



REQUEST FOR PROPOSAL (RFP)
For
AMC & FMS/ Managed IT Services of IT Setup

Tender No.: [PNBGILTS/RFP/AMC FMS/2026-27/06]

Date:

PNB GILTS LIMITED

5, Sansad Marg,

New Delhi, 110001

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1	Contents	
2	SCHEDULE OF EVENTS	3
3	INTRODUCTION:	4
4	OBJECTIVES:	4
4.1	REQUISITE STANDARD OF SERVICES	4
4.2	SERVICE DELIVERY MODEL	4
5	INSTRUCTION TO BIDDERS	5
6	MINIMUM ELIGIBILITY CRITERIA	6
7	TECHNICAL BID EVALUATION PROCESS (70 MARKS)	7
	MANDATORY DISQUALIFICATION CRITERIA (PASS / FAIL).....	8
8	FINAL EVALUATION – WEIGHTED TECHNO-COMMERCIAL EVALUATION	8
8.1	ALL THE BIDDERS WHO QUALIFY IN THE TECHNICAL EVALUATION PROCESS SHALL BE CONSIDERED FOR H1 CALCULATION.	8
8.2	THE BIDDER WILL BE SELECTED AS H1 ON THE BASIS OF NET TOTAL SCORE ARRIVED BASIS THE SCORING METHODOLOGY DEFINED IN THE BID. 8	
8.3	TENDER WILL BE AWARDED ON THE BASIS OF TECHNO COMMERCIAL EVALUATION I.E. 70% WEIGHTAGE FOR TECHNICAL BID + 30% WEIGHTAGE FOR COMMERCIAL BID AND THE BIDDER WHO SCORE HIGHEST MARKS WILL BE DECLARED AS H1 BIDDER. WEIGHTAGE OF TECHNICAL BID (MAX 70%) WILL BE CALCULATED ON TOTAL MARKS OF TECHNICAL EVALUATION SCORING PARAMETER.	8
8.4	THE "TECHNICAL SCORE" & "COMMERCIAL SCORE "WILL BE CALCULATED USING THE FORMULA, GIVEN BELOW:.....	8
8.5	AWARD OF CONTRACT.....	9
9	OVERVIEW OF IT INFRASTRUCTURE:	9
10	ANNEXURE A	11
10.1	SCOPE OF WORK AT A GLANCE	11
10.2	REQUIREMENTS OF ENGINEERS	19
11	ANNEXURE – B	23
11.1	PERFORMANCE BANK GUARANTEE:.....	24
11.2	BID EARNEST MONEY:.....	25
12	ANNEXURE – CFORMAT - I	26
13	ANNEXURE – C FORMAT - II	27
14	ANNEXURE – D FORMAT - I	28
15	ANNEXURE – D FORMAT – II	29
16	ANNEXURE – D FORMAT – III	31
17	ANNEXURE – E FORMAT – I	32
18	ANNEXURE – E FORMAT - II	33
19	ANNEXURE F – NDA (NON-DISCLOSURE AGREEMENT)	34
20	ANNEXURE G - PROFORMA FOR INTEGRITY PACT	40
21	ANNEXURE H	45
22	ANNEXURE I – PROFORMA FOR THE BANK GUARANTEE	47
23	ANNEXURE J FORMAT OF SENDING PRE-BID QUERIES	49
24	ANNEXURE K- DECLARATION THAT THE BIDDER HAS NOT BEEN BLACKLISTED	50
25	ANNEXURE L DECLARATION BY AUTHORIZED SIGNATORY OF BIDDER	51

2 Schedule of Events

Sl. No.	Particulars	Details
1	Tender fees	Rs. 1500/-
2	Tender Notice No	PNBGILTS/RFP/AMC FMS/2026-27/06
3	Bid Security/ EMD	Rs. 3,00,000/-
4	Performance Bank Guarantee	The successful bidder will have to submit a Performance Bank Guarantee amounting to 5% of the contract value within one month of acceptance of the purchase order & initially valid for a period of 12 months, with a claim period of another 1 month
5	Tender Name	RFP for AMC & FMS/ Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices for one year, extendable to a further one year on the same terms and conditions.
6	Date of commencement of Bidding Process	17.02.2026
7	Last Date and Time for submission of Pre-bid query	23.02.2026 till 05:00 PM Pre-bid queries will be replied by 26.02.2026
8	Last Date and Time for submission of bids (technical and commercial) along with supporting documents	02.03.2026 on or before 04:00 PM
9	Date of opening of technical bids (Tentative)	02.03.2026 at 05:00 PM
10	Date of opening of commercial bid (Tentative)	06.03.2026
11	Place of opening of Bids & Address for Communication	PNB GILTS LTD, HO, 5 Sansad Marg, New Delhi – 110001
12	E-mail address	Interested bidders may send their query to IT@pnbgilts.com so that in case of any clarification same may be addressed to them.
13	Contract period	1/4/2026 to 31/3/2027

Note: Bids will be opened in the presence of bidders on the date specified above. The above schedule is subject to change if required. Notice of any changes will be communicated via Email/Company's website

3 Introduction:

PNB GILTS LTD is the Primary Dealer of the Reserve Bank of India. The company deals in the Government Securities market, Bonds, T-Bills, CP, CD, etc. The Company was established in 1996 and is a subsidiary of Punjab National Bank. In the year 1996, the Reserve Bank of India introduced the system of Primary Dealers with a view to strengthening the institutional infrastructure of the Government Securities market. Six entities were granted licenses, of which PNB Gilts was one. For further details, the bidder may visit the company's website: www.pnbgilts.com

The company is in the process of outsourcing its Infrastructure Management Service (IMS), including MANAGED IT SERVICE/FMS and AMC of IT Setup at Delhi, Mumbai and AMC for Branch Offices. The company invites technically complete and commercially competitive proposals from reputed Service providers for this purpose.

4 Objectives:

The primary objective of this RFP is to manage the Company's Infrastructure under AMC Service and to provide the Facility management service/manage IT Service in an efficient manner and ensure the high availability of our DC Delhi and DR Site, Mumbai, for smooth business operations of the company.

4.1 Requisite Standard of Services

- 4.1.1 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 with a standard framework of service management, like Information Technology Infrastructure Library (ITIL) or any other equivalent framework.
- 4.1.2 Being a financial institution, the security of its internal business, systems, and data/ information is a prime concern of the Company while availing the services as mentioned in this document. To ensure this, the bidders are required to submit the implementation plan based on Information Technology Services management (ITSM) and Information Technology Infrastructure Library (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 Company by the bidder are:
 - a) As per the agreed Service levels
 - b) Professionally managed with domain expertise
- 4.1.3 The bidder shall be responsible for implementing the framework standards, which shall promote the adoption of an integrated process approach to effectively deliver managed services to meet the Company's expectations.
- 4.1.4 To ensure this, the bidders are required to submit a well-documented plan to address the RFP Requirements as part of their proposal, along with individual Hardware item-wise cost (AMC) and resource costs.
- 4.1.5 Bidder would be required to deliver all the services mentioned in RFP and improve upon them on a continuous basis throughout the contract period.

4.2 Service Delivery model

Bidder shall offer service delivery model for supporting of the IT and scope of PNB Gilts with onsite delivery model. The desired delivery model would be:

- 4.2.1 All the IT Infrastructure and End user support service (EUSS) tickets will be logged in the existing PNB Gilts' ITSM Tool (Sapphire) or any other tool used by the company later on from PNB Gilts Delhi, Mumbai and branch users for the end user support based on categories and Severity levels. Sapphire ITSM tool can handle the following modules/operations: Incident, Service Request, Problem, Ticketing, Helpdesk, Change and Service Level Management.
- 4.2.2 End users of PNB GILTS could log the tickets with the portal of the central service desk in any of the following modes:
- a) Through Sapphire IMS tools, or
 - b) Common E-Mail ID for the central service desk, End Users could write an email with a problem description to the email ID to the IT service desk team.
- 4.2.3 On-site Resident engineer shall validate the issue and resolve it on their severity levels (P1 / P2 / P3, etc.). If the issue is still not resolved, then escalate to the senior engineer for resolution within the defined SLA.
- 4.2.4 Tickets that belong to the Data Centre domain will be passed to the on-site Server engineer/System administrator. On-site Server engineer/System administrator will look into the tickets/ alerts arising from the monitoring tool and resolve the incidents and service requests.
- 4.2.5 In case the onsite Server Engineer/ System Administrator cannot resolve the issue, then he can approach and take necessary remote/ onsite support from their Subject Matter Experts (SMEs) in the respective technology areas at their office. The problem should be resolved within the defined SLA.
- 4.2.6 Bidder shall respond and resolve the incidents within the agreed Service level, working with other technology partners as needed to accomplish resolution.
- 4.2.7 Incidents requiring onsite support, such as Hardware Break fix, hard installation, moving, adding, and changing (IMAC), shall be handled in coordination with the respective Original Equipment Manufacturer (OEM), Annual Maintenance Contract (AMC) or Warranty partners.
- 4.2.8 Bidder shall be responsible for ensuring that the service levels and Key Performance Indicators (KPI's) signed with PNB Gilts are delivered.

5 Instruction to Bidders

Request for Proposal for FMS/Managed IT Services and AMC of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices:

- 5.1.1 PNB Gilts Limited invites sealed proposals/quotations (Technical bid and Commercial bid) from eligible, reputed Service Providers for above services as per the scope of work mentioned in Annexure- A of this RFP document. The above mentioned envelopes should be separately sealed and super-scribing "AMC & FMS/Managed IT Services for PNB Gilts." sealed and submitted on or before at specified date and time as mentioned under bid details at following address:

PNB Gilts Ltd.
5, Sansad Marg,
New Delhi-110001

- 5.1.2 Details for online payment: (For payment of Tender fees, Bid Security/ EMD):

IFSC: PUNB0015300

Bank & Branch: PNB Sansad Marg New Delhi

Account No.: 0153002100172800

(Proof of the transaction to be submitted along with the bid documents).

5.1.3 Interested bidders may submit their password protected technical and commercial proposals (with separate password for technical and commercial proposals) to IT@pnbgilts.com as per the schedule of events of this RFP for opening bids.

Note: - Passwords not to be shared, until requested.

Subject of the email should be **“RFP response for AMC & Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices”**

5.1.4 All the documents of the Technical and Commercial bid should be an index, duly signed and stamped by the authorized signatory of the Bidder and should be approved by the Board of a duly held meeting, certified through the Board, and the necessary support document delegating the signing authority should also be provided in the technical bid.

5.1.5 The selection criteria will be QCBS at the ratio of 70:30.

5.1.6 Bidder will submit the financial bid for 1 year including bifurcation of Manpower cost, AMC cost of hardware item wise including Servers, PCs, Laptops, and Printers in their proposal.

5.1.7 Any bid received by the Company after the deadline for submission of bids prescribed by the Company will be rejected.

6 Minimum Eligibility Criteria

Sr. No.	Financial and other Requirements
1	Bidder should have its Registered Office in India.
2	The bidder should be in the business of 'Managed IT Services' for at least 10 years as of January 01, 2026, in India.
3	The bidder should have an average turnover of INR 2 Cr. per annum in the last three financial years ending March 2025.
4	The bidder should have a positive net worth for the last 3 years.
5	The bidder should have experience of on-site FMS/Managed IT Services for not less than 5 years of experience, preferably in at least one PSU /central government organisation / BFSI/ Financial Institution/large enterprises in India as on 01 st January 2026.
6	The bidder must have its own Network Operations Centre (NOC). The service support centre should also provide a toll-free number with 24/7 support to attend calls.
7	Bidder must have its own service support centre setup in Delhi and Mumbai to cater to the service-related requirements with a minimum. 50 on-roll resources at each of these setup centres for at least one year. Support for other offices/locations shall be provided by the bidder as per SLA.
8	<p>Bidder should deploy on-roll resources at Delhi and Mumbai offices and shall ensure that all labour laws are complied with by Bidder.</p> <p>a. Latest guidelines on Minimum Wages should be considered for payment of wages & other statutory compliance payments. The vendor should comply with the entire statutory requirement related to Payment of Wages to the worker as per the Minimum Wages & Statutory Compliances applicable.</p> <p>b. Vendor to comply with Minimum Wages as specified by the Chief Labour Commissioner (Central), Government of India or Minimum Wages as specified by the Labour Commissioner,</p>

	EPF, ESIC Etc. in respective state government, whichever is the highest.
9	Consortium/JV bidding is not allowed.

7 Technical Bid Evaluation Process (70 Marks)

Technical bids of the bidders fulfilling the minimum eligibility criteria will only be considered for technical evaluation. Technical Evaluation will be based on the following parameters:

S. No.	Criteria	Documents to be submitted	Marks
1.	The vendor should have a minimum of 10 years (as on 01st January 2026) of experience in Facility Management Service (FMS) – i.e. supporting/servicing computers, networking, laptops, printers, servers, storage administration, switches, Firewalls, Routers, etc.	Relevant supporting documents like “Award of Contract”/ “Certificate of Satisfactory Service”. Marks will be awarded for every additional year after 10 years on pro rata basis.	10
2.	The bidder should have a valid certification on the date of the closing tender: <ul style="list-style-type: none"> a. ISO 20000 or ISO 27001 or ISO 9001 b. ITIL / ISMS certifications c. CMMI Level 3 or above certification (mandatory). 	Self-certified copy of the respective certificate/document to be provided. Five marks per certification.	15
3	NOC certifications <ul style="list-style-type: none"> a. Proactive monitoring and alerting - 5 Marks b. Reporting & dashboards- 5 Marks. 	Self-certified copy of the respective certificate/document to be provided	10
4	<ul style="list-style-type: none"> a. Infrastructure management including Servers, storage, switches, etc. – 5 Marks b. Firewall and antivirus management, and ensuring cybersecurity compliance capability – 5 Marks 	Self-certified copy of the respective certificate/document to be provided	10
5.	The Bidder must have a minimum average turnover of 2 crore INR or more during the last three financial years.	Audited / CA Certified copies of the balance sheet and profit & loss statement for the last completed financial years	10

6.	The vendor should have 10 clients across India and provide two references from clients with 250 or more PCs or laptops managed under their Facility Management Services (FMS). Additionally, the vendor should have at least two active clients in either Delhi/NCR or Mumbai.	Relevant document to be provided, including Client references/completion certificates. Marks will be awarded on a pro rata basis. One mark for each client.	15
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Only bidders who meet the Eligibility criteria and technical qualifications will be considered for Commercial Evaluation.

Mandatory Disqualification Criteria (Pass / Fail)

A bidder should be rejected outright if:

- No OEM back-to-back support proof
- PSU /central government organizations / BFSI/ Financial Institution/large enterprises experience
- Non-acceptance of SLA / penalty clauses
- Incomplete compliance documents

8 FINAL EVALUATION – WEIGHTED TECHNO-COMMERCIAL EVALUATION

- 8.1 All the bidders who qualify in the technical evaluation process shall be considered for H1 calculation.
- 8.2 The bidder will be selected as H1 on the basis of net total score arrived basis the scoring methodology defined in the bid.
- 8.3 Tender will be awarded on the basis of Techno Commercial evaluation i.e. 70% Weightage for Technical bid + 30% Weightage for Commercial bid and the bidder who score HIGHEST MARKS will be declared as H1 Bidder. Weightage of technical bid (Max 70%) will be calculated on total marks of technical evaluation scoring parameter.
- 8.4 The "Technical Score" & "Commercial Score" will be calculated using the formula, given below:

$$\text{Technical Score (T)} = \frac{\text{Bidder's Technical score}}{\text{Highest Technical Score}} \times 100$$

$$\text{Commercial Score (C)} = \frac{\text{Lowest Commercial Price}}{\text{Bidder's Commercial Price}} \times 100$$

The Final Score for a bidder will be calculated using the formula, given below:

Final Score (F) = (Technical Score x 0.7) + (Commercial score x 0.3)

For example:

Three bidders namely A, B and C participated in the bid process and their technical score are as under:

A=60, B=80, C= 90

After converting them into percentile, we get

T for A = $(60/90) * 100 = 66.67$

T for B = $(80/90) * 100 = 88.89$

T for C= $(90/90) * 100 = 100$

The Commercial Bid prices of the bidders are as under:

A= Rs. 8000, B= Rs. 9000, C= Rs. 10000

The final cost (lower cost quoted in Commercial price bid, in this case is Rs 8000) quoted by the bidders converted into percentile score shall be as under:

C for A = $(8000/8000) * 100 = 100$

C for B= $(8000/9000) * 100 = 89$

C for C= $(8000/10000) * 100 = 80$

As the weightage for technical parameter and cost are TW = 70% and FW = 30% respectively, the final scores shall be calculated as under:

F for A= $(66.67*0.7) + (100*0.3) = 76.67$

F for B= $(88.89*0.7) + (89*0.3) = 88.92$

F for C= $(100*0.7) + (80*0.3) = 94$

Thereafter, the bidders shall be ranked in terms of the Final Score obtained. The bidder obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the bidder securing lesser marks as H-2, H-3 etc.

The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract. In the event two or more bids have the same score in final ranking, the bid with highest technical score will be H-1. In case of a discrepancy between amount in words and figures, the former will prevail. Hence, the offer of 'C' (being highest score) would be considered and the contract shall be awarded to 'C' at Rs.10000 being the price quoted by C.

8.5 AWARD OF CONTRACT

The contract shall be awarded to and the order shall be placed with selected **H1 Bidder** securing the highest total combined score based on technical evaluation of quality and cost of the bidder.

It may be noted that the Company reserves the right to reject any proposal in case same is found incomplete.

The company reserves the right to accept or reject any or all tenders without assigning any reasons thereof.

9 Overview of IT Infrastructure:

Company Data Centre (DC) is located at Head office, New Delhi and Disaster Recovery (DR) Site at Mumbai and NR Site, at Gurugram. NR Site is connected to DC and DR for smooth business operations of the Company in case of disaster. Network has been segregated physically in two parts named as Infinite Network and Internet network at both PR Site, Delhi and DR Site, Mumbai. IT Infrastructure at Delhi and Mumbai Office as under:

Note: Hardware/software changed during the period of contract will automatically be covered under the contract.

At Primary Site, Delhi

Hardware	
Servers	Servers (CISCO)
Storage	NAS (DELL)
UPS	Managed by UPS vendor
Network	
Connectivity- Internet & internal Network	Company's PR Site, Delhi and DR Site, Mumbai are connected through Leased Line/MPLS/Wireless
Security (Firewall & Antivirus)	Firewalls have been installed at H.O Delhi and Branches. Besides antivirus have been installed at H.O Delhi and Branches. Our PR-DR Network is connected on Fortigate Firewall through LL/MPLS links.
Connectivity- Infinite Network	Infinite Network (IDBRT/IFTAS) for accessing RBI and CCIL applications. The Company is a member of INFINET.
Software/Tools	
Operating System	Windows 2022, 2019, 2016, 11 Etc.
Database	MS SQL Server and Oracle 19c, 11g (Vendor managed)
MS Office	Office 2021, 2019, 2016 etc.
Antivirus Software	Trend micro APEX One, Deep Security, Apex central
Corporate email & Website	Hosted on MS Exchange Server & Website (Outsourced)
Backup Solution	Veritas 2022 backup Exe solutions at Delhi & DR Site, Mumbai
NSE, RBI , CCIL & Treasury Software	Neat CDS, RBI E-Kuber, PO, RTGS, NDS OM, CROMS, CALL, TREPS, ASTROID, TCS BaNCS, Etc.
Accounting Software	Tally Prime/ERP 9.0
Software	Employ wise, Insylisis, DESS, VNC, Adobe, etc.
Monitoring Tools for Firewall	Using own SOC
NOC service	Network Operations Centre (Tools to be provided by bidder)
Asset Management Software	SapphireIMS (ITMS Tool)

At Disaster Recovery Site, Mumbai

Hardware	
Servers	Servers (CISCO)
Storage	NAS (DELL)
UPS	managed by UPS vendor
Network	
Connectivity- Internet & internal Network	Company's PR Site, Delhi & DR Site, Mumbai are connected through Leased Line/MPLS
Security – Firewall and Antivirus	Fortinet Firewalls & Trend Micro Apex Antivirus Software

Connectivity- Infinite Network	Infinite Network (IDBRT/IFTAS) for accessing RBI and CCIL applications. The Company is a member of INFINET.
Software/Tools	
Operating System	Windows 2016, 2019, Windows 11
Database	Oracle 19C, 11g (Vendor managed)
MS Office	2021, 2019, 2016
Antivirus Software	Trend micro antivirus APEX One, Deep Security & Apex Central
Other SW	Tally ERP, RBI, CCIL and Treasury Software TCS BaNCS Etc.

Company has branches including Chennai, Ahmadabad, Bangalore and Kolkata besides of DC, Delhi and DR, Mumbai. These branches offices have a small IT setup with limited infrastructure. Details of IT assets enclosed in **Annexure - N**.

10 Annexure A

Scope of work

The FMS / MANAGED IT SERVICES contract shall involve set-up, implementation, operation, maintenance & execution of Facility Management/Managed IT Services viz., Infrastructure at PNB Gilts Delhi and Mumbai for IT Hardware, Network equipment, components & Other Support Services.

The contract shall cover comprehensive FMS/Management IT Services (i.e. Direct Technical Support / AMC Vendor Management Services and Other Support Services) and miscellaneous jobs as per scope of work detailed further.

Vendors should mandatorily have the Back-to-Back support arrangement with Original Equipment Manufacturer (OEM) for Servers, Firewalls, Storage (NAS) parts etc.

Vendors shall be responsible for compliance of Ministry of IT/RBI /statutory auditors/any other auditor's guidelines/any other regulatory body.

Vendors shall abide by the security policies & procedures framework of the Company, which includes Server management/problem management/patch management/Incident management, Change Management, and Capacity Management etc.

10.1 Scope of work at a Glance

The Company is looking forward for the delivery of following broad area of services under the contract, including but not limited to following:

- a. Transition Management
- b. Third Party vendor coordination services
- c. Data Centre & DR Site Operations Management
- d. Server Administration/Management
- e. Anti-Virus (AV) Management
- f. Backup/Restore Management
- g. Network Management services
- h. Security Administration services
- i. Patch Management Services
- j. Bidder's responsibilities towards AMC & FMS Services
- k. Managed IT Service/ Preventive maintenance (PM)
- l. User Management services

- m. Install, Move, Add, Change (IMAC) services
- n. Preventive Maintenance
- o. MIS Reporting & Documentation
- p. Incident Reporting
- q. Support under AMC, Warranty and Licenses
- r. Infrastructure Monitoring & Management service
- s. NOC implementation and monitoring
- t. Firewall Management Service

10.1.1 Transition Management

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

- a. Maintain steady operation of all services during migration of controls and responsibility from the Company's current AMC and MANAGED IT SERVICE vendor. Successfully complete all activities, providing a stable platform for future improvement in service delivery and associated benefits for the Company Transition Deliverables.
- b. Bidder would get overall up to 15 days from the date of the purchase order for deployment and transition of resources. Billing would start from 1st April' 2026 with condition that Bidder has deployed resources on the PNB Gilts and have taken ownership/acceptance of the contract.

10.1.2 Third Party vendor coordination services- First-level assistance/ support under MANAGED IT SERVICE Services

- a. The Company has various 3rd party vendors (Product support/ Original equipment manufacturer (OEM)/ Annual Maintenance Contract (AMC) / Warranty) for the IT infrastructure. Bidder will provide 3rd party vendor coordination services.
- b. Assist logging ticket, co-ordination and follow-up with third party vendor for spares exchange process under warranty for hardware items.
- c. Bidder will coordinate with the Company/ 3rd party vendors to resolve any problems/issues.
- d. AMC/ Warranty/ Support Tracking and Tracking of assets sent for repair and related Gate pass.

10.1.3 Data Centre & DR Site Operations Management

- e. Vendor will ensure smooth functioning of Data Centre operations at PR Site, Delhi and DR Site, Mumbai.
- f. Basic assessment & Monitoring of Data Centre in terms of cooling, power, positioning of racks, CCTV, Biometrics and other Hardware, etc. on a daily basis.
- g. Maintenance of log registers of the persons visiting the Data Centre.
- h. Bidder shall act as the first level of support for any issues related to above mentioned areas of services at the Data Centre at Delhi & Mumbai.
- i. Suggest/Help the Company on implementing Data Centre practices as per industry best standards.
- j. Compliance to be adhered as per IT Security policies of the Company.

10.1.4 Server Administration & Management

- a. Vendor will provide administration and support services for operating system and Server Hardware environments.
- b. Server Operating System Installation/ re-installation, Migration and patches.
- c. User access management of user and groups on system, serves etc..
- d. Install and configure the Server as per the Application specifications, including the operating system.
- e. Disk and volume management.
- f. Provide necessary access rights to the users (based on service request) post approval from IT department.
- g. Firmware and OS Upgrade as per requirement.

- h. Administrative support for user registration, User ID creation, modification, maintaining user profiles, granting user access, authorization, user password support, and administrative support for print, file, and directory services etc.
- i. Operating System (OS) Administration including troubleshooting, hardening of Servers, Active Directory Policy, tuning, patch/ upgrades deployment, BIOS & firmware upgrade as and when required/ necessary for Windows during the course of the contract
- j. Managing and configuring file systems.
- k. Regular analysis of events and logs and maintain the reports for future audit purposes.
- l. Quarterly review of domain level rights and privileges.
- m. Regularly monitor of Server for any Hardware failure 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.
- n. Regular health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- o. Managing uptime of servers as per Service level agreements (SLAs). Take appropriate steps to comply with the audit observations made by various internal/ external auditors.

10.1.5 Anti-Virus (AV) Management

AV management service includes virus detection, logon administration, rectification etc. The scope of services is applicable to all the nodes, all current and future versions of the Antivirus S/W:

- a. Support for virus control and loading of antivirus patches as and when available.
- b. Installation/ upgradation/ support of Antivirus software clients.
- c. Keep all the servers/ desktops/Laptops, etc. updated with the latest virus definition.
- d. Problem analysis and its resolution related to Antivirus software.
- e. Regular review and reporting of logs and corrective action.
- f. Diagnose and rectify any virus/worm problems, which can be fixed by the anti- virus tool.
- g. Provide feedback to the Company on any new viruses detected or possible virus attacks and take up promptly with OEM/ Support vendor for getting the appropriate patch and carry out the timely maintenance.

10.1.6 Backup/Restore Management

- a. Bidder will perform backup and restore management in accordance with Company's IT policy and procedures for backup and restore, including performance of daily, weekly backup functions (full volume) for data and software maintained on the servers and storage systems using Enterprise Backup Solution.
 - b. Generating and sharing backup reports Monthly Basic.
 - c. Maintaining inventory of offsite tapes (at Delhi).
 - d. Forecasting and raising indent for tape requirements for backup.
 - e. Ensuring failed backups are restarted and completed successfully.
 - f. Maintenance log of backup/ restoration.
 - g. Media management including tagging, storing, logging, testing.
- h. Installation, re-installation, upgrade and patch deployment of the backup Software in the event of hardware/ Software failure, OS issues, release of new version or patches by the OEM etc.
 - i. Coordination with OEM for product backup software issues/problems/patches.

10.1.7 Network Management services – Proactive Monitoring & Administration

Network management refers to the activities, methods, procedures, and tools that pertain to the operation, administration, maintenance, and provisioning of networked devices.

- a. Manage the IP Addresses and keep it up-to-date

- b. Performing necessary configuration changes for optimal network performance
- c. Maintain, update Network Inventory and Network Diagram/Layout as and when required
- d. Firmware Upgrade as per requirement
- e. Monitoring internet links at Delhi and Mumbai location including Bandwidth utilization, latency, packet loss etc. and reporting.
- f. Call logging and co-ordination with vendors for restoration of links.
- g. Configuration and administration of L2/L3 Switches and Routers including hardening / routing /load sharing etc. in case of requirements.
- h. Maintenance and support of LAN connectivity, Wireless LAN, Wi-Fi, VPNs, Video Conferencing by Providing 1st level troubleshooting and diagnosis and escalating the calls to concerned parties. Bidder will provide monitoring tools.

10.1.8 Security Administration and compliance

- a. Audit log server configuration & management, including review of logs (Event, System, etc.).
- b. Resolution and restoration of services in case of any possible attack and necessary disaster management.
- c. Reporting the threats observed and action taken on regular basis.
- d. Security & Virus Management and get the systems disinfected.
- e. Deployment, installation, implementation and maintenance of anti-virus software, as per PNB GILTS IT Policy. That includes Root cause analysis on incidents of security lapses/ failures and provisioning of solutions, as per PNB GILTS requirements.
- f. Handling and supporting VPN related calls for Remote Users.

10.1.9 Patch Management Services (OS, Firmware, Antivirus, Wi-Fi)

- a. Taking necessary approval from the ITD, PNB Gilts for downtime for patch or upgradation.
- b. Take a necessary backup of the previous configuration before modification/change
- c. Make and submit the action plan for activities to be followed for the proposed activity.
- d. Follow up and coordinate with OEM/3rd party support vendors for patch deployment.
- e. Root Cause Analysis (RCA) and reporting of Security incidents to PNB GILTS.

10.1.10 AMC Services

- a. AMC Services for various items mentioned in **Annexure N** like Laptop, Servers, storage, Firewall, Desktops, Printer etc.to the satisfaction of PNB Gilts at all offices of Company are required. Office wise details of items along with effective date of commencement of AMC are given in **Annexure N**.
- b. Any equipment coming out of warranty/ AMC with 3rd party shall automatically come under AMC. Therefore, all such items must be taken into consideration for AMC calculation for remaining period of the contract.
- c. Fault identification and trouble shooting.
- d. Identify spares requirement for problem resolution.
- e. Make sure that calls are attended and resolved as per agreed Service Level Agreements (SLAs).
- f. Make sure that spares are made available at the earliest for hardware call resolution.
- g. Plan for standby equipment to be located at DC and DR Site to ensure that hardware downtime is minimal.
- h. Maintain requisite level of inventory of spares for the hardware items especially the servers under Annual Maintenance Contract (AMC).
- i. Bidder shall sign back-to-back services AMC for Servers, Storage, Switches, Firewalls device.

- j. 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 Company's locations.
- k. Quarterly Preventive Maintenance (PM) for all Hardware equipment.
- l. Maintain requisite level of inventory of spares for the H/W items especially the servers under AMC.
- m. 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 Printer ribbons, Ink cartridges, Paper, Printer Head, Toner and cartridges.
- n. The AMC will include all parts except Consumables. In case any component fails the same will be replaced with a new or equivalent component.
- o. Reports for downtime, problem resolution and response details should be available to the Company.

10.1.11 FM/Managed IT Services:

FM services shall be provided by the bidder for all hardware items being used by the Company irrespective of whether they are under AMC/Warranty.

10.1.12 Service/Help Desk:

- a. Bidder shall provide "ownership to resolution" of all calls, monitor and report on the progress of problem resolution and confirm resolution of the problem with the end user.
- b. Bidder shall be required to maintain the existing practices in the market, introduction of new ITIL compliant practices and/or improvement of the existing practices would be expected from the Bidder.
- c. All the calls reported by users should be attended and closed as per the defined SLA.
- d. In case of spare part of Desktop, Laptop, printers, the call must be completed within 24 hours.

10.1.13 Desktop Management Services

- a. Desktop management including installation, moving, adding, and changing (IMAC) services are required to be provided for IT equipment (i.e. PC, Printer, Laptop, Internet etc.) at the residences of senior executives as and when required basis.
- b. Provide support for Operating System (OS), Network connectivity, Windows Client, Antivirus etc.
- c. Coordinate with Original equipment manufacturer (OEM) vendors for resolution of problems under warranty like, PC, Printer, and Laptop etc.
- d. Checking of unauthorized software installation to the desktops.
- e. Install standard and approved software only. List of approved and licensed software to be provided by the Company under supervision of IT department.
- f. Submission of Open Call Reports, Closed Call Reports, Problem Area / Location specific Reports, downtime reports etc. on daily basis.
- g. Resolve problems related to Windows operating system and Install OS Patches and upgrades.
- h. MS outlook support and any other support.

10.1.14 User Management services

- a. Provide support for user requests, such as user ID creation and password changes.
- b. In case of bulk purchases of PCs/Laptops/Printers by the Company, Vendor has to arrange for managed IT services like shifting of data, network configuration and etc.

10.1.15 Install, Move, Add, Change (IMAC) Services and Asset management

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

- a. The vendor shall have to carry out physical inventory identification & compilation of IT Assets for all locations of PNB GILTS at the start of the contract and thereafter update the same within 7 Days in case of any change. Vendor has to ensure transfer of Assets into AMC after expiry of Warranty and update the database accordingly. The vendor shall also maintain and update Assets database for all locations with details like Asset number, Asset assigned to, Asset used for, serial number, asset code, warranty and AMC detail etc. or as per format provided by PNB GILTS IT team.
- b. AMC service includes supervising new hardware deliveries, installation, maintaining hardware change documents, change in ownership of Information Security asset, labelling of new equipment with the Tag numbers, Asset numbers etc., and update IS asset database. AMS also includes keeping track of those assets, which are being interchanged from one user to another user due to transfer, promotion or any other reason.

Install: Installation of desktop machines, standard software, printers, scanners, servers, Laptops etc.

Move: Physical movement of desktop machines, servers, Printers and Laptops etc. within office with the help of office boy/ support staff.

Add: Installation of additional hardware or software on desktop machines and servers after initial delivery.

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 Company. Upgradation of the hardware/ software items which are under AMC/ warranty with 3rd party.

10.1.16 Preventive Maintenance (H/W)

10.1.16.1 Quarterly Preventive Maintenance (For all locations)

Preventive Maintenance is to be carried on a Quarterly basis for Servers, Switches and Other IT Equipment as per requirement. Any damage/loss resulting while carrying out preventive maintenance should be borne by the vendor. The Physical related Preventive Maintenance (PM) includes both External and internal cleaning and fine tuning.

1. Activity includes cleaning of the exterior Case of IT equipment & its accessories. Tying and tagging of loose cables; labelling the equipment with tags, Network-related PM are the activities including but not limited to the following:
 - a. Checking of all Network equipment;
 - b. Checking of Routers/Switches for proper configuration,
 - c. Checking of the power supply, Earthing, and connectivity to equipment and proper dressing of cables connected to network equipment.
 - d. Monitoring network-racks' condition, temperature and other environmental conditions like dust, dampness etc.; Housekeeping / cleaning of the equipment/accessories (without opening the chassis)
 - e. Any other job related to servicing/maintenance as decided by PNB GILTS IT etc.

Monthly Preventive Maintenance (OS/Drivers/updates/Printer Health Checkup)

The Software related Preventive Maintenance (PM) also includes; removal of all temporary files including cookies; Clearing of Caches / Buffers; running of Scan Disk; Defragmentation of Hard Disks; Registry cleaning etc. for better performance.

- a. Downloading the latest updates for windows operating system.
- b. Verifying that the latest antivirus protection updates are on the Server/Desktop/Laptop.
- c. Running disk software utilities such as Defrag and ScanDisk on hard drive
- d. Routine maintenance of Laptop/Desktop, Printers for its smooth functioning
- e. Checking of unauthorized software and reporting the same to ITD
- f. Checking of USB status as per Policy and reporting the same to ITD.

10.1.17 MIS Reporting & Documentation

Vendor shall submit the MIS reports on a monthly basis as per company's IT Security Policy. MIS reports to be submitted by 7th of every month without fail. Following reports to be submitted are as under:

- a. Resource utilization of server, Desktops, Laptops etc.
- b. Log of backup and restoration undertaken.
- c. Summary of issues/complaints logged at the Help Desk.
- d. Summary of resolved, unresolved and escalated issues/complaints.
- e. User creation, user password reset etc.
- f. Visitor logs of Data Centre.
- g. Change Management summary report
- h. Location wise call summary
- i. Issues/Complaints Analysis report for virus calls, call trend, call history etc.
- j. Summary of changes undertaken in the Data Centre including major changes like configuration changes, patch upgrades, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset etc.
- k. Health checkup of all server, event log, Audit logs, Antivirus log (From Server monitoring platform)
- l. Functioning of links status for all links (From WAN monitoring Platform)
- m. Utilization of links in terms of bandwidth (applicable for Delhi and Mumbai) (From WAN monitoring Platform).

10.1.18 Incident reporting (For critical infrastructure)

Failure of Servers, Storage, Links, Firewall, switch, Router, Virus attacks, security threats, etc., with Root cause analysis and action plans to fix the problems for their respective areas of scope. Incident management mentioning category-wise reports to be submitted are as follows:

- a. Server hardware failure and windows/OS corruption.
- b. Detection of security vulnerability with the available solutions / workarounds for fixing.
- c. Virus attacks, unauthorized access, security threats, etc. – with Root cause analysis and the plan to fix the problems.
- d. Unauthorized software and Software license violations.
- e. A detailed Root Causes Analysis (RCA) to be provided within 24 hours.

10.1.19 Support under AMC, Warranty and Licenses

- f. IT assets are under either AMC or warranty, the initial responsibility of diagnosing/troubleshooting for all assets lies with the FMS / MANAGED IT SERVICE vendor.
- g. FMS/ MANAGED IT SERVICE vendor should maintain the contact details of all vendors/OEM (Hardware), warranty period of equipment, response & resolution time commitments and call reports from vendor. These reports have to be provided to the PNB Gilts IT team as and when required/communicated.
- h. First level calls related to IT equipment, whether hardware or software related, like O.S., virus, drivers, Hardware, Printing issues, Network connectivity, etc. have to be attended and resolved. It also includes loading and configuration of all standard packages provided by PNB Gilts e.g. Operating systems, Anti-virus packages, E- mail and Browsing software and Tally clients and other packages decided by PNB GILTS.
- i. First-level troubleshooting and technical support to users for, laptop/ tablet/ iPad/ MacBook and related OS Android/ IOS for Synchronization with email server and mail settings on mobile, assistance on checking the devices etc.

10.1.20 Infrastructure Monitoring Services

Bidder shall install and implement monitoring platform Network operation center (NOC) tool which would notify support team proactively by providing single pane of glass to keeping constant watch over a large spectrum of IT systems under scope like Network, Server, storage, backup, database, etc. It shall support agent based Server monitoring to get insights of standalone & virtual infrastructure health and performance. Vendor will monitor all the in scope Infrastructure devices provisioned under Monitoring tool in real-time. Following activities:

- a. Installation and configuration of monitoring agent on Infrastructure
- b. Define Threshold limits
- c. Configure the alert mechanism – using email (for all alerts) /SMS only for Major Incidents
- d. Monitoring Network devices CPU and memory utilization
- e. Monitor Storage Controller (RAID) Availability
- f. Monitor Server Availability
- g. Monitor alerts in case Network-attached storage (NAS), switches hardware failure
- h. Monthly Uptime report
- i. Ability to monitor Windows Services and Processes
- j. Service and Process Uptime Trend Dashboard and alerts on Service or Process down
- k. Ability to monitor Network Devices using the standard based approach (SNMP v1/v2/v3)
- l. Monitors of VMware, Hyper-V etc.
- m. Different role-based view for Network and System administrator team
- n. Proactive Monitoring of Core Infrastructure (Network, WAN Links, Server and Firewall) under scope using Monitoring platform provided by Bidder. (OS, DB etc. would be provided for network operations center (NOC) service by PNB Gilts).

10.1.21 NOC monitoring Service

A **Network Operations Center (NOC)** service along with tools should be provided by bidder that includes below key functions:

- a. Monitoring: Constantly watching over network traffic, performance, and devices to detect issues like slowdowns, outages, or unauthorized access.
- b. Incident Management: Responding to network issues (e.g., server failures, traffic spikes, or security breaches) and resolving them as quickly as possible.
- c. Troubleshooting and Support: Diagnosing problems, conducting repairs, and restoring services.
- d. Maintenance and Upgrades: Ensuring that systems are up-to-date, secure, and optimized by performing regular updates and hardware maintenance.
- e. Incident Escalation: If a problem is too complex or cannot be resolved in the NOC, it is escalated to higher levels of support or specialized teams.

10.1.22 Firewall Management Service:

Vendor will be responsible for following service during the contract period under Firewall management:

- a. The firewall design and architecture must be based on the security requirements of the internal PNB GILTS network.
- b. Users accessing the PNB GILTS resources from the public network (Internet) must be authenticated.
- c. Firewalls licenses should be checked and monitored on quarterly basis to avoid cancellation or use of outdated programs.
- d. The firewalls are configured through a Secure Socket layer (SSL) GUI and only from a dedicated system.
- e. Physical access to the firewall terminal is limited to authorize officials only.
- f. The firewall's system integrity database will be updated each time the firewall configuration is modified.

- g. Wherever possible after any upgrade the firewall must be tested to verify proper operation prior to going live in to operation.
- h. All security patches recommended by the firewall vendor (Original equipment manufacturer (OEM), Indian Computer Emergency Response Team (CERT-IN) and other must be implemented in a timely manner.
- i. The firewall must be configured to log all reports for Audit purpose. Firewall logs will be reviewed on daily basis. The logs of Firewall should be monitored and report to be submitted to PNBG IT on daily basis.
- j. The firewall (systems software, configuration data, database files, etc.) should be backed up and stored securely as per PNB Gilts requirement.
- k. Vendor shall be responsible to provide incident management support to PNB Gilts in case of any issues with Firewall. Vendor will provide reports on resolution details, root cause analysis etc. However, incident must be reported on immediate basis.
- l. Vendor will be responsible to analyses the logs of Firewall and will share the MIS reports on a monthly basis.
- m. The Vendor shall be responsible for Firewall Management and providing security of Firewalls as per IT & Cyber security policy of the Company like Centralized Event Monitoring, Real time Alerting and Reporting Services for the security incident resolution, Onsite Support, health check-ups of Firewall's etc.
- n. Vendor will arrange the onsite resources with minimum three years' experience in similar of job and resource will be available to provide onsite support for 5 days in a Week at DC, Delhi and as when basis at DR site, Mumbai. Beside remote support would be required on Saturday.
- o. Suggestions/Recommendation to improve the current Policy, Configuration and architecture etc. with regard to Firewall in line with standard practice and Regulatory guidelines. Submission of comprehensive MIS Reports along with Certificate including health status, working of Firewall as per configured Policy to be submitted on letterhead by competent Authority on monthly basis.
- p. Vendors should have the Back to Back support arrangement with Original Equipment Manufacturer (OEM). Vendors will submit serial no wise back-lining support certificate from OEM to ensure the smooth working and to achieve the highest uptime on the offered firewalls.
- q. Vendors shall abide by the security policies & procedures framework of the Company which includes Incident Management, Change Management, and Capacity Management etc.

10.2 Requirements of Engineers

S.No.	Minimum Requirement/ Resident Engineer	Quantity	Service Window (08:00AM – 08:00PM) and as and when required
A	Off site: (Shared Resource)		
A.1	Service Delivery Account 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.	1	He must visit in a week to monitor the engineers activities/work assigned.
B	Onsite:		
B.1	At Delhi: Sr. End User Support Engineer	1	Monday to Friday 8:00 am to 08:00 pm
B.2	At Delhi: Server Engineer (L2) Engineer for Server cum Network	2	Monday to Friday 08:00 am to 08:00 pm

	<i>Engineer for Windows , AD, Backup, Storage, Antivirus & AD Management</i>		
B.3	<i>Firewall Engineer (Palo Alto & FortiNet)</i>	1	<i>Monday to Friday 08:00 am to 08:00 pm</i>
B.4	<i>At Mumbai: Server cum Sr. engineer for managing Desktop, Printers, Laptops, MS Outlook, etc. in Mumbai</i>	1	<i>Monday to Friday 09:00 am to 06:00 pm</i>

FM Engineer will be marked absent in case he goes on leave without obtaining prior approval from PNB Gilts IT Department. It is the Bidder's responsibility to provide the suitable replacement for maintaining the committed uptime at the same working day.

10.2.1 Qualification/Skill set/ Experience:

L2 Server Engineer for Delhi	B.E/B.Tech./MCS_IT/MCA or higher. Preferred certification Degree with MCSE Certification.
	Total 5 years of experience including Server Administrator on Windows Platform. He should be able to solve and install and configure Server. He Should be well versed with TCP/IP, DNS, Active Directory (AD), Varitas backup software, Trend Micro (Apex One) Antivirus Software up etc. with skill of Installation, Configuration & Troubleshooting on Windows server 2022, 2019, 2016 etc., Proficiency in server management including Active directory Networking (LAN/WAN), switches etc.
	Servers and other IT equipment. Following are the requirement for Server cum Network Engineer: <ul style="list-style-type: none"> • B.E/B.Tech or higher Preferred certification <ul style="list-style-type: none"> • Hands-on experience troubleshooting desktop/ laptop/ peripheral • At least 5 years of work experience as support executive preferably in in at least One PSU /central government organizations / BFSI/ Financial Institution/large enterprises • Strong End User IT Infrastructure Domain knowledge • Good communication skills and can converse in Hindi/ English
L1 Server Engineer cum Sr. Desktop Engineer at Mumbai	B.E/B.Tech or higher Preferred Certification Degree with MCSE Certification. Total 3 years of experience including Server Administrator on Windows Platform. He should be able to solve, install, and configure Server. <ul style="list-style-type: none"> • Hands-on experience troubleshooting desktop/ laptop/ peripheral • At least 3 years of work experience as support executive preferably in Government/ PSU/Corporate/BFSI sector

	<ul style="list-style-type: none"> • Strong End User IT Infrastructure Domain knowledge • Good communication skills and can converse in Hindi/ English
Firewall Engineer	For Firewall management (Palo Alto and FortiNet)
Onsite End User Support FM Engineer Delhi	<p>Engineer should have 3 years of experience/ expertise in areas Like trouble shooting and handling of various IT hardware's like PC, Printers, Laptops and other IT equipment. Configure of Desktops, Laptops. Should have expertise in Windows, Linux, client operating systems and related applications, Support Services for Software Application Mailing (webmail/MS outlook express/Outlook express), MS office</p> <p>e 2016/2019/2021 and other system software. Following are the requirement for Desktop Engineers</p> <p>B. Sc. IT/Computers/ BCA/B .Sc. / Diploma from a reputational institute</p> <ul style="list-style-type: none"> • Hands-on experience troubleshooting desktop/ laptop/ peripheral • At least 3 years of work experience as support executive preferably in Government/ PSU/Corporate sector • Strong End User IT Infrastructure Domain knowledge • Good communication skills and can converse in Hindi/ English
Deployment of the Manpower will be done in consultation with the Company.	

Note: Engineer Credential Verification certificate to be provided by authorized person of the Bidder of their resources along with engineer undertaking.

10.2.2 Service Level Agreement

Service Window

Services	Support Hours	Remarks
Datacenter Managed Services	Mon to Fri - 8 am to 8 pm	Onsite personnel for DC Management & AMC Services
Service Desk		Onsite at PNB GILTS
Service Desk & End user Support		Onsite office support for Delhi & Mumbai. Remote/ On-call Support for other branches

Service Levels (Onsite & End User Management)

Service Level	Criticality	Response	Resolution	SLA Adherence Performance (Quarterly)
Severity 1	Very high	5 Minutes	2 Hours	100%
Severity 2	High	15 Minutes	6 Hours	100%

Severity 3	Medium	30 Minutes	8 Hours	99%
Severity 4	Low	45 Minutes	1 Business Day	98%

Severity Definitions

Service Level	Definition
Severity 1	One or more Major IT service is impacted due to being completely down or deterioration in performance. E.g., Core application such as Server, Storage, Network, Switch, Router, Firewall etc. All application users are impacted in all locations. All VIP calls; Major network outage at data center leading to interruption of service. DC Hardware break-fix call.
Severity 2	Either Group of users is impacted (e.g. Branch connectivity is lost) or access to application/applications is partially impacted Or End User Hardware break-fix call for RE location)
Severity 3	Single user is impacted or End User Hardware break-fix call for non-RE location
Severity 4	Service Request (E.g., Creation of email account, access rights, etc.)

Penalty Calculation:

For every 1% reduction in SLA Adherence, 1% of quarterly invoice (AMC/FMS) value as penalty would be deducted. Penalty capping = 5% of invoice value for each quarter excluding penalty of absence of onsite engineer.

Absence of onsite engineer:

Penalty will be calculated in case of absence of any Onsite Service Engineer- per day per person, Rs.2000/- will be levied after two (2) consecutive days of absence.

Company reserves the right to invoke Performance Bank Guarantee in case of more than five instances of breach in SLA in one quarter.

10.2.3 Other Works

- In the event of shifting of office premises by the Company, Bidder would depute Technical account Manager/ engineer(s) for de-installation of all the hardware and installation/ commission of equipment at new location. No extra cost will be borne by the Company for the same. However, packing and transportation will be arranged by the Company separately.
- In the event of adding new office at new locations by the Company, Bidder has to assist the Company in setting up of LAN (cabling, I/O fixing etc.) coordinate with network vendor for setting up of WAN connectivity etc.

TERMS AND CONDITIONS

- Any activities such as installation and migration of new Hardware (Server's/PC's/Network Equipment/Storage), Software (O.S/Drivers/Patches) and up gradation during period of contract would be managed by vendor considering as part of Service level agreement (SLA).
- The engineer will remain present in the company from 08:00 A.M. till 8.00 P.M from Monday to Friday at H.O Delhi. Besides, the Engineer will also be present as and when required in addition to the service window. In addition, remote support and physical on 1st, 3rd, 5th Saturday from 8 AM to 8 PM and as and when basis.
- In absence of regular resident Engineer, Bidder should provide Backup Engineer with same technical skills and the engineer must be able to manage the site independently at both locations including Delhi & Mumbai as mentioned above. Backup Engineer should be well versed with IT setup and role of existing engineer. In this regard, one identified Backup Engineer should be assigned to PNB Gilts on fortnight basis at both locations including Delhi & Mumbai for awareness of activities done by regular Engineer and backup engineer should be trained in presence of regular engineer who is currently deployed.
- Existing engineer shall give request for leave in advance to PNB Gilts IT Team in case of planned leave.
- Branch offices including Mumbai, Ahmedabad and Chennai to be visited on call basis within four hours once the call is registered and resolution within 8 hours.
- Systems, printers, Laptops, iPad etc. related complaint of higher officials to be attended and resolved at their resident based on the requirements.
- Vendor would provide the site stock such as PC, Printer, Switch, keyboard and mouse etc. (Latest configuration). exactly as per company IT Infrastructure at Delhi and Mumbai.
- LAN and WAN management (Installation, configuration and troubleshooting) at Head office, Delhi and DR Site, Mumbai and other Branch offices.
- UPS management – Track the health, backup time and liaison with 3rd party vendors.
- One Technical account manager/ Service Delivery Manager with minimum 5-6 year of expertise in various servers such as DELL/HP/CISCO, Windows 2016/19/22 Server platform and networking including, Router, switches etc. who will in touch with resident engineer ongoing basis and will also be available on site at the time of downtime or critical situation.
- The vendor shall send technical account manager / Service Delivery Manager on monthly basis for review meeting in order to meet the Service Level Agreement (SLA) and Quality service requirements.
- The vendor shall send the Domain expert as mentioned above technologies on monthly basis to monitor the health checkup of servers, antivirus, Backup software, Audit logs, Routers, switches etc. at Delhi & Mumbai.
- In case of any major (critical) problem, vendor will send a senior support engineer with desired technical expertise to resolve the problem, along with the deputed resident engineer.
- Monthly/Quarterly MIS Reports along with documents to be submitted of following activities as per IT Security policy and Standard Operating procedure (SOP):
 1. Incident, Change and problem management along with Root causes analysis (RCA)
 2. Resolution, downtime & uptime of Servers, Desktops, Network, Printers etc.
 3. Server/PC/Networking – Preventive Maintenance
 4. IT Asset management and review on quarterly basis
 5. Change management Report
 6. Server Health check-up & Patch management including its logs along with recommendations towards its improvement and smooth functioning.
- A standby Server (configured as per company's requirements) will be provided to the company within two hours if the vendor fails to resolve critical server breakdowns on site at H.O, Delhi and Mumbai.
- In case the resident engineer is unable to resolve any problem pertaining to Hardware, Operating System (OS), antivirus in any of Server within 30 minutes, then such problem should be escalated to an expert. The service provider experts may resolve the problem through remote/ telephonic support. However, in case the problem remains unresolved, vendor should send their technical expert immediately to our site for rectification of the reported problem within 1 hour of escalation by the resident engineer. In any case, no major Server problem (leading to disruption in operations) should remain unresolved for more than 24 hours.
- For Servers, Routers, Switches, Computers, TFT Monitors, Printers, Laptops etc. AMC includes free replacement of all defective parts or replacement of equipment except replacement of consumable like

ribbon, cartridges, ink, toner, batteries, transparency films, magnetic media, Plastic body parts, LCD display of laptop.

- The Resident engineer would resolve all PC, printers, server, storage and networking level call, Email on immediate basis as per SLA defined above. However, due to part damage, Vendor would provide a standby as per following schedule:

Desktop:	24 hours
Laptop:	24 hours
Printer:	24 hours
Switch:	Resolution within 2 Hours and 4 hours in case spare parts
Server:	Resolution within 2 Hours and 4 hours in case spare parts
Firewall:	Resolution within 2 Hours and 4 hours in case spare parts

- Vendor will conduct Monthly preventive check for better performance of all machines including Servers, Desktops, Printers, Laptops, Routers, switches etc. at H.O Delhi and all Branch offices and report of the same should be furnished to IT department at H.O Delhi on monthly basis.
- Giving Two-month notice in advance, company may terminate the contract.
- Post awarding the purchase order, bidder will ensure the deployment of regular manpower within 15 days.
- The existing vendor will provide on-site support of minimum 15 days extra for transition process without any cost at the time of changeover of other vendor i.e. till 15th April of ongoing Financial Year.
- During transition process the existing vendor will ensure that, proper training and handholding are provided to new engineers along with all documents related to AMC and FMS/ MANAGED IT SERVICE.
- Training shall include brief of IT setup, applications, server backup, daily/weekly/monthly activities, antivirus management, various logs monitoring & action to be taken such as server log, virus log, documents etc.
- Vendor will provide the support for migration/addition/deletion of Hardware, Software operating system without any cost during the contract period.
- Whenever, any major activities are planned by RBI, PNB Gilts such as Mock drills at company's DC, Delhi and DR site Mumbai, adequate resource shall be provided as part of contract in case of requirement.
- Vendor will provide the services escalation matrix in detail including top management officials. Same must be updated and made available to the IT Department time to time.
- Payment for the contract covering above-mentioned services would be made quarterly on deferred basis subject to satisfactory performance at the end of each quarter.
- Payment of any quarter will be made after deducting TDS/other taxes and applicable penalty if any.
- SLA shall attract 5% deduction from quarterly amount payable in case of vendor failure to fulfill the commitment during that quarter as a penalty.
- The selected Vendor will have to sign Service Level Agreement (SLA) and Non- Disclosure Agreement (NDA) and integrity pact.
- The bidder shall give acceptance within 3 days from the date of Purchase order. However, Company has a right to cancel the order, if the same is not accepted within the stipulated period from the date of the order.
- The Company shall have the right to conduct audits of books of selected bidder by company, internal or external auditors, Reserve Company of India or by external specialists may be appointed to act on its behalf if required and to obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the Company.
- The contract for AMC & FMS/ Managed IT Services may be extended for 12 Months after expiry of contract on the same rate and same terms condition, if required.
- No subcontracting is permitted for this project.
- There will no change in the schedule of Bids like extension for submission of bids Etc.
- The Company reserves the right to initiate negotiation with the L1 bidder.

11.1 Performance Bank Guarantee:

The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:

- I. The successful bidder will have to submit Performance Bank Guarantee amounting to 5% of the contract value within one month of acceptance of purchase order & initially valid for a period of 12 months from the date of installation with claim period of another 1 month.
- II. The Bank Guarantee should be issued by any scheduled Commercial Bank.

- III. The Performance Bank Guarantee will be furnished for due Performance of the complete Solution/services.
- IV. The Performance Bank Guarantee shall act as a security deposit and either in case the Successful bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the company reserves the right to forfeit the same.
- V. Further, the company reserves the right to invoke the Performance Bank Guarantee in case the Successful bidder is not able fulfil any or all material conditions specified in the Agreement or is unable to complete the project within the stipulated time or is not able to provide services as required during the contract period.

11.2 Bid Earnest Money:

- I. Bidder has to submit the Bid Earnest Money (inv) of Rs. 3,00,000/- (Rupees five lakhs only) (*Registered MSE and Start-up-India bidder is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of the company*), which should be submitted in the form of online deposit or Company Guarantee (BG) favouring PNB GILTS LIMITED, 5, SANSAD MARG, New Delhi as per Annexure 20 – Proforma for the Bank Guarantee.
- II. The BG should have a validity of at least 6 months from the date of submission of the bid with claim period of another 3 months. The BG/ details of EMD should be submitted at the time of bid submission.
- III. For seeking EMD exemption as MSE bidder, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be submitted along with the bid in respect of the offered product or service.
- IV. In case of unsuccessful bidder, EMD will be returned within 30 (thirty) days of notice of award of contract and no interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Company Guarantee and no interest will be payable on EMD amount.

Details for online payment:

IFSC: PUNB0015300

Bank & Branch: PNB Sansad Marg New Delhi

Account No.: 0153002100172800

(Proof of the transaction to be submitted along with the bid documents).

12 ANNEXURE – C FORMAT - I

Technical Proposal Covering Letter (On Company Letter Head)

To,

Head IT/CTO

PNB GILTS LTD, 4th Floor,

5, Sansad Marg,

New Delhi- 110001

Dear Sir/ Madam(s),

Sub: Technical Proposal for AMC & FMS/Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices

Having examined the Request For Proposal (RFP) _____ Documents dated __ the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **AMC & FMS/Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices** required capabilities in terms of functional and technical expertise for servers including all licenses required (other than mentioned in complete RFP document) and implement for in conformity with the said RFP Documents and hereby undertake that we accept all the conditions of the RFP and will provide the complete services as per the Scope of Work.

We undertake to state that we have submitted all the necessary documents / responses as per the technical proposal of this RFP.

We agree to abide by this bid for the bid validity period specified in RFP and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

13 ANNEXURE – C FORMAT - II

Conformity Letter (On Company Letter Head)

To,
Head IT/CTO
PNB GILTS LTD, 4th Floor,
5, Sansad Marg,
New Delhi- 110001
Dear Sir/Madam,

Sub: Conformity for AMC & FMS/Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices

Further to our proposal dated _____, in response to the Request for Proposal (RFP No. _____ hereinafter referred to as “RFP”) issued by PNB Gilts Ltd. we hereby covenant, warrant and confirm as follows:

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

We also hereby confirm that our prices as specified in the Annexure/s Commercial Bid are as per the Payment terms specified in the Tender / RFP document.

We also confirm that the soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents issued by PNB Gilts Limited, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Date:	Signature of the Authorized Person
	Name of the Authorized Signatory:
Place:	Designation:
	Name of the Organization:
	Seal:

14 Annexure – D Format - I

Minimum Eligibility Criteria Covering Letter (On Company Letter Head)

To,

Head IT/CTO

PNB GILTS LTD, 4th Floor,

5, Sansad Marg,

New Delhi- 110001

Dear Sir/ Madam(s),

Sub: Minimum Eligibility for RFP for AMC & FMS/Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices

Having examined the Request for Proposal (RFP) Documents _____ dated ___ the receipt of which is hereby duly acknowledged, we, the undersigned, undertake that we fulfill the Minimum Eligibility Criteria requirements.

We further undertake to state that we have enclosed / submitted all the necessary documents and details as per the “Minimum Eligibility Criteria” requirements of the said RFP.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

15 ANNEXURE – D Format – II

QUALIFICATION CRITERIA (On Company Letter Head)

Note: Bidders are requested to strictly adhere to the formats given in this document.

S.No	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
1	The bidder must be an Indian firm/ Company / Organization registered under Companies Act/Partnership Act/LLP Act etc. or a foreign company, registered under applicable laws & regulations, with Sales and Support arrangement in India.		Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office. Proof of Partnership/LLP. Foreign companies also to provide declaration with details of sales & support arrangement in India.
2	The Bidder must have an average turnover of minimum 2 crore during last 03 (three) financial year(s) i.e., FY 2022-23, FY 2023-24, and FY 2024-25.		(Certificate from statutory auditor for preceding/current 03 years may be submitted.)
3	The Bidder should be profitable organization on the basis of profit before tax (PBT) for last 03 (three) financial years i.e., FY 2022-23, FY 2023-24, and FY 2024-25.		Certificate from the statutory auditor.
4	The Bidder should have provided FMS/Managed IT Support Services in PSU /central government organizations / BFSI/ Financial Institution/large enterprises in last 5 years in India as on the date of the RFP.		Copy of the Purchase order or other relevant evidence duly signed by the authorized signatory of the bidder.
6	The bidder must be ISO-27001 Certified Company, and the certificate should be valid as on date of bid submission.		Copy of ISO-27001 certificate or equivalent Indian Standard
7	Organization profile and support Team expertise available for supporting PNB GILTS LTD. Preferred qualification for support engineer(s) is BE, B.Tech, or MCA in IT, Computer Science, Electronics & Communication, or Electronics, or hold a relevant degree with at least 3 years of experience in the field.		Organization profile, support Team expertise to be provided as per Annexure D Format – III

8	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP. Besides, information about merger/demerger.		Self-Declaration by authorized signatory on separate letter head.
9	Bidder should have its Registered Office in India.		Certificate
10	Bidder should be in the business of 'Managed IT Services' for at least 10 years as on January 01, 2025 in India.		Certificate
11	Bidder should have minimum turnover of INR 2 Cr. per annum in the last three financial years ending March 2025.		Certificate
12	Bidder Should have positive net worth for the last 3 years.		Certificate
13	Bidder should have experience of on-site Managed IT Services for not less than 5 years of experience preferably in PSU /central government organizations / BFSI/ Financial Institution/large enterprises etc		Certificate
14	The bidder must have its own Network Operations Center (NOC). The service support center should also provide a toll free number with 24/7 support to attend calls.		Certificate
16	The bidder should be a registered company incorporated in India, registered under Company act 1956 / 2013 and as per its latest amendments.		Certificate
17	The Bidder should have full-fledged support & service centers in Metro city in India.		Certificate
18	The Vendor to confirm that the bid is not submitted in Consortium as well as Sub- contracting		Certificate

Support Team Expertise

S.No	Level (L1/L2/L3)	Qualification	Certification

Rows may be added further, based on requirement.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

17 Annexure – E Format – I

Commercial Proposal Covering Letter (On Company Letter Head)

To,

Head IT/CTO

PNB GILTS LTD, 4th Floor,

5, Sansad Marg,

New Delhi- 110001

Dear Sir/ Madam(s),

Sub: Commercial Proposal for RFP for AMC & FMS/Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices

Having examined the Request For Proposal (RFP) Documents dated the receipt of which is hereby duly acknowledged, we, the undersigned, offer our services, as mentioned, in conformance with the scope of work of said RFP documents and as per the attached Commercial Proposal and hereby undertake that we accept all the terms and conditions of the RFP.

We further undertake, if our bid is accepted, to deliver the services in accordance with the delivery schedule finalized.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract negotiations, up to the expiration of the validity period of the Proposal.

We understand that you are not bound to accept the lowest or any bid you may receive. Enclosure,
Commercial Bid for RFP for AMC & FMS/MANAGED IT SERVICE of IT Setup at Delhi, Mumbai and AMC
for Branch Offices

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place: Designation:

Name of the Organization:

Seal:

Commercial Proposal bid format (On Company Letter Head)

Sr. No.	Manage IT Support Service	Amount in Rs. (Excl. of taxes)
1	<p>Annual Cost for AMC of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices (item-wise cost to be provided).</p> <p>A quarterly review of the IT Asset inventory will be done. Based on review, Hardware item will be added and removed from the inventory and the cost of AMC for Hardware will vary accordingly.</p>	
2	<p>Annual Cost for FMS/Managed IT Services of IT Setup at Delhi, Mumbai and Mumbai, including resource cost (Individual)</p> <ul style="list-style-type: none"> a. <i>Sr. End User Support Engineer</i> b. <i>Server cum Network Engineer (L2)</i> c. <i>Engineer for Windows, Backup, Storage, Antivirus & AD Management (L1)</i> d. <i>Firewall Engineer (L1)</i> e. <i>Server cum Sr. engineer for managing Desktop, Printers, Laptops, MS Outlook, etc. in Mumbai</i> 	
Total Cost in Rs. (excl. of taxes) for one year		

Date:

Signature of the Authorized Person

Name of the Authorized Signatory: Place:

Designation:

Name of the Organization:

Seal:

19 Annexure F – NDA (Non-Disclosure Agreement)

(On Valid Stamp paper of appropriate value)

This Confidentiality –cum- Nondisclosure Agreement is entered into at _____ on _____ this _____ day of _____ 2026, between ____ (Insert Name of the Service Provider) a company within the meaning of Companies Act, 1956 / Companies Act, 2013 OR Partnership Bidder registered under LLP Act, 2008, having its Registered Office at _____ (herein after called 'Service Provider'), which expression shall, unless repugnant to the context, includes its successors and assigns as FIRST PARTY

AND

PNB Gilts Limited, a public limited company registered under the Companies Act, 1956 having its registered office at 5, Sansad Marg, New Delhi - 110001 (herein after referred to as 'PNB Gilts Ltd.' or 'PNB Gilts' or 'PNBG' or 'the Company') which expression shall, unless repugnant to the context, includes its successors and assigns.

The Service Provider and PNB GILTS Ltd would be having discussions and negotiations concerning the establishment of and during continuance of a business relationship between them as per Agreement dated _____ (hereinafter referred to as 'Agreement').

In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement in order to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates and subsidiaries, and the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.

Now this Agreement is witnessed by: -

1. Proprietary Information:

As used in this Agreement, the term 'Proprietary Information' shall mean all trade secrets or confidential or Proprietary Information designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, before or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.

The Proprietary Information shall include, but not be limited to, domain names, trade secrets, copyrights, ideas, techniques, know-how, inventions (whether patentable or not), and/or any other information of any type relating to designs, configurations, documentation, policies, board notes, Circulars, recorded data, schematics, layouts, source code, master works, master databases, algorithms, flow charts, formulae, works of authorship, mechanisms, research, manufacture, improvements, assembly, installation, intellectual property, and the information concerning the Parties' actual or anticipated business, research or development, or which is received in confidence by the disclosing party to the Recipient.

2. Confidential Information:

In this Agreement "Confidential Information" means all information belonging to a Party that is or has been

disclosed to one Party (the "Receiving Party") by the other Party (the "Disclosing Party") in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties. The term 'confidential information' shall include all written or oral information (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential.

Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'. Confidential information shall also include, without limitation, information identified as being proprietary and/or confidential or pertaining to pricing, marketing plans or strategy, volumes, financial or technical or service matters or data, employee/ agent/ consultant/ officer/ director related personal or sensitive data software programs, technical data, passwords encryption tools, methodologies, know-how, processes, designs, new products, development work, marketing requirements, marketing plans, disaster recovery plans, customer names, prospective customer names, customer information, customer databases, business information and any information which might reasonably be presumed to be proprietary or confidential in nature of the "Disclosing Party".

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

3. Confidentiality:

- a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights under this Agreement.
- b) Each party may disclose the confidential information to its employees, officers, consultants or agents only to the extent that such disclosures are required to exercise its rights and perform its obligations under the agreement or attachments. Each party shall take such steps as may be reasonably requested by the other or otherwise required to ensure that the aforementioned persons acknowledge and comply with the use and confidentiality restrictions contemplated under this Agreement.

4. Non-Disclosure of Proprietary and Confidential Information:

For the period during the Agreement or its renewal, the Recipient will:

- (a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written authorization of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.
- (b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the

reasonable degree of care with which it protects its confidential information of similar importance: and
(c) Limit disclosure of Proprietary Information received under this Agreement to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of Performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

5. Limit on Obligations:

The obligations of the Recipient specified in clause three above shall not apply, and the Recipient shall have no further obligations, with respect to any Proprietary **and Confidential** Information to the extent that such Proprietary Information:

- c) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient,
- d) is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation;
- e) Becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information.
- f) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or
- g) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

6. Return of Documents:

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary **and Confidential** Information received by the Recipient pursuant to this Agreement (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Agreement, the Recipient party will promptly return to the other party or, with the consent of the other party, destroy the Proprietary **and Confidential** Information of the other party.

7. Communications:

Written communications requesting or transferring Proprietary Information under this Agreement shall be addressed only to the respective designees as follows (or to such designees as the parties hereto may from time to time designate in writing)

PNB GILTS Ltd, Attn_____ Attn_____

- 1.....
- 2.....

M/s _____ Attn: _____

- 1.....
- 2. _____

8. Term:

The Agreement is valid from to. Either party may terminate the Agreement by giving prior written notice of 30 days to the other party. The obligation pursuant to Clauses 2 and 3 (Confidentiality and Non-Disclosure of Proprietary Information) will survive even after termination of the agreement dated. The obligations of each party hereunder will continue and be binding irrespective of whether the discussion between the parties

materialize into a specific understanding/ business relationship or not, however, this agreement on Confidentiality and Non- Non-Disclosure of Confidential Information) is perpetual in nature even after termination/ expiry of the Agreement.

Nothing herein contained shall be construed as a grant by implication, estoppel, or otherwise or a license by either party to the other to make, have made, use or sell any product using Proprietary Information or as a license under any patent, patent application, utility model, copyright or any other industrial or intellectual property right covering the same.

9. Damages:

- (a) Both parties acknowledge that the proprietary & Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, neither party shall use the Confidential Information in a manner that will jeopardize or adversely affect in any manner such future strategies, plans, business activities, methods, processes, information, and/or competitive and strategic advantage of the Disclosing Party.
- (b) The provisions of this Agreement are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both parties agree that any breach of this Agreement will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies that may be available, the party violating the terms of this Agreement shall be liable for the entire direct loss and damages on account of such disclosure.
- (c) Bidder agrees to indemnify the PNB GILTS Ltd against all loss suffered due to breach of terms of this agreement and undertakes to make good the financial loss caused directly or indirectly by claims brought about by its customers or by third parties.
- (d) The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly, the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.
- (e) No failure or delay by either party in exercising or enforcing any right, remedy, or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

10. Governing Laws and Dispute:

All disputes or differences whatsoever arising between the Parties out of or in relation to the construction, meaning and operation or effect of the PO/SLA 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 Arbitration and Conciliation Act, 1996. The matter may be referred to a Sole Arbitrator to be appointed as hereinafter provided, and the award made in pursuance thereof shall be binding on the Parties. If the parties fail to appoint a sole arbitrator, the same will be appointed as per the terms of the Arbitration and Conciliation Act, 1996

The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts at Delhi. The Sole arbitrator shall be appointed mutually by both parties.

VENDOR shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by the PNB GILTS Ltd. 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 only.

11. Permitted Disclosure

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any

governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

12. Ownership of Information

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form, shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

13. No Representation

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur/undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

14. No Assignment

This Agreement shall not be assigned by either party, or otherwise, without the prior written consent of the other party. This Agreement shall inure to the benefit of and will be binding upon the parties' respective successors and permitted assigns.

15. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this Agreement will not be in any way affected or impaired by such a finding.

16. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of no enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

17. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of the courts in Delhi only.

18. Indemnity

Service Provider shall indemnify PNB GILTS Ltd. from any and all claims, including third-party claims, causes of action, suits, damages or demands, whatsoever, arising out of breach of this Agreement by the indemnifying party as and when such claims, actions, damages or demands become payable under law, including any governmental, regulatory, judicial or quasi-judicial determination.

19. Modification

Modification to any of the provisions of this Agreement shall be void unless it is in writing and duly executed by the Parties.

20. Remedies and Relief:-

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its costs, expenses and fees, including

Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its costs and expenses, including Advocate's fees.

21. Notices:

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

22. Miscellaneous

- a. This Agreement shall not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both parties.
- b. This Agreement will be binding upon and in favour of the parties hereto, and it also includes their respective successors and assigns.
- c. Each party will bear its own costs in connection with the activities undertaken in connection with this Agreement.
- d. Nothing in this Agreement is intended to confer any rights/ remedies under or by reason of this Agreement on any third party.
- e. The Agreement shall be construed and interpreted in accordance with the laws prevailing in India.
- f. The Confidential terms of the SLA to be executed between the parties shall be read as part and parcel of this Agreement. This Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement, and such provision shall not affect the legality, enforceability, or validity of the remainder of this Agreement.

In witness whereof, the parties hereto have agreed, accepted, acknowledged and signed these presents, on the day, month and year mentioned herein above.

For M/s _____
Authorized Signatory
Shri _____
Designation _____

For PNB Gilts Limited
Authorized Signatory
Shri _____
Designation _____

20 Annexure G - Proforma for Integrity Pact

(To be submitted on the letterhead of the Bidder)

To,

Head IT/CTO
PNB GILTS LTD, 4th Floor,
5, Sansad Marg,
New Delhi- 110001

Dear Sir/Madam(s),

**Reg.: RFP FOR SUPPLY, INSTALLATION AND MAINTENANCE OF SERVERS, STORAGE, OS,
VIRTUALIZATION AND SWITCHES**

I/We acknowledge that PNB GILTS LTD is committed to following the principle of transparency, equity, and competitiveness as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed Integrity Agreement, which is an integral part of the tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when the tender/bid is finally accepted by PNB GILTS LTD. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in line with Article 6 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, PNB GILTS LTD shall have an unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with the terms and conditions of the tender/bid.

Yours faithfully

(Duly signed by authorized signatory of the Bidder)

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of PNB GILTS LTD.

INTEGRITY AGREEMENT
(On Valid Stamp paper of appropriate value)

PNB Gilts Limited, a public limited company registered under the Companies Act, 1956 having its registered office at 5, Sansad Marg, New Delhi - 110001 (herein after referred to as 'PNB Gilts Ltd.' or 'PNB Gilts' or 'PNBG' or 'the Company') which expression shall, unless repugnant to the context, includes its successors and assigns.

AND

M/s. _____ having its registered office at _____ hereinafter referred to as "The Bidder/Contractor", expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the **Second part**.

Preamble

The PNB GILTS intends to award, under laid down organizational procedures, contract/s for..... The PNB GILTS Ltd. values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s). In order to achieve these goals, the PNB GILTS Ltd. will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1- Commitments of the PNB GILTS Ltd.

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

Section 2- Commitments of the Bidder(s) / Contractor(s)

1. The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of the bid process/contract. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:
 - The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the PNB GILTS Ltd.'s employees involved in the tender process or the execution of the contract or to any third person any material or the other benefit which they are not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids, or any other actions that restrict competitiveness or introduce cartelization in the bidding process.

- The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans., technical proposal and business details, including information contained or transmitted electronically.
 - The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
 - The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
2. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
 3. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

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

- If the Bidder(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the PNB GILTS Ltd. is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”.

Section 4- Compensation for Damages

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

Section 5- Previous transgression

1. The Bidder declares that no previous transgression occurred in the last three years immediately before signing of this integrity pact with any other Company in any country conforming to the anti- corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.
2. If the Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process, or action can be taken as per the procedure mentioned in” Guidelines on Banning of business dealings”.

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

1. In case of sub-contracting, the Principal contractor shall take the responsibility for the adoption of IP by the sub-contractor. It is to be ensured that all the sub-contractors also sign the IP.
2. The PNB GILTS Ltd. will enter into agreements with identical conditions as this one with all Bidders and Contractors.
3. The PNB GILTS Ltd. will disqualify from the tender process all the Bidders who do not sign this Pact or violate any of its provisions.

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

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

Section 8- Independent External Monitor

1. The PNB GILTS Ltd. shall appoint a competent and credible Independent External for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under the agreement. The IEMs are not to be contacted for generic tender-related queries; queries may be directed to the PNB GILTS Ltd. Officials.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would be provided access to all documents/records pertaining to the contract for which a complaint or issue is raised before them, as and when warranted. However, the documents/ records/ information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Managing Director and CEO, PNB GILTS Ltd.
3. The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all project documentation of the PNB GILTS Ltd., including that provided by the Bidder(s)/ Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to the Subcontractor.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non-Disclosure of Confidential Information" and of "Absence of Conflict of Interest". In case of any conflict of interest arising at a later date, the IEM shall inform the MD & CEO, PNB GILTS Ltd. and recuse himself/herself from that case.
5. The PNB GILTS Ltd. will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the PNB GILTS Ltd. and Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the PNB GILTS Ltd. and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the MD & CEO, PNB GILTS Ltd. within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the MD& CEO,PNB GILTS Ltd., a substantiated suspicion of an offence under relevant IPC/PC Act, and the MD & CEO, PNB GILTS Ltd. has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word 'Monitor' would include both singular and plural.

Section 09- Pact Duration

This Pact begins when both parties have legally signed. For winning bidder, the contract will expire after 12 months post the final payment made under the contract and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail the disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by the MD & CEO, PNB GILTS Ltd.

Section 10- Other provisions

This agreement is subject to Indian Law Only. The place of Performance and jurisdiction is the "Place of award of work".

1. The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like warranty/Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the PNB GILTS Ltd.)

(For & On behalf of Bidder/Contractor) (Office Seal)
(Office Seal)

Place.....

Date.....

Witness 1:
(Complete Name & Address)

Witness 2:
(Complete Name & Address)

21 Annexure H

MANUFACTURER'S (OEM) AUTHORIZATION FORM (MAF) for Hardware and Software

(To be provided on the Letter head of each OEM duly signed & stamped by their Authorized Signatory.)

To

Head IT/CTO

PNB GILTS LTD,

5 Sansad Marg,

4th Floor, New Delhi – 110001

Dear Sir/Madam,

Req.: RFP FOR AMC & FMS/ Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices for one year

We hereby submit the following: -

We, M/s _____ who are the established and reputable manufacturers of the following products/equipment/components/devices/solution/services (as per table A below) having factories at _____ do hereby authorize M/s _____ (who is the successful bidder submitting its bid pursuant to the Request for Proposal issued by PNB Gilts) to offer their quotation, negotiate and conclude a contract with you against the above bid invitation with our products.

Table-A

Sl. No.	Products/Components/ Devices/Solution/Equip ment/Services Name	Model No.	Products/Components/Devices/Solution/ Equipment/Services conforms to all the technical specifications and requirements mentioned in this RFP

(Add as many rows as required)

We hereby extend our guarantee and warranty as per the terms and conditions of this RFP and its subsequent Corrigendum and/or Clarifications, if any, and the contract for the product/equipment/component/solution/device and services offered against this invitation by the above mentioned Bidder. We also hereby undertake to perform the obligations as set out in the RFP in respect of such product/equipment and services.

In case the bidder i.e. M/s _____ is not able to perform the obligations as per RFP during the contract period (like if bidder ceases to exist from the ICT Industry, stops services or support to PNB Gilts, terminates contract due any reasons with PNB Gilts or due to any other reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.

With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/software shall be original new components / parts / assembly / software only and that no refurbished, duplicate, second hand components, parts, assembly are being supplied.

In case of default/non-compliance of the IT asset supplied including hardware / software as per RFP requirements during the contract period, we agree to replace the IT asset including hardware / software supplied with new one in accordance with RFP requirements.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

22 Annexure I – Proforma for the Bank Guarantee

(To be stamped in accordance with stamp act)

Ref: Bank Guarantee # Date

To

Head IT/CTO

PNB GILTS LTD,

5 Sansad Marg,

4th Floor, New Delhi – 110001

Dear Sir/Madam,

In accordance with your bid reference no. _____

Dated _____ M/s _____ having its registered office at _____ herein after

Called 'bidder') wish to participate in the said bid for RFP FOR AMC & FMS/ Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices for one year. An irrevocable Financial Bank Guarantee (issued by a nationalized / scheduled commercial Bank) against Earnest Money Deposit amounting to Rs. _____ Rupees (in words _____) valid up to _____ is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.

M/s _____ having its registered office at _____ has undertaken in pursuance of their offer to PNB Gilts (hereinafter called as the beneficiary) dated _____ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us _____ (Name of Bank) _____ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs /- Rupees (in words _____) valid up to _____.

We, the _____ (Name of Company) _____ (Address of Bank) having our Head office at _____ therefore Guarantee and undertake to pay immediately on first written demand by PNB Gilts, the amount Rs. _____ Rupees (in words _____) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from _____, on whose behalf guarantee is issued.

"Not withstanding anything contained herein above Our liability under this Bank guarantee shall not exceed Rs _____ Rupees (in words _____).

This Bank guarantee shall be valid up to_____ . We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only if you serve upon us a written claim or demand, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank guarantee is returned to us."

In witness whereof the Bank, through its authorized officer has set its hand stamped on this_____ Day of _____20___ at _____

Date:

Place:

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

23 Annexure J Format of sending Pre-bid queries

Subject: RFP for AMC & FMS/Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices

Tender No: -----

Dated:

Name of the Bidder:

Contact Address of the Bidder:

Sl. No.	Section Number	Page Number	Query

Date:

[Signature]

Place:

(Name of Authorised Signatory)

Designation
[Company Seal]

24 Annexure K- Declaration that the Bidder has not been blacklisted

(To be submitted on Bidder's letter head along with Technical Bid)

To,

Head IT/CTO

PNB GILTS LTD, 4th Floor,

5, Sansad Marg,

New Delhi- 110001

Subject:RFP for AMC & FMS/Managed IT Services of IT Setup at Delhi, Mumbai and AMC of Hardware for Branch Offices

Dear Sir/Madam,

I/We confirm that my/our firm/company is not blacklisted in any manner whatsoever by any central Government department, autonomous organizations, Public Sector Undertakings (PSUs) or any other Government Organizations in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

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

Date:

[Signature]

Place:

(Name of Authorised Signatory)

Designation
[Company Seal]

In absence of above declaration/certification, the Bid is liable to be rejected.

25 Annexure L Declaration by Authorized Signatory of Bidder

(To be submitted on Bidder's letter head)

To,

Head IT/CTO

PNB GILTS LTD, 4th Floor,

5, Sansad Marg,

New Delhi- 110001

Subject: Declaration by Authorized Signatory

Ref: Name of Tender and RFP No.,

Dear Sir/Madam,

I/We hereby certify that all the information and data furnished by me/us with regard to the above Tender Specification are true and complete to the best of my/our knowledge. I/We have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I/We further certify that I/We am/are authorized to represent on behalf of my/our firm/company for the above mentioned tender and a valid Power of Attorney/Authorization letter to this effect is also enclosed.

Date:

[Signature]

Place:

(Name of Authorised Signatory)

Designation

[Company Seal]

Abbreviations

Sr. no.	Abbreviation	Explanation
1	AMC	Annual Maintenance Contract
2	FMS	Facility Management/IT Managed service
3	OEM	Original equipment manufacturer
4	NOC	Network operation center
5	ITIL	Information Technology Infrastructure Library
6	ITMS	Information Technology Services management
7	IMS	Infrastructure Management Service
8	EUSS	End user support service
9	IMAC	Install, Move, Add or Change
10	PM	Preventive maintenance
11	RCA	Root Cause Analysis
12	SLA	Service Level Agreement
13	SOP	Standard Operating Procedure
14	DC	Doman Controller
15	ADC	Additional Doman Controller
16	NDA	Non- Disclosure Agreement
17	NAS	Network-attached storage
18	EPF	Employees' Provident Fund Organization
19	ESIC	Employees' State Insurance Corporation

27 Annexure-N									
Summary of IT Assets of Delhi				Summary of IT Assets of Ahmedabad					
Sr. No	Item Descriptions	Quantity		Sr. No	Item Descriptions	Quantity			
1	Desktops	HP	78	1	Laptop	2			
		Dell	1		2	Desktop	4		
		ACER	18			3	Firewall	1	
							4	Printer	1
								all assets are under AMC	
	97								
Laptops	Laptops HP PB440 G9		7						
	Laptops Dell 3400		5						
	HP Zbook Laptop		10						
	Laptop Dell 3410		32						
				54					
3	Apple (Only support is required not AMC)	MacBook Pro	1						
		I-PAD 10.5 (K/P)	1						
		I-PAD 10.2 (K/P)	2						
		I-PAD Pro 11 (K/P)	1						
		I-PAD Pro 11 (K)	4						
	Apple Devices		9						
4	Printers		16						
5	Servers		9						
6	Network devices & Other devices for UPS ((Only supervision is required not AMC)		25						
	23 Desktops, 12 Laptops and 9 Printers under warranty* and rest assets under AMC**								
	Total items		210		Total items	8			
Summary of IT Assets of Mumbai				Summary of IT Assets of Chennai					
Sr. No	Item Descriptions	Quantity		Sr. No	Item Descriptions	Quantity			
1	Desktops HP 280 G6		7	1	Desktop	4			
2	Desktop ACER		3	2	Switch	2			
3	Desktop HP Pro G2		4	3	Laptop	2			
4	Desktop HP 440 G9		4	4	Firewall	1			
5	Desktop HP AIO 440 ProOne G9		4	5	Printer	2			
6	Servers		6						
7	Laptop		11						
8	Storage Unity 380 XT		1						
9	Printer		4						
10	Firewall		4						
11	Switches		11						
12	UPS ((Only supervision is required not AMC)		2						
13	Other		2						
	4 Desktops and 1 Printer under warranty and rest assets under AMC				1 Laptop is under warranty and rest assets under AMC				
	Total items		63		Total items	11			
Summary of IT Assets of Bangalore				Summary of IT Assets of Kolkatta					
Sr. No	Item Descriptions	Quantity		Sr. No	Item Descriptions	Quantity			
1	Laptop		3	1	Laptop	2			
2	Firewall		1	2	Desktop	2			
3	Printer		2	3	Printer	1			
4	Desktop		4	4	Switch	1			
	1 Laptop is under warranty and rest assets under AMC			5	Firewall	1			
					1 Laptop is under warranty and rest assets under AMC				
	Total items		10		Total items	7			

GRAND TOTAL 309

Warranty: FMS services to be provided under warranty