applicable Charges (B)	Weighted manday charges (B*A/100) to be considered for further commercial evaluation in Table 4, Annexure XIII.
RRO FM Engg Visit Charges per manday	40%		Y1 =
Server Engineer Visit Charges per manday (DR or DC)	25%		Y2 =
Additional Network Engineer Visit Charges per manday (DR or DC)	10%		Y3 =
Database Adminsitrator Visit Charges per manday (DR or DC)	10%		Y4 =
Additional FM Engineer Visit Charges per manday (DR or DC)	15%		Y5 =
Total Weighted manday charges			Y (Y1+Y2+Y3+Y4+Y5) =

Pl note that price for mandatory onsite manning requirement (as mentioned under Scope of work under

heading **F.6 Requirements of Engineer** should be mentioned under FM charges/AMC Services in Table 1 only.

Qualification and Experience of the Engineer should be same as defined in RFP under **F.7 Skill set / Qualification / Experience**.

Table 3

Total weighted cost towards Managed services and AMC services for Five years (X:Table1)	
Total Weighted manday charges (Y:Table2) per annum (To make it per annum multiply by 365)	
Financial Bid price $Z = 0.70 * X + 0.30 * (Y * 365)$ (to be considered for final commercial evaluation)	

Break up of AMC services:

Table 4

Description	1st Year	2nd year	3rd Year	4th Year	5th Year
AMC towards HW/SW situated at Delhi Office					
AMC towards HW/SW situated at Mumbai Office					
AMC towards HW/SW situated at RROs					
Total AMC cost towards HW/SW (A)					
AMC / Support cost towards projects/services					
Description	1st Year	2nd year	3rd Year	4th Year	5th Year
AMC cost towards MS Exchange mailing solution (Start Date : May 01,2018) (B)	NA	NA	NA	NA	
Total cost towards AMC services C per annum (C= A+B)					

Authorized Signatories

(Name & Designation, seal of the company)

Date:

Annexure XIV

Performance Bank Guarantee

(To be executed on non-judicial stamp paper)

(This is a sample format and final content is subject to verification before execution of the document)

BANK GUARANTEE

National Housing Bank

**3rd Floor , India Habitat Centre ,
Lodhi Road , New Delhi 110 003**

KNOW ALL MEN BY THESE PRESENTS that in consideration of the National Housing Bank constituted under an Act of the Parliament viz. the National Housing Bank Act, 1987 to function as a principal agency to promote Housing Finance Institutions and to provide financial and other support to such institutions., having its head office at Core 5A, 3rd floor, India Habitat Centre, Lodhi road, New Delhi-110003 (hereinafter called the NHB) having agreed to award a contract to M/s. ' Bidder Name' having its office at ' Bidder's Office Address', (hereinafter called "the Bidder") for providing IT Infrastructure Management Services and Support Maintenance Services on the terms and conditions contained in Managed Services Agreement dated _____ made between the Bidder and the NHB (hereinafter called "the said Agreement") which terms, interalia, stipulates for submission of an Bank guarantee for 20% of the contract value i.e. ` _____ (Rupees _____ only), for the due fulfillment by the Bidder of the terms and conditions of the said Agreement.

At the request of the Bidder, (Bank name & address) _____ a national banking association duly constituted and in existence in accordance with the laws of the Government of India now in force, having its principal office in India atand, for the purposes of this Guarantee, acting through its branch namely (Bank name & address)_____ (herein after referred to as (Bank name) _____which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), hereby issue our guarantee No _____in favour of **National Housing Bank(NHB)**

1. We, do hereby unconditionally and irrevocably undertake to pay to NHB, without any demur or protest, merely on receipt of a written demand in original before the close of banking business hours on

or before _____, at our counters at (Bank address) _____ from NHB an amount not exceeding _____ by reason of any breach by the Bidder of the terms and conditions contained in the said Agreement, the opinion of the NHB regarding breach shall be final, conclusive and binding.

2. We do hereby guarantee and undertake to pay forthwith on written demand to NHB such sum not exceeding the said sum of _____ only as may be specified in such written demand, in the event of the Bidder failing or neglecting to perform the contract entered into by it with NHB for providing to NHB in the manner and in accordance with the design specification, terms and conditions, contained or referred to in the said Agreement/RFP during its tenure.

3. We further agree that the guarantee herein contained shall remain in full force and effect till all obligations of Bidder under or by virtue of the said Agreement /RFP have been fully and properly carried out or till validity date of this guarantee i.e. _____, whichever is earlier.

4. We undertake to pay to NHB all the money as per this Guarantee, notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court, tribunal or authority relating thereto and our liability under these being absolute and unequivocal.

5. We further agree with you that NHB shall have the fullest liberty without our consent and without affecting any manner our obligation hereunder (i) to vary any of the terms and conditions of the said Agreement (ii) to extend time for performance by the said Bidder from time to time or postpone for any time (iii) to exercise or forbear to exercise any of the powers exercisable by NHB against said Bidder and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reasons of any such variations or modifications or extension being granted to the said Bidder for any forbearance act or omission on the part of NHB or any indulgence by the NHB to the said agreement or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have an effect of so relieving us. However, nothing contained hereinbefore shall increase our liability under the guarantee above _____ or extend beyond _____

6. The liability under this guarantee is restricted to ` _____ (Rupees _____) and will expire on (date) _____ and unless a claim in writing is presented to us at counters at (bank & address) _____ on or before (date) _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities hereunder.

7. The Guarantee herein contained shall not be determined or affected by Liquidation or winding up or insolvency or closure of the Bidder or any change in the constitution of the Bidder or of the Bank.
8. The executants has the power to issue this guarantee and executants on behalf of the Bank and hold full and valid Power of Attorney granted in their favour by the Bank authorizing them to execute this guarantee.

Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to ` _____ (Rupees _____). This guarantee shall remain in force until (date)_____ Our liability hereunder is conditional upon your lodging a demand or claim with us and unless a demand or claim is lodged with us on or before (date)_____, your rights under the guarantee shall be forfeited and we shall not be liable there under. This guarantee shall be governed by and construed in accordance with the laws of India. The Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, whichever is earlier.

We, (bank name, place)_____lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Bank in writing.

Notwithstanding anything to the contrary contained herein, the liability of (bank name & place) under this guarantee is restricted to a maximum total amount of ` _____ (Rupees _____).

Our liability pursuant to this guarantee is conditional upon the receipt of a valid and duly executed written claim, in original, by (bank name & address)_____, delivered by hand, courier or registered post, prior to close of banking hours on (date)_____, failing which all rights under this guarantee shall be forfeited and (bank name & place) _____ shall absolutely and unequivocally discharged of all of its obligations hereunder. This Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of (place_____) shall have exclusive jurisdiction.

Kindly return the original of this guarantee to (bank name & address) _____ upon the earlier of (a) its discharge by payment of claims aggregating to ` _____ (Rupees _____) (b) fulfillment of the purpose for which this guarantee was issued; or (c)_____ (date)''

All claims under this guarantee will be made payable at (bank name & address) _____ by way of DD payable at Mumbai

Appendix A

Offices of the Bank

Head			Office: Regional			Office:		
National	Housing	Bank	National	Housing	Bank	National	Housing	Bank
Core 5A, India Habitat Centre, 3rd-5th floor, New Delhi – 110003			Mumbai 45, Veer Nariman Road, Fort, Mumbai – 400023					
Regional Representative Offices of the Bank								
Ahmadabad			Bengaluru			Bhopal		
National	Housing	Bank	National	Housing	Bank	National	Housing	Bank
Representative Office - Ahmedabad Mezzanine Floor, G-7, Sakar-I, Opposite Gandhigram Station, Ashram Road, Ahmedabad – 380009			Representative Office- Banagalore (adjacent to Training Room) F- Block, II Floor Reserve Bank of India CBAB Complex, Hoshangabad Road, P.B. No.32, Cauvery Bhawan, K.G. Road, Bangalore- 560009					
Chennai			Hyderabad			Kolkata		
National	Housing	Bank	National	Housing	Bank	National	Housing	Bank
Representative Office- Chennai M.T.B. Building (North Wing), Ground Floor, 485, Annasalai, Nandanam, Chennai 600 035.			Representative Office- Hyderabad Forth Floor, APSHCL BUILDING, Street No. 17, Himyat Nagar, Hyderabad - 500029			Representative Office – Kolkata Hindustan Building, 1st Floor 4 C. R. Avenue, Kolkata - 700072		
Lucknow			Patna			Bhubaneswar		
National	Housing	Bank	National	Housing	Bank	National	Housing	Bank
National Housing Bank, III Floor, NE Wing, A Block, PICUP Bhawan, Bibhuti Khand, GomtiNagar, Lucknow - 226 010			Patna Representative Office, Reserve Bank of India, 2nd Floor, South Gandhi Maidan, Patna – 800001			Bhubaneswar Representative Office, Reserve Bank of India, 3rd Floor, Pt. Jawaharlal Nehru Marg, Bhubaneswar – 765001		
Nagpur								
National	Housing	Bank						
Reserve Bank of India Annex Building, 3rd Floor Dr. Raghvendra Rao Road, Civil Lines Nagpur – 440001								

Appendix B			
	Servers, Data Centre	AMC of items mentioned under this category will be with third party vendor. Responsibility of the FM Service provider will be 1st level support , Vendor Co Ordination , Preventive Maintenance or other job assigned by the Bank time to time.	
S.No	Item	Service support starts from	Service support ends on
1	LTO IBM SERVER 3580L33	01.04.2014	31.03.2019
2	SERVER IBM X 3650	01.04.2014	31.03.2019
3	SERVER IBM X 3650	01.04.2014	31.03.2019
4	SERVER IBM X 3650	01.04.2014	31.03.2019
5	SERVER IBM X 3650	01.04.2014	31.03.2019
6	SERVER IBM X 3650	01.04.2014	31.03.2019
7	IBM SYSTEM X3650 with accessories	01.04.2014	31.03.2019
8	BLADE SERVER HS 22	01.04.2014	31.03.2019
9	BLADE SERVER HS 22	01.04.2014	31.03.2019
10	Blade chassis	01.04.2014	31.03.2019
11	IBM X 3650 M3	01.04.2014	31.03.2019
12	Dell RACKSERVER R610	01.04.2014	31.03.2019
13	Dell RACKSERVER R610	01.04.2014	31.03.2019
14	Dell RACKSERVER R610	01.04.2014	31.03.2019
15	Dell RACKSERVER R610	01.04.2014	31.03.2019
16	Dell RACKSERVER R610	01.04.2014	31.03.2019
17	Dell RACKSERVER R610	01.04.2014	31.03.2019
18	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
19	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
20	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
21	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
22	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
23	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
24	BLADE SERVER HS 22 IBM E-SERVER BLADE CENTER	01.04.2014	31.03.2019
25	BLADE SERVER HS 22 IBM E-SERVER BLADE CENTER	01.04.2014	31.03.2019
26	BLADE SERVER HS 22 IBM E-SERVER BLADE CENTER	01.04.2014	31.03.2019
27	BLADE SERVER HS 22 IBM E-SERVER BLADE CENTER	01.04.2014	31.03.2019
28	BLADE SERVER HS 22 IBM E-SERVER BLADE CENTER	01.04.2014	31.03.2019
29	BLADE SERVER HS 22 IBM E-SERVER BLADE CENTER	01.04.2014	31.03.2019
30	BLADE SERVER HS 22 IBM E-SERVER BLADE CENTER	01.04.2014	31.03.2019

31	Dell 16GB RDIMMs 1333 MHz - (1)	01.04.2014	31.03.2019
32	Dell 16GB RDIMMs 1333 MHz - (2)	01.04.2014	31.03.2019
33	Dell 16GB RDIMMs 1333 MHz - (3)	01.04.2014	31.03.2019
34	Dell 16GB RDIMMs 1333 MHz - (4)	01.04.2014	31.03.2019
35	Dell 16GB RDIMMs 1333 MHz - (5)	01.04.2014	31.03.2019
36	Dell 16GB RDIMMs 1333 MHz - (6)	01.04.2014	31.03.2019
37	HBA Card_IBM Blade Server HS 22- (1)	01.04.2014	31.03.2019
38	HBA Card_IBM Blade Server HS 22- (2)	01.04.2014	31.03.2019
39	HBA Card_IBM Blade Server HS 22- (3)	01.04.2014	31.03.2019
40	HBA Card_IBM Blade Server HS 22- (4)	01.04.2014	31.03.2019
41	HBA Card_IBM Blade Server HS 22- (5)	01.04.2014	31.03.2019
42	HBA Card_IBM Blade Server HS 22- (6)	01.04.2014	31.03.2019
43	HBA Card_IBM Blade Server HS 22- (7)	01.04.2014	31.03.2019
44	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
45	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
46	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
47	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
48	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
49	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
50	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
51	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
52	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
53	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
54	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
55	8 GB SFB +SW Optic Tran	01.04.2014	31.03.2019
56	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
57	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
58	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
59	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
60	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
61	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
62	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
63	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
64	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
65	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
66	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
67	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
68	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
69	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
70	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
71	SFP for SAN Switch 4 GBPS	01.04.2014	31.03.2019
72	Dell R720 Server	01.04.2014	31.03.2019
73	Dell R720 Server	01.04.2014	31.03.2019
74	Dell Power Edge R720	01.04.2014	31.03.2019
75	Dell Power Edge R720	01.04.2014	31.03.2019

	Storage/UPS, Data Centre	AMC will be with third party . Responsibility of the FM Service provider will be 1st level support , Vendor Co Ordination , Preventive Maintenance or other job assigned by the Bank time to time.	
S.No	Item	Service support starts from	Service support ends on
76	SAN	01.04.2014	31.03.2019
77	HITACHI MODULER 600 GB SAS 15K RPM HDD	01.04.2014	31.03.2019
78	HITACHI MODULER 600 GB SAS 15K RPM HDD	01.04.2014	31.03.2019
79	HITACHI MODULER 600 GB SAS 15K RPM HDD	01.04.2014	31.03.2019
80	HITACHI MODULER 600 GB SAS 15K RPM HDD	01.04.2014	31.03.2019
81	HITACHI MODULER 600 GB SAS 15K RPM HDD	01.04.2014	31.03.2019
82	HITACHI MODULER 600 GB SAS 15K RPM HDD	01.04.2014	31.03.2019
83	HITACHI MODULER 600 GB SAS 15K RPM HDD	01.04.2014	31.03.2019
84	HITACHI MODULER 600 GB SAS 15K RPM HDD	01.04.2014	31.03.2019
85	HITACHI MODULER SAS/SATA STORAGE EXPANSION TRAY	01.04.2014	31.03.2019
86	Hitachi HDD 600 GB	01.04.2014	31.03.2019
87	Hitachi HDD 600 GB	01.04.2014	31.03.2019
88	Hitachi HDD 600 GB	01.04.2014	31.03.2019
89	Hitachi HDD 600 GB	01.04.2014	31.03.2019
90	Hitachi HDD 600 GB	01.04.2014	31.03.2019
91	Hitachi HDD 600 GB	01.04.2014	31.03.2019
92	Hitachi HDD 600 GB	01.04.2014	31.03.2019
93	APC SYMMETRA UPS & ACCESSORIES	01.04.2014	31.03.2019
94	Symmetra UPS Rack Mountable	01.04.2014	31.03.2019
	Networking Equipments, Data Centre	Equipment covered under AMC of bidder.	
S.No	Item	AMC starts from	AMC ends on
95	Cisco ROUTER	01.04.2014	31.03.2019
96	Cisco SWITCH	01.04.2014	31.03.2019
97	Cisco SWITCH	01.04.2014	31.03.2019
98	Cisco SWITCH	01.04.2014	31.03.2019
99	Cisco SWITCH	01.04.2014	31.03.2019
100	KVM 16 port Switch(D Link)	01.04.2014	31.03.2019
101	Cisco FIREWALL-Cisco ASA 5510	01.04.2014	31.03.2019
102	Cisco CATALYST 2960/2950 SWITCH	01.04.2014	31.03.2019
103	Cisco 1841 MODULAR ROUTER	01.04.2014	31.03.2019
104	Cisco ASA 5505 SECURITY PLUS FIREWALL	01.04.2014	31.03.2019
105	KVM SWITCH 16 PORT	01.04.2014	31.03.2019
106	Cisco Firewall with accessories	01.04.2014	31.03.2019
107	Cisco Catalyst 2960 SX24 PORT Switch	01.04.2014	31.03.2019

108	Firewall Cisco ASA 5510-AIP10-K8	01.04.2014	31.03.2019
109	Cisco GIGABIT SWITCH 2960	01.04.2014	31.03.2019
110	Cisco GIGABIT SWITCH 2960	01.04.2014	31.03.2019
111	Cisco GIGABIT SWITCH 2960	01.04.2014	31.03.2019
112	Cisco GIGABIT SWITCH 2960	01.04.2014	31.03.2019
113	SAN Switch for IBM Server Blade Centr TM -(1)	01.04.2014	31.03.2019
114	SAN Switch for IBM Server Blade Centr TM -(2)	01.04.2014	31.03.2019
115	Cisco AIRONET 1130 AG Wi-Fi	01.04.2014	31.03.2019
116	Cisco AIRONET 1130 AG Wi-Fi	01.04.2014	31.03.2019
117	Cisco AIRONET 1130 AG Wi-Fi	01.04.2014	31.03.2019
118	Cisco Security Firewall ASA5510	01.04.2014	31.03.2019
119	D Link Patch Channel	01.04.2014	31.03.2019
120	Cisco Catalyst PORT Switch	01.04.2014	31.03.2019
121	Cisco SWITCH-1	01.04.2014	31.03.2019
122	Cisco SWITCH-2	01.04.2014	31.03.2019
123	Cisco SWITCH-3	01.04.2014	31.03.2019
	Other Equipments, Data Centre	Equipment covered under AMC of bidder.	
S.No	Item	AMC starts from	AMC ends on
124	LC TO PATCH CORD	01.04.2014	31.03.2019
125	LC TO PATCH CORD	01.04.2014	31.03.2019
126	8 Port licenses for Cisco SAN Switch	01.04.2014	31.03.2019
127	8 port licenses for Cisco SAN Switch	01.04.2014	31.03.2019
128	AC Units & Flooring(DATA CENTRE)	01.04.2014	31.03.2019
129	APC POWER DISTRIBUTION UNIT	01.04.2014	31.03.2019
130	APC POWER DISTRIBUTION UNIT	01.04.2014	31.03.2019
131	APC Power Distribution Unit & Power Cord	01.04.2014	31.03.2019
132	APC SERVER RACK 42 U	01.04.2014	31.03.2019
133	AUTO TRANSFER SWITCH	01.04.2014	31.03.2019
134	AUTO TRANSFER SWITCH	01.04.2014	31.03.2019
135	AUTO TRANSFER SWITCH	01.04.2014	31.03.2019
136	EXTERNAL TAPE DRIVE (LTO)	01.04.2014	31.03.2019
137	EXTERNAL TAPE DRIVE (LTO)	01.04.2014	31.03.2019
138	GIGABIT ETHERNET CARD	01.04.2014	31.03.2019
139	GIGABIT ETHERNET CARD	01.04.2014	31.03.2019
140	GIGABIT ETHERNET CARD	01.04.2014	31.03.2019
141	GIGABIT ETHERNET CARD	01.04.2014	31.03.2019
142	GIGABIT ETHERNET CARD	01.04.2014	31.03.2019
143	GIGABIT ETHERNET CARD	01.04.2014	31.03.2019
144	GIGABIT ETHERNET CARD	01.04.2014	31.03.2019
145	IBM 1U Flat Panel Monitor Kit	01.04.2014	31.03.2019
146	IBM Management Console	01.04.2014	31.03.2019
147	IBM MANAGEMENT CONSOLE 17"1U RACK	01.04.2014	31.03.2019
148	LC TO PATCH CORD	01.04.2014	31.03.2019
149	LC TO PATCH CORD	01.04.2014	31.03.2019
150	POWER DISTRIBUTION UNIT	01.04.2014	31.03.2019

151	Power Supply Unit for IBM E Server Blade Center	01.04.2014	31.03.2019
152	Power Supply Unit for IBM E Server Blade Center	01.04.2014	31.03.2019
153	WIRELESS ROUTER(300MBPS)	01.04.2014	31.03.2019
	Servers, Disaster Recovery Site	AMC will be with third party . Responsibility of the FM Service provider will be 1st level support , Vendor Co Ordination , Preventive Maintenance or other job assigned by the Bank time to time.	
S.No	Item	Service support starts from	Service support ends on
154	LTO IBM SERVER 3580L33	01.04.2014	31.03.2019
155	SERVER IBM X3650 7979 71A	01.04.2014	31.03.2019
156	SERVER IBM X3650 7979 71A	01.04.2014	31.03.2019
157	SERVER IBM X3650 7979 71A	01.04.2014	31.03.2019
158	SERVER IBM X3650 7979 71A	01.04.2014	31.03.2019
159	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
160	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
161	Dell POWER EDGE R-610 SERVER	01.04.2014	31.03.2019
162	Dell Power Edge R720	01.04.2014	31.03.2019
163	Dell R 720	01.04.2014	31.03.2019
164	Dell R 720	01.04.2014	31.03.2019
165	Dell R 720	01.04.2014	31.03.2019
166	Dell R 720	01.04.2014	31.03.2019
167	Dell 16GB RDIMMs 1333 MHz - (7)	01.04.2014	31.03.2019
168	Dell 16GB RDIMMs 1333 MHz - (8)	01.04.2014	31.03.2019
169	Dell 16GB RDIMMs 1333 MHz - (9)	01.04.2014	31.03.2019
170	Dell 300GB 10K RPM-2.5"-Hot Plug Drive - (1)	01.04.2014	31.03.2019
171	Dell 300GB 10K RPM-2.5"-Hot Plug Drive - (2)	01.04.2014	31.03.2019
172	Dell 300GB 10K RPM-2.5"-Hot Plug Drive - (3)	01.04.2014	31.03.2019
173	Dell 300GB 10K RPM-2.5"-Hot Plug Drive - (4)	01.04.2014	31.03.2019
174	Dell 300GB 10K RPM-2.5"-Hot Plug Drive - (5)	01.04.2014	31.03.2019
175	Dell 300GB 10K RPM-2.5"-Hot Plug Drive - (5)	01.04.2014	31.03.2019
	Networking Equipments, Disaster Recovery Site	Equipment covered under AMC of bidder.	
S.No	Item	Service support starts from	Service support ends on
176	Cisco WS-C2950SX-24 Switch	01.04.2014	31.03.2019
177	KIOSK (Model No.F-12-D) with Accessories	01.04.2014	31.03.2019
178	Cisco Firewall with accessories	01.04.2014	31.03.2019
179	Cisco 1800 Router (primary)	01.04.2014	31.03.2019
180	Cisco 1800 Router (Secondary)	01.04.2014	31.03.2019
181	Cisco 2950 Switch (client Switch)	01.04.2014	31.03.2019

182	Cisco 2950 Switch(Server Switch)	01.04.2014	31.03.2019
183	Cisco 2950 Switch (CBLO Switch)	01.04.2014	31.03.2019
184	Cisco 5510 firewall	01.04.2014	31.03.2019
185	Juniper SSG 140 (CBLO Firewall)	01.04.2014	31.03.2019
	Desktops, New Delhi	Equipment covered under AMC of bidder.	
S.No	Item	AMC starts from	AMC ends on
186	COMPAQ DX-2480	01.04.2014	30.06.2015
187	COMPAQ DX-2480	01.04.2014	30.06.2015
188	COMPAQ DX-2480	01.04.2014	30.06.2015
189	COMPAQ DX-2480	01.04.2014	30.06.2015
190	COMPAQ DX-2480	01.04.2014	30.06.2015
191	COMPAQ DX-2480	01.04.2014	30.06.2015
192	COMPAQ DX-2480	01.04.2014	30.06.2015
193	COMPAQ DX-2480	01.04.2014	30.06.2015
194	COMPAQ DX-2480	01.04.2014	30.06.2015
195	COMPAQ DX-2480	01.04.2014	30.06.2015
196	COMPAQ DX-2480	01.04.2014	30.06.2015
197	COMPAQ DX-2480	01.04.2014	30.06.2015
198	COMPAQ DX-2480	01.04.2014	30.06.2015
199	COMPAQ DX-2480	01.04.2014	30.06.2015
200	COMPAQ DX-2480	01.04.2014	30.06.2015
201	COMPAQ DX-7380	01.04.2014	31.12.2014
202	COMPAQ DX-7380	01.04.2014	31.12.2014
203	COMPAQ DX-7380	01.04.2014	31.12.2014
204	COMPAQ DX-7380	01.04.2014	31.12.2014
205	COMPAQ DX-7380	01.04.2014	31.12.2014
206	COMPAQ DX-7380	01.04.2014	31.12.2014
207	COMPAQ DX-7380	01.04.2014	31.12.2014
208	COMPAQ DX-7380	01.04.2014	31.12.2014
209	COMPAQ DX-7380	01.04.2014	31.12.2014
210	COMPAQ DX-7380	01.04.2014	31.12.2014
211	COMPAQ DX-7380	01.04.2014	31.12.2014
212	COMPAQ DX-7380	01.04.2014	31.12.2014
213	COMPAQ DX-7380	01.04.2014	31.12.2014
214	COMPAQ DX-7380	01.04.2014	31.12.2014
215	COMPAQ DX-7380	01.04.2014	31.12.2014
216	COMPAQ DX-7380	01.04.2014	31.12.2014
217	COMPAQ DX-7380	01.04.2014	31.12.2014
218	COMPAQ DX-7380	01.04.2014	31.12.2014
219	COMPAQ DX-7380	01.04.2014	31.12.2014
220	COMPAQ DX-7380	01.04.2014	31.12.2014
221	COMPAQ DX-7380	01.04.2014	31.12.2014
222	COMPAQ DX-7380	01.04.2014	31.12.2014
223	COMPAQ DX-7380	01.04.2014	31.12.2014
224	COMPAQ DX-7380	01.04.2014	31.12.2014

225	COMPAQ DX-7380	01.04.2014	31.12.2014
226	COMPAQ DX-7380	01.04.2014	31.12.2014
227	COMPAQ DX-7380	01.04.2014	31.12.2014
228	COMPAQ DX-7380	01.04.2014	31.12.2014
229	COMPAQ DX-7380	01.04.2014	31.12.2014
230	COMPAQ DX-7380	01.04.2014	31.12.2014
231	COMPAQ DX-7380	01.04.2014	31.12.2014
232	COMPAQ DX-7380	01.04.2014	31.12.2014
233	COMPAQ DX-7380	01.04.2014	31.12.2014
234	COMPAQ DX-7380	01.04.2014	31.12.2014
235	COMPAQ DX-7380	01.04.2014	31.12.2014
236	COMPAQ DX-7380	01.04.2014	31.12.2014
237	COMPAQ DX-7380	01.04.2014	31.12.2014
238	COMPAQ DX-7380	01.04.2014	31.12.2014
239	COMPAQ DX-7380	01.04.2014	31.12.2014
240	COMPAQ DX-7380	01.04.2014	31.12.2014
241	COMPAQ DX-7380	01.04.2014	31.12.2014
242	COMPAQ DX-7380	01.04.2014	31.12.2014
243	COMPAQ DX-7380	01.04.2014	31.12.2014
244	COMPAQ DX-7380	01.04.2014	31.12.2014
245	COMPAQ DX-7380	01.04.2014	31.12.2014
246	COMPAQ DX-7380	01.04.2014	31.12.2014
247	COMPAQ DX-7380	01.04.2014	31.12.2014
248	COMPAQ DX-7380	01.04.2014	31.12.2014
249	COMPAQ DX-7380	01.04.2014	31.12.2014
250	COMPAQ DX-7380	01.04.2014	31.12.2014
251	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
252	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
253	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
254	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
255	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
256	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
257	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
258	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
259	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
260	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
261	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
262	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
263	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
264	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
265	Dell PC OPTIPLEX 360	01.04.2014	30.08.2015
266	HP CLJ 6015 DN	01.04.2014	31.01.2017
267	HP Desktop 3330MT	10.05.2015	10.05.2018
268	HP Desktop 3330MT	10.05.2015	10.05.2018
269	HP Desktop 3330MT	10.05.2015	10.05.2018
270	HP Desktop 3330MT	10.05.2015	10.05.2018
271	HP Desktop 3330MT	10.05.2015	10.05.2018

272	HP Desktop 3330MT	10.05.2015	10.05.2018
273	HP Desktop 3330MT	10.05.2015	10.05.2018
274	HP Desktop 3330MT	10.05.2015	10.05.2018
275	HP Desktop 3330MT	10.05.2015	10.05.2018
276	HP Desktop 3330MT	10.05.2015	10.05.2018
277	HP Desktop 3330MT	10.05.2015	10.05.2018
278	HP Desktop 3330MT	10.05.2015	10.05.2018
279	HP Desktop 3330MT	10.05.2015	10.05.2018
280	HP Desktop 3330MT	10.05.2015	10.05.2018
281	HP Desktop 3330MT	10.05.2015	10.05.2018
282	HP Desktop 3330MT	10.05.2015	10.05.2018
283	HP Elite 7100 MT	30.04.2014	30.04.2017
284	HP Elite 7100 MT	30.04.2014	30.04.2017
285	HP LJ 1606 DN	01.04.2014	31.01.2017
286	HP Pro 3330	01.04.2014	05.09.2014
287	HP Pro 3330	01.04.2014	05.09.2014
288	HP Pro 3330	01.04.2014	05.09.2014
289	HP Pro 3330	01.04.2014	05.09.2014
290	HP Pro 3330	01.04.2014	05.09.2014
291	IBM THINKCENTRE COMPUTER M-55	01.04.2014	30.06.2014
292	LENOVA PC AIO EDG 71Z	21.03.2015	31.03.2017
293	Lenovo AIO Desktop F1Q	10.10.2014	10.10.2017
294	Lenovo Desktop PC	01.04.2014	31.10.2015
295	Lenovo Desktop PC	01.04.2014	31.10.2015
296	Lenovo Desktop PC	01.04.2014	31.10.2015
297	Lenovo Desktop PC	01.04.2014	31.10.2015
298	Lenovo Desktop PC	01.04.2014	31.10.2015
299	Lenovo Desktop PC	01.04.2014	31.10.2015
300	Lenovo Desktop PC	01.04.2014	31.10.2015
301	Lenovo Desktop PC	01.04.2014	31.10.2015
302	Lenovo Desktop PC	01.04.2014	31.10.2015
303	Lenovo Desktop PC	01.04.2014	31.10.2015
304	Lenovo M 90	01.04.2014	31.01.2017
305	Lenovo M 90	01.04.2014	31.01.2017
306	Lenovo M 90	01.04.2014	31.01.2017
307	Lenovo M 90	01.04.2014	31.01.2017
308	Lenovo M 90	01.04.2014	31.01.2017
309	Lenovo M 90	01.04.2014	31.01.2017
310	Lenovo M 90	01.04.2014	31.01.2017
311	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
312	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
313	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
314	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
315	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
316	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
317	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
318	Lenovo PC 7373B6Q	01.04.2014	28.02.2015

319	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
320	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
321	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
322	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
323	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
324	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
325	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
326	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
327	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
328	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
329	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
330	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
331	Lenovo PC 7373B6Q	01.04.2014	28.02.2015
332	Lenovo AIO M92Z	01.01.2017	31.03.2019
333	Lenovo AIO M92Z	01.01.2017	31.03.2019
334	Lenovo AIO M92Z	01.01.2017	31.03.2019
335	Lenovo AIO M92Z	01.01.2017	31.03.2019
336	Lenovo AIO M92Z	01.01.2017	31.03.2019
337	Lenovo AIO M92Z	01.01.2017	31.03.2019
338	Lenovo AIO M92Z	01.01.2017	31.03.2019
339	Lenovo AIO M92Z	01.01.2017	31.03.2019
340	Lenovo AIO M92Z	01.01.2017	31.03.2019
341	Lenovo AIO M92Z	01.01.2017	31.03.2019
342	Lenovo AIO M92Z	01.01.2017	31.03.2019
343	Lenovo AIO M92Z	01.01.2017	31.03.2019
344	Lenovo AIO M92Z	01.01.2017	31.03.2019
345	Lenovo AIO M92Z	01.01.2017	31.03.2019
346	Lenovo AIO M92Z	01.01.2017	31.03.2019
347	Lenovo AIO M92Z	01.01.2017	31.03.2019
348	Lenovo AIO M92Z	01.01.2017	31.03.2019
349	Lenovo AIO M92Z	01.01.2017	31.03.2019
350	Lenovo AIO M92Z	01.01.2017	31.03.2019
351	Lenovo AIO M92Z	01.01.2017	31.03.2019
352	Lenovo AIO M92Z	01.01.2017	31.03.2019
353	Lenovo AIO M92Z	01.01.2017	31.03.2019
354	Lenovo AIO M92Z	01.01.2017	31.03.2019
355	Lenovo AIO M92Z	01.01.2017	31.03.2019
356	Lenovo AIO M92Z	01.01.2017	31.03.2019
357	Lenovo AIO M92Z	01.01.2017	31.03.2019
358	Lenovo AIO M92Z	01.01.2017	31.03.2019
359	Lenovo AIO M92Z	01.01.2017	31.03.2019
360	Lenovo AIO M92Z	01.01.2017	31.03.2019
361	Lenovo AIO M92Z	01.01.2017	31.03.2019
362	Lenovo AIO M92Z	01.01.2017	31.03.2019
363	Lenovo AIO M92Z	01.01.2017	31.03.2019
364	Lenovo AIO M92Z	01.01.2017	31.03.2019
365	Lenovo AIO M92Z	01.01.2017	31.03.2019

366	Lenovo AIO M92Z	01.01.2017	31.03.2019
367	Lenovo AIO M92Z	01.01.2017	31.03.2019
368	Lenovo AIO M92Z	01.01.2017	31.03.2019
369	Lenovo AIO M92Z	01.01.2017	31.03.2019
370	Lenovo AIO M92Z	01.01.2017	31.03.2019
371	Lenovo AIO M92Z	01.01.2017	31.03.2019
372	Lenovo AIO M92Z	01.01.2017	31.03.2019
373	Lenovo AIO M92Z	01.01.2017	31.03.2019
374	Lenovo AIO M92Z	01.01.2017	31.03.2019
375	Lenovo AIO M92Z	01.01.2017	31.03.2019
376	Lenovo AIO M92Z	01.01.2017	31.03.2019
377	Lenovo AIO M92Z	01.01.2017	31.03.2019
378	Lenovo AIO M92Z	01.01.2017	31.03.2019
379	Lenovo AIO M92Z	01.01.2017	31.03.2019
380	Lenovo AIO M92Z	01.01.2017	31.03.2019
381	Lenovo AIO M92Z	01.01.2017	31.03.2019
	UPS, New Delhi	Equipment covered under AMC of the bidder.	
S.No.	Model	AMC starts from	AMC ends on
382	Luminous UPS 600VB	NA	NA
383	EMERSON UPS 1000VA	01.04.2014	01.01.2016
384	UPS 650 VA	01.04.2014	31.10.2015
385	UPS 650 VA	01.04.2014	31.10.2015
386	UPS 650 VA	01.04.2014	31.10.2015
387	APC UPS 650 VA	01.04.2014	31.09.2016
388	APC UPS 650 VA	01.04.2014	31.09.2016
389	APC UPS 650 VA	01.04.2014	31.09.2016
390	APC UPS 650 VA	01.04.2014	31.09.2016
391	APC UPS 650 VA	01.04.2014	31.09.2016
392	APC UPS 650 VA	01.04.2014	31.09.2016
393	APC UPS 650 VA	01.04.2014	31.09.2016
394	APC UPS 650 VA	01.04.2014	31.09.2016
395	APC UPS 650 VA	01.04.2014	31.09.2016
396	APC UPS 650 VA	01.04.2014	31.09.2016
397	APC UPS 650 VA	01.04.2014	31.09.2016
398	APC UPS 650 VA	01.04.2014	31.09.2016
399	APC UPS 650 VA	01.04.2014	31.09.2016
400	APC UPS 650 VA	01.04.2014	31.09.2016
401	APC UPS 650 VA	01.04.2014	31.09.2016
402	APC UPS 650 VA	01.04.2014	31.09.2016
403	APC UPS 650 VA	01.04.2014	31.09.2016
404	APC UPS 650 VA	01.04.2014	31.09.2016
405	APC UPS 650 VA	01.04.2014	31.09.2016
406	APC UPS 650 VA	01.04.2014	31.09.2016
407	APC UPS 650 VA	01.04.2014	31.09.2016

408	APC UPS 650 VA	01.04.2014	31.09.2016
409	APC UPS 650 VA	01.04.2014	31.09.2016
410	APC UPS 650 VA	01.04.2014	31.09.2016
411	APC UPS 650 VA	01.04.2014	31.09.2016
412	UPS 15 KVA	01.04.2014	01.04.2014
	Laptops, New Delhi	Equipment covered under AMC of the bidder.	
S.No.	Model	AMC starts from	AMC ends on
413	HP 6710B	01.04.2014	30.06.2014
414	HP 6710B	01.04.2014	30.06.2014
415	HP 6710B	01.04.2014	30.06.2014
416	HP 6710B	01.04.2014	30.06.2014
417	HP 6710B	01.04.2014	30.06.2014
418	HP 6710B	01.04.2014	30.06.2014
419	HP 6710B	01.04.2014	30.06.2014
420	HP 6710B	01.04.2014	30.06.2014
421	HP 6710B	01.04.2014	30.06.2014
422	HP 6710B	01.04.2014	30.06.2014
423	HP 6710B	01.04.2014	30.06.2014
424	HP 6710B	01.04.2014	30.06.2014
425	HP 6710B	01.04.2014	30.06.2014
426	HP 6710B	01.04.2014	30.06.2014
427	Lenovo Thinkpad T 60	01.04.2014	30.06.2014
428	HP 6510B	01.04.2014	31.10.2014
429	HP 6510B	01.04.2014	31.10.2014
430	HP 6510B	01.04.2014	31.10.2014
431	HP 6510B	01.04.2014	31.10.2014
432	HP 6510B	01.04.2014	31.10.2014
433	HP 6510B	01.04.2014	31.10.2014
434	HP 6510B	01.04.2014	31.10.2014
435	HP 6510B	01.04.2014	31.10.2014
436	HP Compaq 6531S	01.04.2014	28.02.2016
437	HP Compaq 6531S	01.04.2014	28.02.2016
438	HP 8530W	01.04.2014	28.02.2016
439	HP 8530W	01.04.2014	28.02.2016
440	HP 8530W	01.04.2014	28.02.2016
441	HP 6440B	01.04.2014	30.06.2016
442	HP 6440B	01.04.2014	30.06.2016
443	HP 6440B	01.04.2014	30.06.2016
444	HP 6440B	01.04.2014	30.06.2016
445	Dell Vostro 3400	01.04.2014	30.09.2016
446	Dell Vostro 3400	01.04.2014	30.09.2016
447	Dell Vostro 3400	01.04.2014	30.09.2016
448	Dell Vostro 3400	01.04.2014	30.09.2016
449	Dell Vostro 3400	01.04.2014	30.09.2016

450	HP 2760 P Tablet	31.08.2014	31.08.2017
451	HP 2760 P Tablet	31.08.2014	31.08.2017
452	HP 2760 P Tablet	31.08.2014	31.08.2017
453	HP 2760 P Tablet	31.08.2014	31.08.2017
454	HP IDS 4430	31.08.2014	31.08.2017
455	Dell Latitude E5420	29.09.2014	29.09.2017
456	Dell Latitude E5420	29.09.2014	29.09.2017
457	Dell Latitude E5420	29.09.2014	29.09.2017
458	Dell Latitude E5420	29.09.2014	29.09.2017
459	Dell Latitude E5420	29.09.2014	29.09.2017
460	Dell Latitude E5420	29.09.2014	29.09.2017
461	Dell Latitude E5420	29.09.2014	29.09.2017
462	Dell Latitude E5420	29.09.2014	29.09.2017
463	Dell Latitude E5420	29.09.2014	29.09.2017
464	Dell Latitude E5420	29.09.2014	29.09.2017
465	Dell Latitude E5420	29.09.2014	29.09.2017
466	Dell Latitude E5420	29.09.2014	29.09.2017
467	Dell Latitude E5420	29.09.2014	29.09.2017
468	Dell Latitude E5420	29.09.2014	29.09.2017
469	Sony E14116GN/B	25.06.2015	25.06.2018
470	Sony E14116GN/B	25.06.2015	25.06.2018
471	Sony E14116GN/B	25.06.2015	25.06.2018
472	Sony E14116GN/B	25.06.2015	25.06.2018
473	Sony E14116GN/B	25.06.2015	25.06.2018
474	Sony E14116GN/B	25.06.2015	25.06.2018
475	Sony E14116GN/B	25.06.2015	25.06.2018
476	Sony E14116GN/B	25.06.2015	25.06.2018
477	Sony E14116GN/B	25.06.2015	25.06.2018
478	Sony E14116GN/B	25.06.2015	25.06.2018
479	HP Probook 4430s	17.08.2015	17.08.2018
480	HP Probook 4430s	17.08.2015	17.08.2018
481	HP IDS 4440s	31.03.2016	31.03.2019
482	HP IDS 4440s	31.03.2016	31.03.2019
483	HP IDS 4440s	31.03.2016	31.03.2019
484	HP IDS 4440s	31.03.2016	31.03.2019
485	HP 4440s Core i5	07.04.2016	31.12.2018
486	HP 4440s Core i5	07.04.2016	31.12.2018
487	HP 4440s Core i5	07.04.2016	31.12.2018
488	HP 4440s Core i5	07.04.2016	31.12.2018
489	HP 4440s Core i5	07.04.2016	31.12.2018
490	HP 4440s Core i5	07.04.2016	31.12.2018
491	HP 4440s Core i5	07.04.2016	31.12.2018
492	HP 4440s Core i5	07.04.2016	31.12.2018
493	HP 4440s Core i5	07.04.2016	31.12.2018
494	HP 4440s Core i5	07.04.2016	31.12.2018
495	HP 4440s Core i5	07.04.2016	31.12.2018
496	HP 4440s Core i5	07.04.2016	31.12.2018

497	HP 4440s Core i5	07.04.2016	31.12.2018
498	HP 4440s Core i5	07.04.2016	31.12.2018
499	HP 4440s Core i5	07.04.2016	31.12.2018
500	HP 4440s Core i5	07.04.2016	31.12.2018
501	HP 4440s Core i5	07.04.2016	31.12.2018
502	HP 4440s Core i5	07.04.2016	31.12.2018
503	HP 4440s Core i5	07.04.2016	31.12.2018
504	HP 4440s Core i5	07.04.2016	31.12.2018
505	HP 4440s Core i5	07.04.2016	31.12.2018
506	HP 4440s Core i5	07.04.2016	31.12.2018
507	HP 4440s Core i5	07.04.2016	31.12.2018
508	HP 4440s Core i5	07.04.2016	31.12.2018
509	HP 4440s Core i5	07.04.2016	31.12.2018
510	HP 4440s Core i5	07.04.2016	31.12.2018
511	HP 4440s Core i5	07.04.2016	31.12.2018
512	HP 4440s Core i5	07.04.2016	31.12.2018
513	HP 4440s Core i5	07.04.2016	31.12.2018
514	HP 4440s Core i5	07.04.2016	31.12.2018
515	HP 4440s Core i5	07.04.2016	31.12.2018
516	HP 4440s Core i5	07.04.2016	31.12.2018
517	HP 4440s Core i5	07.04.2016	31.12.2018
518	HP 4440s Core i5	07.04.2016	31.12.2018
519	HP 4440s Core i5	07.04.2016	31.12.2018
520	HP 4440s Core i5	07.04.2016	31.12.2018
521	HP 4440s Core i5	07.04.2016	31.12.2018
522	HP 4440s Core i5	07.04.2016	31.12.2018
523	HP 4440s Core i5	07.04.2016	31.12.2018
524	HP 4440s Core i5	07.04.2016	31.12.2018
525	HP 4440s Core i5	07.04.2016	31.12.2018
526	HP 4440s Core i5	07.04.2016	31.12.2018
527	HP 4440s Core i5	07.04.2016	31.12.2018
528	HP 4440s Core i5	07.04.2016	31.12.2018
529	HP 4440s Core i5	07.04.2016	31.12.2018
530	HP 4440s Core i5	22.07.2016	31.12.2018
531	HP 4440s Core i5	22.07.2016	31.12.2018
532	HP 4440s Core i5	22.07.2016	31.12.2018
533	HP 4440s Core i5	22.07.2016	31.12.2018
534	HP 4440s Core i5	22.07.2016	31.12.2018
535	HP 4440s Core i5	22.07.2016	31.12.2018
536	HP 4440s Core i5	22.07.2016	31.12.2018
537	HP 4440s Core i5	22.07.2016	31.12.2018
538	HP 4440s Core i5	22.07.2016	31.12.2018
539	HP 4440s Core i5	22.07.2016	31.12.2018
540	HP 4440s Core i5	22.07.2016	31.12.2018
541	HP 4440s Core i5	22.07.2016	31.12.2018
542	HP 4440s Core i5	22.07.2016	31.12.2018
543	HP 4440s Core i5	22.07.2016	31.12.2018

544	HP 4440s Core i5	22.07.2016	31.12.2018
	Printers, New Delhi	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
545	HP LJ 2014	01.04.2014	30.06.2014
546	HP LJ 2014	01.04.2014	30.06.2014
547	HP LJ 2014	01.04.2014	30.06.2014
548	HP LJ 2014	01.04.2014	30.06.2014
549	HP LJ 2014	01.04.2014	30.06.2014
550	HP LJ 2014	01.04.2014	30.06.2014
551	HP LJ 2014	01.04.2014	30.06.2014
552	HP LJ 2014	01.04.2014	30.06.2014
553	HP LJ 2014	01.04.2014	30.06.2014
554	HP LJ 2014	01.04.2014	30.06.2014
555	HP LJ 2014	01.04.2014	30.06.2014
556	HP LJ 2014	01.04.2014	30.06.2014
557	HP LJ 2014	01.04.2014	30.06.2014
558	HP P2015DN	01.04.2014	31.09.2014
559	HP P2015DN	01.04.2014	31.09.2014
560	HP P2015DN	01.04.2014	31.09.2014
561	HP P2015DN	01.04.2014	31.09.2014
562	HP P2015DN	01.04.2014	31.09.2014
563	HP P2015DN	01.04.2014	31.09.2014
564	HP P2015DN	01.04.2014	31.09.2014
565	HP P2015DN	01.04.2014	31.09.2014
566	HP P2015DN	01.04.2014	31.09.2014
567	HP P2015DN	01.04.2014	31.09.2014
568	HP 2025 DN	01.04.2014	31.07.2015
569	HP 2025 DN	01.04.2014	31.07.2015
570	HP P 2055 dn	01.04.2014	31.07.2015
571	HP P 2055 dn	01.04.2014	31.07.2015
572	HP P 2055 dn	01.04.2014	31.07.2015
573	HP P 2055 dn	01.04.2014	31.07.2015
574	HP P 2055 dn	01.04.2014	31.07.2015
575	HP P 2055 dn	01.04.2014	31.07.2015
576	HP P 2055 dn	01.04.2014	31.07.2015
577	HP P 2055 dn	01.04.2014	31.07.2015
578	HP LJ 5200	01.04.2014	31.07.2016
579	HP LJ 1007	01.04.2014	30.08.2015
580	HP LJ 1007	01.04.2014	30.08.2015
581	HP LJ 1007	01.04.2014	30.08.2015
582	HP LJ 1007	01.04.2014	30.08.2015
583	HP LJ 1007	01.04.2014	30.08.2015
584	HP LJ 1007	01.04.2014	30.08.2015
585	HP LJ 1007	01.04.2014	30.08.2015
586	HP LJ 1007	01.04.2014	30.08.2015

587	HP LJ 1007	01.04.2014	30.08.2015
588	HP LJ 1007	01.04.2014	30.08.2015
589	HP P 2055 dn	01.04.2014	31.10.2015
590	HP P 2055 dn	01.04.2014	31.10.2015
591	HP P 2055 dn	01.04.2014	31.10.2015
592	HP P 2055 dn	01.04.2014	31.10.2015
593	HP P 2055 dn	01.04.2014	31.10.2015
594	HP P 2055 dn	01.04.2014	31.10.2015
595	HP P 2055 dn	01.04.2014	31.10.2015
596	HP P 2055 dn	01.04.2014	31.10.2015
597	HP P 2055 dn	01.04.2014	31.10.2015
598	HP P 2055 dn	01.04.2014	31.10.2015
599	HP LJ 5200 Printer	01.04.2014	31.12.2015
600	HP LJ 1312 NFI	01.04.2014	28.02.2016
601	HP LJ 1008	01.04.2014	30.03.2016
602	HP LJ 1008	01.04.2014	30.03.2016
603	HP LJ 1008	01.04.2014	30.03.2016
604	HP LJ 1008	01.04.2014	30.03.2016
605	HP LJ 1008	01.04.2014	30.03.2016
606	HP Printer ET PRO 8500A	10.10.2014	10.10.2017
607	HP CM 1415 MFP	01.04.2014	01.04.2016
608	HP LJ P2055DN	14.06.2015	30.06.2017
609	HP LJ P2055DN	14.06.2015	30.06.2017
610	HP LJ P2055DN	14.06.2015	30.06.2017
611	HP LJ P2055DN	14.06.2015	30.06.2017
612	HP LJ P2055DN	14.06.2015	30.06.2017
613	HP LJ P2055DN	14.06.2015	30.06.2017
614	HP LJ P2055DN	14.06.2015	30.06.2017
615	HP LJ P2055DN	14.06.2015	30.06.2017
616	HP LJ P2055DN	14.06.2015	30.06.2017
617	HP LJ P2055DN	14.06.2015	30.06.2017
618	HP LJ P2055DN	14.06.2015	30.06.2017
619	HP LJ P2055DN	14.06.2015	30.06.2017
620	HP LJ P2055DN	14.06.2015	30.06.2017
621	HP LJ P2055DN	14.06.2015	30.06.2017
622	HP LJ P2055DN	14.06.2015	30.06.2017
623	HP LJ P2055DN	14.06.2015	30.06.2017
624	HP LJ P2055DN	14.06.2015	30.06.2017
625	HP LJ P2055DN	14.06.2015	30.06.2017
626	HP LJ P2055DN	14.06.2015	30.06.2017
627	HP LJ P2055DN	14.06.2015	30.06.2017
628	HP OJ PRO 8500 AIO	21.03.2015	31.03.2017
629	HP OJ Pro 8600 AIO	26.06.2015	30.06.2018
630	HP OJ Pro 8600 AIO	26.06.2015	30.06.2018
631	Mobile HP office Jet 100	17.08.2015	17.08.2017
632	Mobile HP office Jet 100	17.08.2015	17.08.2017
633	HP OJ Pro 8600 AIO	13.03.2016	31.12.2018

634	HP OJ Pro 8600 AIO	13.03.2016	31.12.2018
635	HP OJ Pro 8600 AIO	13.03.2016	31.12.2018
636	HP OJ Pro 8600 AIO	13.03.2016	31.12.2018
637	HP OJ Pro 8600 AIO	13.03.2016	31.12.2018
638	HP OJ Pro 8600 AIO	13.03.2016	31.12.2018
639	HP OJ Pro 8600 AIO	13.03.2016	31.12.2018
640	HP LJ 1606 DN	01.04.2014	01.04.2016
641	HP CLJ 6015 DN	01.04.2014	01.04.2016
642	HP 430 Core i5	25.03.2016	31.12.2018
643	HP LJ p3015dn	19.12.2016	19.12.2018
644	HP LJ p3015dn	19.12.2016	19.12.2018
645	HP LJ p3015dn	19.12.2016	19.12.2018
646	HP LJ p3015dn	19.12.2016	19.12.2018
647	HP LJ p3015dn	19.12.2016	19.12.2018
648	HP LJ p3015dn	19.12.2016	19.12.2018
649	HP LJ p3015dn	19.12.2016	19.12.2018
650	HP Pro 400 M401dn	19.12.2016	19.12.2018
651	HP Pro 400 M401dn	19.12.2016	19.12.2018
652	HP Pro 400 M401dn	19.12.2016	19.12.2018
653	HP Pro 400 M401dn	19.12.2016	19.12.2018
654	HP Pro 400 M401dn	19.12.2016	19.12.2018
655	HP Pro 400 M401dn	19.12.2016	19.12.2018
656	HP Pro 400 M401dn	19.12.2016	19.12.2018
657	HP Pro 400 M401dn	19.12.2016	19.12.2018
658	HP Pro 400 M401dn	19.12.2016	19.12.2018
659	HP Pro 400 M401dn	19.12.2016	19.12.2018
660	HP Pro 400 M401dn	19.12.2016	19.12.2018
661	HP Pro 400 M401dn	19.12.2016	19.12.2018
662	HP Pro 400 M401dn	19.12.2016	19.12.2018
663	HP Pro 400 M401dn	19.12.2016	19.12.2018
664	HP Pro 400 M401dn	19.12.2016	19.12.2018
665	HP Pro 400 M401dn	19.12.2016	19.12.2018
666	HP Pro 400 M401dn	19.12.2016	19.12.2018
	Scanners, New Delhi	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
667	HP Scanjet 8390	10.04.2014	30.06.2014
668	HP Scanner 6350	10.04.2014	28.02.2016
669	HP Scanner 6350	10.04.2014	28.02.2016
670	HP Scanner 6350	10.04.2014	28.02.2016
671	HP N 6350 Scanner	10.04.2014	31.09.2016
672	HP N 6350 Scanner	10.04.2014	31.09.2016
673	HP Scanner 6350	05.06.2014	30.06.2017
674	HP Scanner 6350	05.06.2014	30.06.2017
675	HP Scanner 6350	05.06.2014	30.06.2017
676	HP Scanner 6350	05.06.2014	30.06.2017

677	HP Scanner 6350	05.06.2014	30.06.2017
678	HP N 6350 Scanner	18.04.2014	30.04.2017
679	Scanner Canon USB DRC 125	17.08.2016	17.08.2018
680	Scanner Canon USB DRC 125	17.08.2016	17.08.2018
	Projectors, New Delhi	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
681	Dell 1409X Projector	01.04.2014	31.08.2014
682	Dell 1409X Projector	01.04.2014	31.08.2014
683	Sharp Projector with Accessories	01.04.2014	30.06.2015
684	SHARP/PG-D45X3D/Projector	01.04.2014	31.01.2017
685	Projector PG45X3D	29.06.2014	30.06.2017
686	Projector PG45X3D	29.06.2014	30.06.2017
687	Projector PG-D2870W	29.06.2014	30.06.2017
688	Projector C120 ACer	17.08.2015	17.08.2017
689	Projector C120 ACer	17.08.2015	17.08.2017
	Networking Equipments, New Delhi	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
690	Cisco AIRONET 1130 AG Wi-Fi	01.04.2014	30.08.2014
691	Cisco AIRONET 1130 AG Wi-Fi	01.04.2014	30.08.2014
692	Cisco AIRONET 1130 AG Wi-Fi	01.04.2014	30.08.2014
693	Cisco Security Firewall ASA5510	01.04.2014	31.03.2015
694	D Link Patch Channel	01.04.2014	31.07.2015
695	Cisco Catalyst PORT Switch	01.04.2014	31.07.2015
696	Cisco Switch	01.04.2014	21.08.2017
697	Cisco Switch	01.04.2014	21.08.2017
698	Cisco Switch	01.04.2014	21.08.2017
	Tablets	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
699	Apple Ipad	01.04.2014	31.03.2016
700	Samsung PS100 Tablet	01.04.2014	31.03.2016
701	Samsung PS100 Tablet	01.04.2014	31.03.2016
702	Samsung PS100 Tablet	01.04.2014	31.03.2016
703	Samsung PS100 Tablet	01.04.2014	31.03.2016
704	Samsung PS100 Tablet	01.04.2014	31.03.2016
705	Samsung PS100 Tablet	01.04.2014	31.03.2016
706	Samsung PS100 Tablet	01.04.2014	31.03.2016
707	Samsung PS100 Tablet	01.04.2014	31.03.2016
708	Samsung PS100 Tablet	01.04.2014	31.03.2016
709	Apple Ipad 3 WiFi 32GB	01.04.2014	31.03.2016
710	Amazon Kindle	01.04.2014	31.03.2016

711	Amazon Kindle	01.04.2014	31.03.2016
712	Amazon Kindle	01.04.2014	31.03.2016
713	Amazon Kindle	01.04.2014	31.03.2016
714	Amazon Kindle	01.04.2014	31.03.2016
715	Samsung Galaxy Note 800	30.04.2014	31.12.2018
716	Samsung Galaxy Note 800	30.04.2014	31.12.2018
717	Samsung Galaxy Note 800	30.04.2014	31.12.2018
718	Samsung Galaxy Note 800	30.04.2014	31.12.2018
719	Samsung Galaxy Note 800	30.04.2014	31.12.2018
720	Samsung Galaxy Note 800	30.04.2014	31.12.2018
721	Samsung Galaxy Note 800	30.04.2014	31.12.2018
722	Samsung Galaxy Note 800	30.04.2014	31.12.2018
723	Samsung Galaxy Note 800	30.04.2014	31.12.2018
724	Samsung Galaxy Note 800	30.04.2014	31.12.2018
725	Samsung Galaxy Note 800	30.04.2014	31.12.2018
726	Samsung Galaxy Note 800	30.04.2014	31.12.2018
727	Samsung Galaxy Note 800	30.04.2014	31.12.2018
728	Samsung Galaxy Note 800	30.04.2014	31.12.2018
729	Samsung Galaxy Note 800	30.04.2014	31.12.2018
730	Samsung Galaxy Note 800	30.04.2014	31.12.2018
731	Samsung Galaxy Note 800	30.04.2014	31.12.2018
732	Samsung Galaxy Note 800	30.04.2014	31.12.2018
733	Samsung Galaxy Note 800	30.04.2014	31.12.2018
734	Samsung Galaxy Note 800	30.04.2014	31.12.2018
735	Samsung Galaxy Note 800	30.04.2014	31.12.2018
736	Samsung Galaxy Note 800	30.04.2014	31.12.2018
737	Samsung Galaxy Note 800	30.04.2014	31.12.2018
738	Samsung Galaxy Note 800	30.04.2014	31.12.2018
739	Samsung Galaxy Note 800	30.04.2014	31.12.2018
740	Samsung Galaxy Note 800	30.04.2014	31.12.2018
741	Apple Ipad 4	24.07.2014	31.12.2018
742	Apple Ipad 4	24.07.2014	31.12.2018
743	Apple Ipad 4	24.07.2014	31.12.2018
744	Apple Ipad 4	24.07.2014	31.12.2018
745	Apple Ipad Mini 4	24.07.2014	31.12.2018
746	Apple Ipad Mini 4	24.07.2014	31.12.2018
747	Samsung Galaxy Note 800	24.07.2014	31.12.2018
748	Samsung Galaxy Note 800	24.07.2014	31.12.2018
749	Samsung Galaxy Note 800	24.07.2014	31.12.2018
750	Apple Ipad	24.07.2014	31.12.2018
	Other Equipments, New Delhi	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
751	BHDCI-68Pin Cable	01.04.2014	01.01.2016
752	Brackets	NA	NA
753	Hard Disk frok	NA	NA

754	Hard Disk frok	NA	NA
755	LC TO PATCH CORD	NA	NA
756	LFD Monitor	01.04.2014	01.12.2018
757	Patch Cord LC-LC(Fiber Cable)	NA	NA
758	17" FLAT TOUCHSCREEN KIT	01.04.2014	30.06.2014
759	24 U Rack Treasury Room	NA	NA
760	5 IN 1 PANEL SPEAKER with WOOFFER	01.04.2014	01.01.2016
761	8x6 Ft. (WXH) Motorized Screen-(1)	01.04.2014	31.03.2019
762	8x6 Ft. (WXH) Motorized Screen-(2)	01.04.2014	31.03.2019
763	Airtel USB Modem	01.04.2014	31.03.2019
764	ALTEC SPEAKER	NA	NA
765	AMP JACK PANEL 48 PORT-1933308-1	21.08.2015	21.08.2017
766	AMP JACK PANEL 48 PORT-1933308-2	21.08.2015	21.08.2017
767	APW President 6 U Wall Mount Rack	01.04.2014	31.03.2019
768	AUDIO CABLE	NA	NA
769	AUDIO CABLE	NA	NA
770	AUDIO CABLE	NA	NA
771	BARCODE READER	01.04.2014	31.03.2019
772	BLUE TOOTH SPEAKER-(1)	NA	NA
773	BLUE TOOTH SPEAKER-(2)	NA	NA
774	BLUE TOOTH SPEAKER-(3)	NA	NA
775	Bluetooth Head Set I Ball BT 36	NA	NA
776	Bluetooth Head Set I Ball BT 36	NA	NA
777	Bluetooth Head Set I Ball BT 36	NA	NA
778	Bluetooth Head Set I Ball BT 36	NA	NA
779	Bluetooth Head Set I Ball BT 36	NA	NA
780	Bluetooth Head Set I Ball BT 36	NA	NA
781	Bluetooth Head Set I Ball BT 36	NA	NA
782	Bluetooth Head Set I Ball BT 36	NA	NA
783	Bluetooth Head Set I Ball BT 36	NA	NA
784	Bluetooth Head Set I Ball BT 36	NA	NA
785	Cordlelss Logitech Tablet Keyboard	NA	NA
786	Cordlelss Logitech Tablet Keyboard	NA	NA
787	Cordlelss Logitech Tablet Keyboard	NA	NA
788	Cordlelss Logitech Tablet Keyboard	NA	NA
789	Cordlelss Logitech Tablet Keyboard	NA	NA
790	Cordlelss Logitech Tablet Keyboard	NA	NA
791	Cordlelss Logitech Tablet Keyboard	NA	NA
792	Cordlelss Logitech Tablet Keyboard	NA	NA
793	Cordlelss Logitech Tablet Keyboard	NA	NA
794	DVD WRITER(SAMSUNG)	NA	NA
795	E200 F&D USB SINGLE PANEL SPEAKER-(1)	NA	NA
796	E200 F&D USB SINGLE PANEL SPEAKER-(2)	NA	NA
797	E200 F&D USB SINGLE PANEL SPEAKER-(3)	NA	NA
798	EMERSON RACK 24U-986124600101	01.04.2014	31.03.2019
799	HARD DISK 1TB SEAGATE USB	01.04.2014	31.03.2019
800	HARD DISK 1TB WD USB	NA	NA

801	HARD DISK 1TB WD USB	NA	NA
802	HARD DISK 1TB WD USB	NA	NA
803	HARD DISK_500GB	NA	NA
804	HDMI & Cable	NA	NA
805	HDMI & Cable	NA	NA
806	HDMI CABLE	NA	NA
807	HDMI CABLE	NA	NA
808	HDMI CABLE	NA	NA
809	HDMI Switcher 4 x 1		
810	HP DVD	01.04.2014	31.12.2018
811	HP DVD	01.04.2014	31.12.2018
812	IBM Hard Disk Drive	01.04.2014	31.12.2018
813	Interactive Board with Accessories and HP 910 DJ Printer	01.04.2014	30.06.2015
814	KIOSK (Model No.F-12-D) with Accessories	01.04.2014	31.12.2014
815	KIOSKS PITTAL OPTILINE with	01.04.2014	31.07.2014
816	LABEL WRITER MACHINE with Accessories	01.04.2014	31.07.2014
817	Motorized Screen	01.04.2014	01.01.2016
818	MOTORIZED SCREEN 4x4 FT	01.04.2014	31.03.2019
819	MOTORIZED SCREEN 5x5 FT	01.04.2014	31.03.2019
820	MS WEBCAM Nx-6000	01.04.2014	31.03.2019
821	PANASONIC DMR EH69-VIDEO CONFERENCE	NA	NA
822	Patch Cord	NA	NA
823	Patch Cord	NA	NA
824	Patch Cord	NA	NA
825	Patch Cord	NA	NA
826	Patch Cord LC-LC_(Fiber Cable)-Ommx- 25 Mts	NA	NA
827	Patch Cord LC-LC_(Fiber Cable)-Ommx- 25 Mts	NA	NA
828	Patch Cord LC-LC_(Fiber Cable)-Ommx- 25 Mts	NA	NA
829	Ram 4GB DDRII-2008A02A45A-B	NA	NA
830	SAMSUNG LED 40"	01.04.2014	01.01.2018
831	SONY BLUE RAY RW DRIVE	01.04.2014	01.01.2016
832	SPEAKER WOOFER-CREATIVE	NA	NA
833	VGA CABLE	NA	NA
834	VGA CABLE	NA	NA
835	VGA CABLE	NA	NA
836	VGA SWITCH	NA	NA
837	VGA SWITCH	NA	NA
838	VGA SWITCH	NA	NA
839	WHITE BOARD 4x4 FT	NA	NA
840	WHITE BOARD 5x5 FT	NA	NA
841	WIFI ROUTER FOR BROADBAND	NA	NA
	Desktops, Mumbai RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
842	HP DX2480	01.04.2014	31.12.2016

843	HP DX2480	01.04.2014	31.12.2016
844	HP/DX-7380	01.04.2014	31.12.2016
845	HP DX2480	01.04.2014	31.12.2016
846	HP DX2480	01.04.2014	31.12.2016
847	HP/DX-7380	01.04.2014	31.12.2016
848	HP/DX-7380	01.04.2014	31.12.2016
849	HP DX2480	01.04.2014	31.12.2016
850	IBM/THINK CENTRE3/2P4414	01.04.2014	31.12.2016
851	HP DX2480	01.04.2014	31.12.2016
852	HP DX2480	01.04.2014	31.12.2016
853	IBM/NETVISTA - 6824	01.04.2014	31.12.2016
854	IBM/NETVISTA - 6824	01.04.2014	31.12.2016
855	IBM/NETVISTA - 09N1795	01.04.2014	31.12.2016
856	HP DX2480	01.04.2014	31.12.2016
857	KIOSK (Model No.F-12-D) with Accessories	01.04.2014	31.12.2014
	Ahmedabad RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
858	HP Desktop DX2480	01.04.2014	31.03.2015
859	HP Desktop PC	01.04.2014	30.11.2016
860	HP COMPAQ 6510B Laptop	01.04.2014	30.06.2014
861	HP LJ Printer M1005 AIO	01.04.2014	31.03.2015
862	HP LAZER JET Printer	01.04.2014	30.11.2016
863	600 VA UPS ARO	01.04.2014	01.01.2016
864	APC SUA 2200R XML 3U (UPS)	01.04.2014	25.04.2016
865	EMERSON RACK 12U 600*530	01.04.2014	25.04.2016
	Bengaluru RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
866	Lenovo H-330 Desktop PC	02.05.2015	02.05.2017
867	Notebook HP 430 Core i5	25.03.2016	31.12.2018
868	Notebook HP 430 Core i5	25.03.2016	31.12.2018
869	HP OJ Pro 8600 AIO	01.12.2016	01.12.2018
870	HP LJ Pro 400 M401dn	01.12.2016	01.12.2018
871	Cisco Switch 2960	01.04.2014	31.12.2016
872	UPS	01.04.2014	31.12.2016
873	APC SUA 2200R XML 3U (UPS)	01.04.2014	25.04.2016
874	KIOSK (Model No.F-12-D) with Accessories	01.04.2014	31.12.2014
875	NT Box	01.04.2014	01.01.2016
876	EMERSON RACK 12U 600*530	01.04.2014	25.04.2016
	Bhopal RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on

877	Dell Desktop PC	08.02.2015	08.02.2017
878	Dell Desktop PC	08.02.2015	08.02.2017
879	HP-LaserJet-Printer-1136AIO	08.02.2015	08.02.2017
880	INTEX UPS-600V A	01.04.2014	31.12.2016
	Bhubhaneswar RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
881	Sony SVE 141B11W	25.06.2015	25.06.2018
882	HP Probook i5	04.07.2016	31.12.2018
883	Samsung Galaxy 800	27.05.2014	27.05.2018
884	HP OJ Pro 8600 AIO	01.12.2016	01.12.2018
885	HP LJ Pro 400 M401dn	01.12.2016	01.12.2018
	Chennai RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
886	COMPUTER HP PAVILION 6340	01.04.2014	31.12.2016
887	COMPUTER HP PAVILION 6340	01.04.2014	31.12.2016
888	HP Desktop PC	11.06.2015	11.06.2017
889	HP LASER JET 2055 DN	01.04.2014	11.06.2017
890	Notebook HP 430 Core i5	25.03.2016	31.12.2018
891	Cisco Switch 2960	01.04.2014	01.01.2017
892	600 VA UPS	01.04.2014	31.12.2016
893	APC SUA 2200R XML 3U (UPS)	01.04.2014	25.04.2016
894	CC Camera and Accessories for	NA	NA
895	KIOSK (Model No.F-12-D) with Accessories	01.04.2014	31.12.2014
896	EMERSON RACK 12U 600*530	01.04.2014	31.12.2016
	Hyderabad RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
897	HP DX7380MT COMPUTER	01.04.2014	31.12.2016
898	HP DX7380MT COMPUTER	01.04.2014	31.12.2016
899	HP DX-7380 Desktop	01.04.2014	31.12.2016
900	HP DX-7380 Desktop	01.04.2014	31.12.2016
901	HP Pro 3330 MT Intel Core I5	01.04.2014	31.12.2016
902	Samsung Galaxy Note 800	27.05.2014	27.05.2018
903	HP L7380 Printer	01.04.2014	31.12.2016
904	HPDeskjet 7580 Printer	01.04.2014	31.12.2016
905	HP OFFICE JET Printer 7580	01.04.2014	31.12.2016
906	Printer HP Officejet Pro 8600-CM750A	01.04.2014	31.12.2016
907	Notebook HP 430 Core i5	25.03.2016	25.03..2018
908	Notebook HP 430 Core i5	25.03.2016	25.03..2018
909	HP OJ PRO L7580 AIO Printer	01.04.2014	31.12.2016
910	Cisco Switch 2960	01.04.2014	31.12.2016

911	APC SUA 2200R XML 3U (UPS)	01.04.2014	31.12.2016
912	KIOSK (Model No.F-12-D) with Accessories	01.04.2014	31.12.2016
913	EMERSON RACK 12U 600*530	01.04.2014	31.12.2016
	Kolkata RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
914	Desktop HP DX-7380 - KL248PA	01.04.2014	31.12.2016
915	Desktop HP DX 7400 MT-KN13PA	01.04.2014	31.12.2016
916	Desktop HP P-62355IL	15.03.2016	31.12.2018
917	Notebook HP IDS 4430	31.08.2014	31.08.2017
918	HP Laserjet P2014 Printer	01.04.2014	31.12.2016
919	Printer HP Laserjet P2014	01.04.2014	31.12.2016
920	Notebook HP 430 Core i5	25.03.2016	31.12.2018
921	HP Scanner_SJ HP N6350	15.03.2016	31.12.2018
922	Cisco CATALYST SWITCHES	01.04.2014	31.08.2014
923	APC SUA 2200R XML 3U (UPS)	01.04.2014	25.04.2016
924	KIOSK (Model No.F-12-D) with Accessories	01.04.2014	31.12.2014
925	NT Box	01.04.2014	01.01.2016
926	EMERSON RACK 12U 600*530	01.04.2014	25.04.2016
	Lucknow RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
927	HP Desktop PC	01.04.2014	31.12.2016
928	HP PC with 18.5" TFT	01.04.2014	31.12.2016
929	Notebook HP 430 Core i5	25.03.2016	31.12.2018
930	HP Printer LASERJET	01.04.2014	31.12.2016
931	HP LASER JET Printer	01.04.2014	31.12.2016
932	Cisco CATALYST SWITCHES	01.04.2014	31.12.2016
933	APC SUA 2200R XML 3U (UPS)	25.02.2014	25.04.2016
934	UPS (SUPERCOM 600 VA)	01.04.2014	31.12.2016
935	NT Box	01.04.2014	01.01.2016
936	EMERSON RACK 12U 600*530	25.02.2014	31.12.2016
	Nagpur RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on
937	HP - Elitebook 8530w	01.04.2014	31.03.2016
938	Samsung Galaxy Note 800	27.05.2014	27.05.2018
939	HP OJ Pro 8600 AIO	01.12.2016	01.12.2018
940	HP LJ Pro 400 M401dn	01.12.2016	01.12.2018
	Patna RO	Equipment covered under AMC of the bidder.	
S.No	Item	AMC starts from	AMC ends on

941	HP Business Desktop Computer 18.5"w TFT	21.03.2015	21.03.2018
942	HP DESKOP COMPUTER with 18.5" wTFT	03.05.2014	03.05.2016
943	Laptop HP 6440B	01.04.2014	30.06.2016
944	HP Laser Jet P2055d Printer	03.05.2014	03.05.2016
945	Cisco SWITCH 2960	01.04.2014	01.01.2016
	** Pl note that location of items under AMC of bidder may be changed .		

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