**E-Tender
for
Maintenance of IT equipments and facility
management service (FMS)
for
Export-Import Bank of India.**

E-Tender Reference No: EXIM/RFP/2021-22/34

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Q U O T A T I O N B I D N O T I C E

Export-Import Bank of India (EXIM Bank), a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids from eligible bidders for "Maintenance of IT equipments and facility management service (FMS) for Export-Import Bank of India".

1. The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.

2. Vendor registration can be done online by opening Website: https://eximbankindiatenders.procuretiger.com Click on "New Bidder Registration" link, create User Id and Password and attach your Digital certificate.

3. Tender document will be allowed for download from above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.

4. **CONTACT INFORMATION FOR E-TENDER PROCESS**

    e-Procurement Technologies Limited
    A- 801 – Wall Street - II,
    Opposite Orient Club,
    Nr. Gujarat College, Ellis Bridge,
    Ahmedabad – 380 006.
    Gujarat State, India

    Landline Numbers: 079 6813 6857/ 6848/ 6842/ 6820/ 6880/ 6837/ 6895

    Primary Contact Numbers:- M:- 9081000427/ 09904406300

    E-mail ID: nandan.v@eptl.in, fahad@eptl.in, devendra.r@eptl.in,
        nikhil@eptl.in

5. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.

GENERAL TENDER DETAILS

Tender Document for	E-Tender for Maintenance of IT equipments and facility management service (FMS) for Export-Import Bank of India.
Tender Reference No.	**EXIM/RFP/2021-22/34**
Tender Document Cost	**₹ NIL**
EMD Amount	**₹ 20 Lakh**
Last date for acceptance of IP Agreement and EMD	January 12, 2022, 6:00 PM
Place of Submission of IP Agreement original document.	Export Import Bank of India, Center One Building, 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005.
Date of Online Notice	December 21, 2021, 6:00 PM
Document Downloading Start Date	December 21, 2021, 6:00 PM
Pre-Bid Meeting Date	December 28, 2021, 03:00 PM
Presentation Date	Will be conveyed separately in advance.
Document Downloading End Date	January 12, 2022, 6:00 PM
Last Date and Time For Submission	January 12, 2022, 6:00 PM
Opening of Tender	January 13, 2022, 10:00 AM
Address for communication	As above Ph. 022-22172446, Ext: - 2468 E-Mail: Kiran@eximbankindia.in Mahesh.b@eximbankindia.in Paresh.p@eximbankindia.in
Place of Receipt of E-Tender	**https://eximbankindiatenders.procuretiger.com**

Note: Commercial bids will be opened <u>online</u> only. E-Tendering is the simulation of the manual tendering process on the internet. I.e. the eligible Bidders / Service Providers can log on to the internet site specified using a unique username and password and place their Technical & Commercial bids.

The eligible Bidders will be trained by M/s e-Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature / electronic key / password at the date and time specified. The bids placed by the Bidders are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential and encrypted in nature.

Minimum requirement for e-tender participation:

1. Computer / Laptop with internet connection
2. Operating system – Windows 7/ Windows 10
3. Digital certificate - Class II or III, signing + Encryption, and **it should be organizational certificate only**
4. Vendor registration can be done online by opening Website: https://eximbankindiatenders.procuretiger.com Click on "New Bidder Registration" link, create User Id and Password and attach your Digital certificate.

For any clarification kindly contact –

E-Procurement Technologies Limited
801 – Wall Street – II
Opposite Orient Club near Gujarat College,
Ellis Bridge, Ahmedabad – 380 006
Gujarat, India

Landline Numbers: 079 6813 6857/ 6848/ 6842/ 6820/ 6880/ 6837/ 6895

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E-mail ID: nandan.v@eptl.in, fahad@eptl.in, devendra.r@eptl.in, nikhil@eptl.in

MANDATORY INFORMATION REQUIRED FOR PRE-QUALIFICATION OF THE BIDDER

I/We confirm that to the best of our knowledge this information is authentic and accept that any deliberate concealment will amount to disqualification at any stage.

Contents		Particulars	Details
1. Name of the Firm			
2. Name of the Proprietor, Partners/Directors			
A (Mobile No.)			
B (Mobile No.)			
3. Office Telephone Nos.			
a.			
b.			
c.			
4. Head Office Address			
5. Email Address a.			
b.			
6. Year of Establishment			
7. Registration No. and Date of Registration			
8. Status of the firm (Proprietor/Partnership/Co. etc.)			
9. Name of Bankers	a.		
	b.		
10. **PAN Card No.**			
11. **GST No.**			

Seal and Signature of the document to be uploaded on the E-tender portal.

Date :
Place :
Note :

INFORMATION FOR BIDDERS

1. Bids shall be submitted online only at website: https://eximbankindiatenders.procuretiger.com/EPROC/

2. The bidders can enrol themselves on the website: https://eximbankindiatenders.procuretiger.com/. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the Company's name is a prerequisite for registration and participating in the bid submission activities through this web site.

3. The tenderers should have Digital Signature Certificate (DSC) for filling up the Bids. The person signing the tender documents should be authorized for submitting the online e tender.

4. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

5. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

6. Please Make sure all format asked as per Sr No 4 and 5 of tender document are properly uploaded online Website for E-Procurement https://eximbankindiatenders.procuretiger.com/

7. This Invitation for Bids is open to all Original Manufacturers/ their Authorized Dealers/ vendors / suppliers to quote on their behalf for this tender as per Manufacturer's Authorization Form and Indian Agents of Foreign Principals, if any who possess the qualifying requirements as specified in the Tender. Any person signing a Tender shall submit documentary evidence that his signature on the Tender, submitted by him, is legally binding upon himself, his firm. If it is detected that the person so signing the Tender has no authority to do so, the General Manager, Exim Bank may, without prejudice to other civil and criminal remedies, not consider the Tender and hold the signatory liable for all costs and damages. Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the

Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under this Invitation of Bids. The bidder or his agent must have an office in India. That the Bidder will assume total responsibility for the fault-free operation of equipment, application software, if any, and maintenance during the warranty period and provide necessary maintenance services after end of warranty period if required. Bidders who meet the criteria given above are subject to be disqualified, if they have made untrue or false representation in the forms, statements and attachments submitted in poof of the qualification requirements or have a record of poor performance, not properly completing the contract, inordinate delays in completion or financial failure, etc. The Bidder should be a manufacturer or their dealer specifically authorized by the manufacturer to quote on their behalf of this tender as per manufacturer authorization form and Indian agents of foreign principals, if any who must have designed, manufactured, tested and supplied the equipment(s) similar to the type specified in the "Technical Specification". Such equipment must be of the most recent series/models incorporating the latest improvements in design. The models should be in successful operation for at least one year as on date of Bid Opening in India and is engaged in R&D activities.

CONDITIONS FOR MICRO, SMALL AND MEDIUM ENTERPRISES (MSMEs)

1. As per Public Procurement policy (PPP) for Micro & Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification dated 23.03.2012 by Ministry of Micro, Small and Medium Enterprises of Govt. of India, MSEs must be registered with any of the following in order to avail the benefits / preference available vide Public Procurement Policy MSEs Order, 2012.

   a. District Industries Centers (DIC)
   b. Khadi and Village Industries Commission (KVIC)
   c. Khadi and Village Industries Board
   d. Coir Board
   e. National Small Industries Corporation (NSIC)
   f. Directorate of Handicraft and Handloom
   g. Any other body specified by Ministry of MSME (MoMSME)
   h. Udyog Aadhaar Acknowledgment/ Udyog Aadhaar Memorandum issued by MoMSME.

2. MSEs participating in the tender must submit valid & authorized copy of certificate of registration with any one of the above agencies. In case of bidders submitting DIC registration certificate shall attach original notarized copy of the DIC certificate. The MSE's Bidder to note and ensure that nature of services and goods/items manufactured mentioned in MSE's certificate matches with the nature of the services and goods /items to be supplied as per Tender.

3. The registration certificate issued from any one of the above agencies must be valid as on Bid closing date of the tender. Bidder shall ensure validity of registration certificate in case bid closing date is extended.

4. The MSMEs who have applied for registration or renewal of registration with any of the above agencies/bodies but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption/preference.

5. The MSMEs registered with above mentioned agencies /bodies are exempted from payment of Earnest Money Deposit (EMD) & tender fees.

Relaxation of Norms for Micro & Small Enterprises (MSMEs):

a. Pre-qualification criteria with respect to Prior Turnover and Prior experience may be relaxed for Micro & Small Enterprises as per GOI guidelines subject to meeting of quality and technical specifications.

b. However, there may be circumstances like procurement of items/services related to public safety, health, critical security operations and equipment, etc., wherein EXIM Bank reserves the right to not consider relaxation of Prior Turnover and Prior Experience for Micro and Small Enterprises as per GOI guidelines.

G E N E R A L C O N D I T I O N S O F R FP

The Bidder is required to give confirmation of their acceptance of the General Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law**: The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

2. **Effective Date of the Contract**: The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

3. **Standard Arbitration Clause**: All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof should be settled by bilateral discussions. Any dispute, disagreement of question arising out of or relating to this contract or relating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions),which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator. Within sixty (60) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties. The sole Arbitrator shall have its seat in Mumbai or such other place in India as may be mutually agreed to between the parties. The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only. Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the sole arbitrator. The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.

(Note - In the event of the parties deciding to refer the dispute/s for adjudication to an Arbitral Tribunal then one arbitrator each will be appointed by each party and the case will be referred to the Indian Council of Arbitration (ICADR) for nomination of the third arbitrator. The fees of the arbitrator appointed by the parties shall be borne by each party and the fees of the third arbitrator, if appointed, shall be equally shared by the buyer and seller).

4. **Penalty for use of Undue influence**: The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Export-Import Bank of India. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

5. **Non-disclosure of Contract documents**: Except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

6. **Liquidated Damages**: In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc. as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores/services.

7. **Termination of Contract**: The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:

   (a) The Seller is declared bankrupt or becomes insolvent.
   (b) The Buyer has noticed that the Seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

(c)   With mutual agreement

(d)   As per decision of the Arbitration Tribunal.

8. **Notices**: Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid   mail/airmail or email, addressed to the last known address of the party to whom it is sent.

9. **Patents and other Industrial Property Rights**: The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered   charges, trademarks and payments for any other industrial property rights. The Seller shall   indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the supplies including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

10. **Amendments**: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

11. **Evaluation and Comparison of Bids**:
The bidder meeting the General Eligibility Criteria will be considered for technical evaluation. The Bidder needs to comply with all the eligibility criteria. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation.

The decision of the Bank would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason whatsoever. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP. The evaluation will be a two-stage process. The stages are:

a. General Eligibility
b. Technical specification evaluation
c. Commercial evaluation

12. **Notices to local bodies:**

   The Bidder shall comply with and give all notices required under any law, rule, regulations or bye laws of parliament, state legislature or local authority relating to works.

13. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded to successful bidder(s).

14. Any effort by a Bidder to influence Bank's Bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bid.

15. I / We hereby declare that I / We have read and understood the above instructions for the guidance of the Tenderers. Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

INTRODUCTION

The Export-Import Bank of India (India EXIM Bank) is the premier export finance institution of the country that seeks to build value by integrating foreign trade and investment with the economic rise of India. The Bank has guided by expertise at the Board level, by senior policy makers, expert bankers, leading players in industry and international trade as well as professionals in exports, imports, or financing. With offices spread across India and in select locations of the world, the bank aspires to boost the businesses of industries and SMEs.

Established by the Government of India, we commenced operations in 1982 under the Export-Import Bank of India Act, 1981 as a purveyor of export credit, mirroring global Export Credit Agencies. With our rich pedigree, today we serve as a growth engine for industries and SMEs through a wide range of products and services. This includes import of technology and export product development, export production, export marketing, pre-shipment and post-shipment and overseas investment. In a rapidly shifting financial landscape, we are a catalyst and key player in the promotion of cross border trade and investment. By instilling a powerful culture of innovation and foresight, we help India maximize its potential, meet, and exceed its vision.

Export-Import Bank of India has taken several IT initiatives to keep pace with changing technology. Bank has Computerized 100% of its offices and has implemented a Centralized Banking Solution (CBS) with Data Centre at Mumbai and Disaster Recovery Site at Bengaluru. The centralized Banking Solution covers all 10 Domestic offices, which are connected to the Data Centre through a Wide Area Network (MPLS).

In addition, The Bank is using Office 365 for e-mail communication and SharePoint framework for intranet application and other internal workflow automations. Applications from multiple vendors for different internal requirements of the Bank are also in use. The Operating Systems used in Different applications include different flavours of UNIX like AIX, Linux etc., and Windows. The Databases include Oracle, MySQL, Microsoft SQL Server, Access etc. Security measures are enforced at various levels (Application-Level Security, Network Level Security, Database Level Security, OS Level Security, Access

Level Controls, and Physical Security etc.). All these measures are in congruence with the Bank's Information Security Policy, Business Continuity & Disaster Recovery Plans & various other regulatory compliances.

BACKGROUND AND PURPOSE OF THE PROJECT

The Exim Bank has 10 regional offices across India, and Head office at Mumbai. The regional office location addresses are mentioned below for ready reference. All regional offices and London branch are interconnected via Wide Area Network (MPLS connectivity). Also, the Bank has a branch office at London and is connected to HO via International Leased Line. Apart from these, Bank has 8 overseas offices (stand-alone).

The existing FMS contract validity will expire on 31st March 2022. The Bank is inviting E-Tenders from all qualified Bidders / Service Providers as per the eligibility criteria mentioned in this tender for a period of three years and 1 month, starting from 01st March 2022 to 31st March 2025.

Exim Bank Office Addresses under this Project:

SR NO	LOCATION	ADDRESS
1	HEAD OFFICE, MUMBAI, MAHARASHTRA	CENTRE ONE BUILDING, FLOOR 21, WORLD TRADE CENTRE COMPLEX, CUFFE PARADE, MUMBAI - 400005 MAHARASHTRA
2	NARIMAN POINT, MUMBAI, MAHARASHTRA	8TH FLOOR, MAKER CHAMBERS IV, NARIMAN POINT, MUMBAI - 400021 MAHARASHTRA
3	PUNE, MAHARASHTRA	44, SHANKARSHETH ROAD, PUNE - 411 037 MAHARASHTRA
4	BANGALORE, KARNATAKA	RAMANASHREE ARCADE, FLOOR 4, 18, M.G.ROAD, BANGALORE - 560001 KARNATAKA
5	AHMEDABAD, GUJARAT	SAKAR II, FLOOR 1, NEXT TO ELLISBRIDGE

		SHOPPING CENTRE, ELLISBRIDGE P.O., AHMEDABAD - 380006 GUJARAT
6	GUWAHATI, ASSAM	NEDFI HOUSE, 4TH FLOOR, GS ROAD, DISPUR, GUWAHATI -781006 ASSAM
7	CHANDIGARH, CHANDIGARH	C- 213, ELANTE OFFICES, INDUSTRIAL AREA PHASE 1, CHANDIGARH - 160002 CHANDIGARH
8	NEW DELHI, DELHI	OFFICE BLOCK, TOWER 1, 7TH FLOOR, ADJACENT RING ROAD, KIDWAI NAGAR (EAST) NEW DELHI 110023
9	CHENNAI, TAMIL NADU	OVERSEAS TOWERS, 4TH AND 5TH FLOOR, 756-L, ANNA SALAI, CHENNAI - 600002 TAMIL NADU
10	HYDERABAD, TELANGANA	GOLDEN EDIFICE, 2ND FLOOR, 6-3-639/640, RAJ BHAVAN ROAD, KHAIRATABAD CIRCLE, HYDERABAD - 500004 TELANGANA
11	KOLKATA, WEST BENGAL	VANIJYA BHAWAN, 4TH FLOOR, (INTERNATIONAL TRADE FACILITATION CENTRE), 1/1 WOOD STREET, KOLKATA - 700016 WEST BENGAL

SCOPE OF WORK

To provide Maintenance Services of IT Equipment and Facilities Management for Export-Import Bank of India Head Office in Mumbai and Regional Offices at Ahmedabad, Bangalore, Chandigarh, Chennai, Guwahati, Hyderabad, Kolkata, Mumbai, New Delhi, and Pune. The type of maintenance will be comprehensive on-site, including replacement and repairs.

The Exim Bank intends to go for end-to-end outsourcing of its IT infrastructure management for a period of 3 years and 1 month on TCO basis with the following objectives and envisaged outcomes that the bidder has to ensure throughout the contract period starting from 01st March 2022 to 31st March 2025. Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, quality of services and security of the Information systems.

Help the bank to focus on the core business activities, service delivery to its customers & administration. Also, help the bank in freeing from the problems relating to vendor management, infrastructure, and security and performance management.

Exploit maximum benefit for the bank out of the ITSM tools, in terms of reduced response time and productivity of the users and thereby utilizing the investment for better services to the customer. Incorporate/adhere the security and Interoperability guidelines issued by the bank during the course of the contract. Ensure compliance to the audits and the observations of regulatory bodies.

Ensure innovative use of available technology to effectively improve 'Return on Investment' on continuous basis by improving response time and productivity for the business of the bank. Carry-out effective IT infrastructure, Applications support and tools management as per the detailed scope defined in this RFP document.

In the event of adding new office / relocation of Exim Bank office, the Bidder has to coordinate with network service provider(s) for setting up of WAN/LAN connectivity etc. No additional cost would be paid for the same.

Enhance reliability & security of Information Systems through centralized management of IT Infrastructure adopting the necessary measures and practices like:

- Dynamic Scalability
- Centralized and Simplified Management
- Improved quality of Data housekeeping
- Lower risk of data loss
- Higher availability of systems and data - 24x7x365
- Better management of security & access control
- Guaranteed Service Levels Agreement (SLA)
- Efficient & effective management of Information Security related issues across the bank.
- Availability of 'IT Infrastructure on Demand'.
- Optimal Utilization of IT Infrastructure Resources.
- Stable and Predictable Physical and Technical Environment.

The Bank is looking forward for the delivery of following broad area of services under the FM Project. The services described in this Section shall be extended to items installed at residence of senior executives of the Bank as may be decided by the Bank. The various equipment including Servers, Desktop PCs, Laptops, Printers, Routers, network components etc., ("Equipment") to be covered under this proposed contract along with their location. The Bidder /Bidder will strictly adhere and comply with the policies and procedures (inclusive of the Metrics and other reports mentioned in the policies.) adopted by the Bank (Policies and Procedures are subject to Revision). This will include skilled areas such as operating systems & RDBMS.

Software Part:

1. Bank's business application installation and configuration support.
2. Database administration, performance monitoring and patch management.
3. Disaster Recovery Drill between DC and DR on demand.
4. Enterprise Backup Solution Management

5. Bank's data backup policy implementation and documentation.

6. Periodic backup data movement, tracking and backup restoration.

7. Various operating system support like Windows and Linux.

8. RBI and CCIL application network support.

9. Software License Compliance management.

10. MS O-365 email support and administration.

11. New Implementation, Reinstallation, Configuration, Administration, Upgrade/patch /new release deployment, Performance tuning of all the software components (on existing as well as on new hardware) viz. Operating System, Database(s), Middleware Tools, Mailing Solution, Enterprise Backup Solution, Virtualization tools, Antivirus services, Webserver(s), Portal, Application Server(s) etc.

12. New Implementation, Reinstallation, Configuration, Administration, Upgrade /patch /new release deployment of all the in-house application(s) and Products.

13. Monthly Review records, Software Inventory management, Change Request Management, and all monitoring documentation as per bank's IT Security policy.

14. Monitoring warranty /AMC details to notify contract renewals in 60 days' advance.

15. Keep Exim Bank updated on the services and performance of third-party vendors.

16. Antivirus Management

Hardware Part:

1. Comprehensive Annual Maintenance of all IT hardware including desktop, laptop, printers and network equipment's irrespective of OEM warranty.

2. Comprehensive Annual Maintenance of all IT Servers through back-to-back OEM warranty. OEM Certificate to be submitted to the Bank.

3. Video Conference equipment are not part of Annual Maintenance Contract.

4. Breakdown maintenance and faulty part replacement.

5. Co-ordination with various AMC vendors of IT hardware and network equipment for the preventive maintenance, issue resolving and other bank's requirement.

6. IT hardware inventory management, Inward outward register management through the Bank software.

7. Support for presentation, Audio/Video Conference.

8. Network monitoring, MPLS and ILL link management with service providers.

9. Hardware AMC management and SLA report.

10. Hardware and software support at residence.

11. Monthly Review records, Hardware inventory management, change Request management and all monitoring documentation as per Bank's IT Security policy.

12. Datacenter, DR site and NDR site management.

13. Downtime analysis report.

14. Keep Exim Bank updated on the services and performance of third-party vendors.

15. Coordinate the disposal of hardware as per bank's guideline issued from time to time.

16. Monitoring of UPS and AC cooling at Data Centre, Mumbai. During service window, monitoring of UPS and AC may be performed using the native interface provided by these vendors and monitoring of panels. In case of any incident, the SP is required to inform to the Bank IT team.

17. Facilitating various internal & external audits e.g., statutory audit, IS Audit, Security Audit, Compliance Audit, regulatory audits etc. and Undertaking compliance to the observations made during audit(s). Bidder is required to coordinate / facilitate and provide required details for various Audits (internal / external / regulator). The SP will be required to undertake compliance of the Audit Observations in time bound manner through Exim Bank IT team.

Reports:

1. Antivirus Report.

2. OS Patch Management Report.

3. Incident Management Report.

4. Monthly Data Backup Management Report.

5. Network Performance Report.

6. Hardware Preventive Maintenance Report.

7. Server Performance Report.

8. Network Based Attack and Hacking Report.

9. Downtime Analysis Report.

10. Monthly Resource Schedule and daily attendance Report.

11. Wi-Fi, Bio-Metric and Door Access users List Report.

12. Information Security Audit Compliance Report.

13. Change Request Management Report.

14. Hardware Issuance report.

15. Monthly FM Project Review Report.

16. Maintenance of log registers for its own resources and visitors inside the Data Centre.

17. Backup reports

18. Backup restoration reports

19. All other reports asked by the Bank Management.

Facility Management

1. Facility management services shall be provided by the Bidder/SP for all the hardware items being used by the Bank irrespective of they are under AMC/warranty of the Bidder/SP.

2. The bidder shall submit complete details of Personnel to be deployed at the Bank. The bidder shall carryout due-diligence, background verification and submit referral check including Police verification for all their personnel deployed at the Bank. India EXIM Bank reserves the right to accept/reject the proposed personnel.

Help Desk

1. Shall provide "ownership-to-resolution" of all help desk calls, monitor and report on the progress of problem resolution, confirm resolution of the problem with the End User, and log the final resolution via the problem management system.

2. Shall record, analyse and report on calls received by the help desk, including:

   I.   Call volumes and duration

   II. Incident & Problem trends

   III. Call resolution time.

3. Shall assign priorities to problems, queries, and requests based on the

guidelines/SLA provided by the Bank.

4. Shall monitor and report to the Bank on SLA's with various 3rd party vendors.

5. Shall provide input to the Bank on End User training requirements based on help desk call tracking and analysis.

6. Shall update contact list of 3rd party vendors initially provided by the Bank.

7. Shall maintain list of Inventory and keep it up to date irrespective of availability of Management tool.

8. Bidder will provide support using appropriate software tools and skilled Service desk personnel during agreed service window. Generally, the users are required to log the call through Helpdesk portal but in case of network not available or any other emergency, users can also call the centralized helpdesk portal to log the call and get assistance through a designated person who will provide telephone support during such hours.

9. Bidder should implement new processes, if any, with high focus on improving first call resolution and drive productivity and proactive measures.

Servers and Desktop management services

1. Server and Desktop management includes all IT equipments such as server, PCs, Laptops, iPads, tablets, smart devices, printers, scanners and other computing devices and peripherals etc.

2. Bidder shall make extensive use of Solarwind Web Helpdesk and other Solarwind tools to support and deliver desktop management services.

3. Currently, though the Solarwind applications has been optimally configured but the Bidder needs to revisit the existing configurations and shall make necessary modification for better/ faster delivery of services. SP shall change/ update the configuration with prior permission of the bank.

4. First level support for Client Specific applications (Connectivity and configuration of applications only).

5. Provide support for Operating System (OS), Network connectivity, Windows Client, Office Automation tools, Internet, Anti-Virus & O-365.

6. Support for generic applications like Teams, WebEx, Lifesize, Web Based front-end

etc.

7. Coordinate with vendors for resolution of problems. Helpdesk to follow up till the resolution of the problem.

8. The Bidder will guide the bank to define Server/desktop/Laptop hardening guidelines. Once defined and approved by the bank, the Bidder will adhere to hardening guidelines. the bank to provide Desktop Hardening Guidelines document updated from time to time.

10. Installing standard software on the server / clients as per the bank policy. the bank to provide licensed software. List of standard software updated from time to time, to be provided by the bank.

11. The Bidder will be required to prepare and keep updated standard installation/configuration guidelines for OS and other software installation on server/desktop/laptop.

12. Periodic review of software loaded on server/desktops/laptops and inform the bank giving details of devices with corresponding unauthorized software. After approval of the bank, the Bidder will be required to take corrective/preventive action.

13. First level support to Hardware related problems. First level support shall include:

    i) Problem diagnostics.

    ii) Resolve the same as per severity level assigned to it.

    iii) If unresolved, escalate the same with respective AMC/ warranty vendor.

    iv) Help Desk to monitor and follow up till the problem resolution.

14. Reloading of Server/Desktops/Laptops as per the bank Standards. Standard Server / Desktop/ Laptop build document to be provided by the bank.

15. Resolving printing and scanning problems of the users.

16. Resolving network connectivity (LAN / WAN) problems at the client end.

17. Performing any Install, Move, Add or Change (IMAC) at the server and client level based on agreed procedure.

18. Coordinate with Data centre team for installation, configuration, upgrade, patch deployment, centrally controlled configuration changes etc. of device, OS, anti-virus and any other centrally pushed software; and ensure its optimum enforcement on

each server/desktop/laptop. In case of any issue in remote installation of such software, the Bidder will be required to install manually.

19. Registering and updating the anti-virus system periodically as per the policy and procedure followed by the bank.

20. Install, upgrade of Operating System (same or new version) and installation of OS Patches as and when required by the Bank. Install / implement security measures / patches based on advisories received from Government agencies viz. DIT, IDRBT, NCIIPC, RBI etc.

21. Diagnosing and troubleshooting any virus problems that cannot be fixed by the anti-virus tool.

22. Providing feedback on real time observation of virus characteristics on any new viruses detected.

23. Resolve problems related to Windows OS

24. Resolve user problems through remote control wherever required.

25. Provide support to mobile users.

26. Provide standard software support for end-users for installation, configuration, and troubleshooting. Standard software will include Operating Systems, Driver software, Office Productivity Tools like MS-Office, Tool for bilingual solution, Mail messaging clients, other front-end applications used by the bank e.g., Array VPN client, Accops VPN Client, SWIFT Workstation, CCIL applications, Oracle Developer, Java, .Net, Biometric, certain third-party client applications etc. as may be required from time to time for bank's operations.

27. FMS (including IMAC) services are to be provided for IT Infrastructure and internet installed at the residences of senior executives in Mumbai and New Delhi only.

28. Advise the End User to take reasonable steps to backup information, if possible, prior to attempting to effect a resolution either by phone or hands-on during Desk Side Support Service.

29. Assist End Users on "how to" and usage questions with Office automation, E-mail and similar other applications.

30. Guide and direct users to relevant desk/department/individuals in case support required is not under scope of deliverables by the service provider.

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

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

33. Periodically (once in Six months) conduct questionnaire-based Customer Satisfaction (CSAT) survey wherein the feedback from users would be captured to find out how satisfied are the users with the services being rendered by the service provider. Contents of the questionnaire and target user group would be decided with mutual consent.

Asset/ Inventory Management

Protecting the Bank's investment in a computerized environment spread across multiple locations comprising of all the existing assets and newly procured assets during the contract period. Bidder should provide Asset Tracking and Management Services to this end and should coordinate and ensure the regular updation of inventory database for both software and hardware and keep it up to date irrespective of availability of EMS tool.

- **Bidders' responsibilities**

1. This service provides for performing asset tracking and includes performing an initial verification of inventory of Hardware and Software to validate and establish the Configuration Management Database (CMDB).

2. Bidder shall define the process for tracking Hardware and Software throughout the life cycle from procurement through disposal, including any changes performed during the useful life of the asset.

3. Record installation of all new machines, movement within site/ locations, changes in configuration/upgrade of machines.

4. Track assets, check quality, maintain utilization level.

5. Asset tagging (Labelling / Bar coding). While maintaining the existing asset tags, the SP shall also arrange to print the asset tags in the bank prescribed format for new IT hardware procured during the contract period and fix the tags on respective items.

6. Ensure asset verification at all offices of the bank, once in a year, reconcile with hardware database and report to the bank as per bank's guideline.

7. Maintain software library as part of software inventory and issue software media on request as per bank's policy.

8. Maintain Asset Database of IT Assets and updates the asset management database to track the move add change and Installation.

9. Maintain up to date inventory of all Hardware and Software assets giving information like locations, configuration details, serial number, asset, code, warranty and AMC details.

10. Track Installation of IT equipment including switches, Desktops PC, Laptop, Printers, scanners, and any other IT Equipment.

11. Track Licensed software and Application, movement within site/ between locations, changes in configurations etc.

12. Consolidate all license information.

13. Monitoring Warranty/AMC details to notify contract renewals (Intimate 60 days in advance.)

14. Coordinate Hardware upgrade with vendors and update the asset database.

15. Repairs and Replacement and assist in scrap management.

16. Maintain the inventory of stock in stores.

Vendor Management Services

EXIM Bank has various vendors (Product support/ OEM/ AMC/ Warranty) for the IT infrastructure (Software and hardware). Bidder will be required to provide vendor management services to ensure proper coordination, timely support/ resolution, and seamless operations

- **Bidders' responsibilities**

  1. Coordinate with these vendors for support services.

  2. Maintain good relations with them on behalf of the bank.

  3. Logging calls, co-ordination and follow-up with vendors.

  4. Escalation of calls to the higher levels at vendor side in case of requirement.

  5. Vendors SLA tracking and monitoring with alerts and escalations

  6. AMC/ Warranty/ Support Tracking

7. Providing necessary and advance information for entering into / renewal of AMC. (However, order and payment for AMC to the vendor will be made separately by the bank)

8. Management of assets sent for repair.

9. Maintain database of the various vendors with details like contact person, Tel. Nos., escalation matrix, and response time and resolution time commitments. Log calls with vendors Coordinate and follow up with the vendors and get the necessary spares exchanged.

10. Keep the bank updated on the services and performance of these third-party vendor.

- **Bank's Responsibilities**

   1. The bank will provide list of all the vendors with details like contact person, Tel. Nos., escalation matrix.

   2. The bank will provide SLA signed with individual vendors. the bank will advise 3rd party vendors to address the queries of Service Provider, if any.

   3. The bank will provide to the bidder details of the 3rd party vendors as and when any contract is renewed/ entered.

License Management

Bidder shall track software usage throughout the IT setup so as to effectively manage the risk of unauthorized usage or under-licensing of software installed in the bank. This may be carried out through the use of standard license metering tools.

VC Facility Management

1. Coordination with vendors during installation of VC equipments.

2. Installation of Desktop clients on user machines and training on the operations of same to users as per Bank requirement.

3. Coordination with VC engineer at Mumbai and FM/ users at other locations during conferences.

4. Coordination with participating locations / offices (Internal and external) for the VC.

5. Support for VC on iPad, Tablets, Mobile, Smart devices etc.

6. Continuous monitoring during conferences from the location where VC is being carried out.

7. Periodic testing (at least once in month) of VC equipment at all the locations and submission of testing report to the Bank officials at Mumbai.

8. Service provider will ensure that in case of resignation/replacement of on-site engineer, transfer of Knowledge to the new engineer will be performed seamlessly without affecting Bank operations. It is required to provide 60 days notice period for replacement of on-site engineer during which the knowledge transfer should happen with minimum overlapping period of 15 days.

LAN Management

Scope of work for LAN management would be:

1. Preparation of inventory of network hardware (LAN/WAN), which includes in-use and in-stores hardware, location (outdoor) where RF equipment is installed on roof top, type of infrastructure (mast or pole) installed, service provider to whom it belongs etc.

2. Preparation of detailed LAN / WAN network diagram. The LAN diagram should include IP address, Physical Port numbers at Patch panel and user workstation/ cabin/ cubical, Switch port number etc.

3. Rack mounting of all the network hardware.

4. Labelling and tagging of all the patch panels, cables, network equipment like Routers, switches, in-door units, out-door units etc. Tags for cables to be brought in by the vendor and no additional cost whatsoever would be paid by EXIM Bank.

5. Checking of non-working LAN points in case of any fault.

6. Assisting branch in getting faulty points/cables etc. repaired/replaced, structured cabling.

7. Assisting branch in LAN cabling (structured) during shifting of premises/ modification at existing location.

8. Ensuring that the branch network equipments (routers, switches and other LAN/ WAN equipment) are connected on UPS power.

9. Coordination with vendor / service provider during installation/configuration of new network hardware or service.

10. Assigning IPs to switches at locations/offices for management. IP assignment to be done in coordination with network team at Mumbai.

11. Call logging and Coordination with Warranty/AMC vendors of network equipment for rectification of any problem in the equipment.

12. Coordination with on-site WAN service provider engineer during implementation of new link, shifting of premises, upgradation of bandwidth, installation of additional hardware etc.

13. IP address assignment/re-assignment as and when required by the bank or on instructions from network team.

14. Maintaining up-to-date list of IPs and their assignments to users and other network devices.

15. The FM to be present at site in case of any requirement by the network team/ Service Provider(s) during troubleshooting/configuration/re-configuration of WAN links/network devices.

Annual Maintenance Contract (AMC) Services

1. AMC Services for items like Servers, PCs, Laptops, Printers and Scanners at all EXIM Bank locations are required with effect from April 01, 2022. Details of the items are given in Appendixes 1 to 4. Accordingly, while providing for the quarterly cost breakup of the services, AMC charges calculation would be done on pro-rata basis starting from the said date.

2. Any equipment coming out of warranty with 3rd party shall automatically come under AMC with the Service Provider. Therefore, all such items must be taken into consideration for AMC calculation for the remaining period of the contract.

3. At any stage of the contract, EXIM Bank reserves the right to terminate the AMC for any of the item(s), with due prior notice to the service provider. Payment made in advance towards the AMC charges of the items being taken out of AMC shall be adjusted with the payment for the next quarter. Service provider shall raise invoices for all the subsequent quarters after deducting the AMC charges for the items taken out of AMC.

4. The Service provider will inform EXIM Bank about end of service life dates of any equipment with supporting document as and when the same is declared by respective OEM. If 'End of Service Life' (as mutually agreed between EXIM Bank and the Service Provider) of an asset falls in between any quarter during contract period, Service Provider will intimate EXIM Bank at least 3 months in advance for replacement of the same. However Service provider shall continue to provide AMC and FMS for these items till EXIM Bank replaces with new items.

5. AMC for the items listed in Appendixes 1 to 4 is required from 'AMC From Date' to 'AMC To Date'

6. If EXIM Bank acquires new IT asset(s) after the start of this contract and after the expiry of essential warranty period bank decides to go for the AMC of these items with service provider, rate for the same will be determined based on the unit rate already decided for the similar other item.

- **Bidder's Responsibilities**

   1. The type of maintenance will be fully comprehensive on-site including repair / replacement of parts or full item in case not repairable with same or better configuration / technical specifications. Maintenance Services shall consist of preventive and breakdown maintenance of BO File Servers, PCs, Laptops, Printers, and Scanners at all EXIM Bank locations.

   2. Quarterly Preventive Maintenance (PM) for all equipment under AMC. The bidder shall conduct PM (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment etc.) quarterly basis during the currency of this agreement on a day & time to be mutually agreed upon.

   3. Coordinate with 3rd party vendors and ensure periodical PM for hardware items as per the contract entered with them. Details of all 3rd party contracts shall be provided by EXIM Bank.

   4. Fault identification and trouble shooting.

   5. Identify spares requirement for problem resolution

   6. Make sure that calls are attended and resolved as per agreed SLAs.

   7. Make sure that spares are made available at the earliest for hardware call resolution.

8. The vendor should provide standby hardware of equivalent or higher configuration in case the problem is not resolved as per SLA. The original equipment is to be repaired and brought back within 2 weeks. In case vendor fails to provide the standby or fails to repair equipment, EXIM Bank will be at liberty to take the equipment on rent or get the system repaired through an alternate source and debit the charges from the consolidated AMC charges payable. EXIM Bank shall entertain no correspondence or counter claim in this regard.

9. In case of printers, AMC shall also cover replacement of Fuser Assembly of Printers (including Teflon Sleeve and Pressure roller) and all other parts except the following consumables:
   a. Printer ribbons
   b. Ink cartridges.
   c. Paper
   d. Printer head
   e. Toners and cartridges.

10. The AMC should include all parts of all Items except consumables. In case of any component failures, the same shall be replaced by the vendor with a new or equivalent capacity.

11. Proper recording of calls details, response and resolution details with sign-off (manual or electronic) from end-users.

12. Reports for downtime, problem resolution and response details should be available to EXIM Bank.

Printer Management:

1.1 Partner direct support for cartridge and printer hardware/software/driver for printers as per the Printer Inventory at Annexure.

1.2 One onsite Printer engineer required at Exim Bank, Head Office, Mumbai for technical support and contract management.

The broad scope of work under this contract as follows:

1. The authorised partner must have presence or local tie up with local service partners at all Exim Bank office's locations.

2. The partner must do preventive maintenance of all printers on Monthly basis at all locations and submit the report at Exim Bank, Head Office, Mumbai.

3. The partner should provide fully managed, full comprehensive annual maintenance for all printer hardware, software, and driver etc. irrespective of the printer warranty available.

4. In case device support expires from OEM, then service provider should support the remaining comprehensive AMC period till OEM in writing inform to Exim Bank that parts/cartridges/software will not be available in market.

5. All replacement printers should be PostScript/PCL compliant and should be default Network, with Duplex facility.

6. All printers should support Universal / Global Print Driver.

7. Only new original toners/cartridges should be supplied. No refills/refurbished toners are allowed.

8. If refills/refurbished cartridges/tonner found or used in the Bank printer by the partner, the partner has to pay penalty of ` 50,000/- per incident or the Bank may blacklist the company for 3 years for any service to the Bank/terminate the contract as per Bank's decision.

9. Print Management Software should be bundled monthly Fee and Exim Bank would not pay any extra amount for the procurement of such licenses and deployment thereof.

10. The partner should clearly mention the Escalation Matrix.

11. The partner must provide technical support within 8 Hrs. of call register through email/phone at all locations.

12. The partner must provide support from Monday to Saturday except national holidays at all locations.

13. The partner must ensure uptime of all printers as 95% for all printers at all locations. Service Level Agreement (SLA) to be executed. Any SLA uptime issue may attract penalty as per below table.

SLA Uptime Per Printer	Monthly Penalty %
Up to 95% uptime	NIL
Between 92% to 94.99% uptime	5% of the Monthly Printer Base charge .
Less than 92%	20% of the Monthly Printer Base Charge.

14. The selected partner will be responsible for complete repair, service & maintenance of all the devices and supply of required consumables like toners, cartridges, all spare

parts and consumables.

15. The vendor should provide the Multifunction's printers management and control software, using this software all printers should be managed centrally from single location.

16. The partner to provide 01 resident printer engineer at Exim Bank Head office, Mumbai for technical support and contract management.

17. The resident printer engineer technical support timing is Monday to Saturday (Except national Holidays) 9.30 AM to 6.30 PM.

18. The partner must provide unlimited technical support for Bank's printer at residence of senior management at HO and regional office without any additional cost within 8 Hrs. of the call register.

19. The partner has to keep a standby colour printer at HO and New Delhi, Kidwai Nagar office to handle breakdown issues at site. The breakdown machines cartridge to be used in the standby printer. The Bank will not pay any charge for stand by printer.

20. The Centralised printer management software should give alert to the administrator for cartridge level below 85% and not in working condition.

21. All residence printers and non-LAN/LAN based printers print cost will be paid on actual cartridge/toner usage basis.

22. The partner should keep sufficient cartridge/tonner for all printers in stock at all office location. The Bank will provide safe space for this.

23. The partner has to keep two sets of cartridge/tonner for 20 critical printers identified by the Bank for uninterrupted service. The list of 20 printers will inform to the partner at the time of contract awarding.

24. The partner should deploy good, experienced printer engineer at Exim Bank, Head office, Mumbai. The minimum qualification for the engineer as follows. The Bank will select the engineer based on CV submitted by the partner.

Education Qualification	Any Diploma/ Graduate
Years of Experience	Minimum 7 Years in printer technical support
Computer Knowledge	Windows 7 / 10 , MS Office

25. The partner should ensure good backup printer engineer at site in case of primary printer engineer absence/leave. The Bank may deduct `1000/- per day if engineers are not available at site.

26. The payment will be made on actual cartridge/toner usage basis only. Any printer discarded/disposed will be removed from the monthly billing. Any addition of new printers will be added under this contract.

Miscellaneous services

Service provider will be required to provide following miscellaneous services:

1. Coordinate the disposal of hardware as per bank's guideline issued from time to time.
2. Upscale facility management services during replacement of old hardware with new ones.
3. In the event of shifting of office premises by EXIM, the service provider would depute FM engineer(s) for de-installation of all the hardware, supervise packing/transportation and installation/commission of equipment at new location. No extra cost will be borne by EXIM for the same. However, packing and transportation will be arranged by EXIM separately.
4. In the event of adding new office at any location by EXIM, order for FMS will be placed well in advance at the same terms and conditions. The service provider has to assist EXIM in setting up of LAN (cabling, I/O fixing etc.), coordinate with network vendor for setting up of WAN connectivity etc. No additional cost would be paid for the same.
5. Periodic (at least once in a quarter) checking of power and earthing parameters and submission of report.
6. Co-ordination with branch for conditioning of earthing, in the event, earthing parameters are not as per requirement.
7. Suggestions / Recommendation to improve the current infrastructure architecture for better response & security.

Service Window

Following is the service window to be followed by the Service Provider.

Service Area	Service Window	Time Period *
Team Leader	9 hrs x 6 days	10:00 – 19:00
VC Engineer	10 hrs x 6 days	09:00 – 19:00
Server Engineer (Shift Duty) at	24 hrs x 7 days	Round the clock

Head Office DC		
Server Engineer (Shift Duty) at Bengaluru DR Site	16 hrs x 6 days	08:00 – 11:00
Helpdesk Co-ordinator	9 hrs x 6 days	09:00 – 19:00
FMS Engineer at Head Office	12 hrs x 6 days	08:00 AM – 08:00 PM
FMS Engineer at New Delhi Office	12 hrs x 6 days	08:00 AM – 08:00 PM
FMS Engineer at other Domestic Regional Offices	9 hrs x 6 days	9:30 AM – 6:30 PM

* Time period is indicative and is subjected to change. Skeleton staff on Saturdays / National Holidays may be planned. Full strength may be required during Saturday / Holiday following during half yearly / annual closing periods. There may be instances that EXIM Bank office is closed on a particular day. In such instances, FM will not be marked as absent for attendance and payment.

Staffing requirements

Bidders / Service provider may kindly note that the quality of staff deployed to manage the contracted services across all locations of the Bank is of utmost importance to the Bank. It is needless to mention that bank will reserve the right not to accept any of the staff members deployed, if he/ she is not found up to the mark as per bank's expectations/ requirements. Vendor will be responsible for any delay in delivery on account of such non-acceptance of staff by the Bank consequent upon deployment of inappropriate staff/personnel.

Following points may be noted by the bidder in connection with plan of staffing in this project:

Skill-set / Qualification / Experience

Minimum desired educational qualifications and the experience/ skill-set possessed by resources would be as under:

Sr. No.	Resource Details	Minimum Educational Qualifications	Minimum Experience
1.	Project Manager *	B.E./B.Tech/MCA/MBA/MSc (IT) from a recognized institute/ university and ITIL, MCP, MCITP, MSCA/CCNA certifications	10 years' experience out of which at least 5 years in handling similar IT Infrastructure management projects as Project Manager
2.	Team Lead	B.E./B.Tech/MCA/MBA/MSc (IT) from a recognized institute/ university and ITIL, MCP, MCITP, MSCA/CCNA certifications	Minimum of 7+ years' experience in IT Infrastructure operation
3.	Server Engineer	BE/B.Tech in relevant fields valid MCSE and Microsoft Office 365 with MCITP/RHEL/VCP6.5/Microsoft certification	Minimum of 7 Years' Experience in Server Administration
4.	Network Engineer	BE/B.Tech in relevant fields in IT/Electronics and valid CCNA with CCNP/CCDA/ CISCO security certification	Minimum of 7 Years' Experience in Network and Firewall operation
5.	Desktop /VC Engineer	Degree/Diploma in Computer/Electronics Engineering/Application from recognized university	Minimum of 3 Years' Experience in IT infrastructure support

Minimum requirement of on-site Resources

1. Service provider shall deploy minimum number of on-site resource personnel as indicated below at Mumbai and other EXIM Bank's locations.

Location	Purpose	Minimum Resources	Remarks
Head Office	Team Lead	1	Bidders may make its own assessment on the level and number of resources beyond minimum level as per its service delivery management
	Database Administrator	3	
	Helpdesk Co-Ordinator	1	
	Desktop Engineer	6	
	Printer Engineer	1	
	Server Engineer	4	
	Network Engineer	3	
	Video Conferencing Engineer	2	
Mumbai - MRO	Desktop Engineer	1	Bidders may plan requirement of staff beyond minimum level as per its service delivery management
New Delhi (NDO)	Desktop Engineer	3	
Chennai	Desktop Engineer	1	
Kolkata	Desktop Engineer	1	
Ahmedabad	Desktop Engineer	1	
Pune	Desktop Engineer	1	
Chandigarh	Desktop Engineer	1	
Bengaluru	Desktop Engineer	1	
Bengaluru DC	Server Engineer	3	
Hyderabad	Desktop Engineer	1	
Guwahati	Desktop Engineer	1	

The Bidder may please note the following in connection with resource deployment.

1. A resource shall be considered absent if allowed leave of absence has already been availed for the month and no standby resource has been arranged by the service provider.

2. In addition to the service window indicated as against each service vertical, depending on the bank's requirements the services (including VC FM and core

infrastructure management engineer) may be occasionally required on bank holidays /Sundays/ Gazetted Holidays and beyond the specified service window. Provision must be built by the bidder to provide these occasional services without any additional cost.

3. Bidders may plan for additional support staff at Mumbai for movement of hardware items across floors/desks as per requirement of IMAC.

4. Bank will like to have prior discussion with the staff members, being posted for the job by the service provider, to find out their suitability for the job and decide to accept his/her services.

5. Necessary stand-by arrangement must be made during absence of any regular staff on account of leave or any other reason.

6. Whenever required, standby resources with similar profile should be arranged from separate pool i.e., the standby resource should not be taken from the pool of resources already deployed at India EXIM Bank.

7. Frequent change of staff will not be acceptable. In case of unavoidable circumstances, change of staff must be done in consultation of EXIM.

8. Service provider and all the deployed staff members will be required to sign the declaration form as per bank's IT security policy or any other similar guideline.

9. Staff members deployed by service provider will be subjected to the disciplines, office decorum, etiquettes, good behaviour as applicable to any other staff member of the bank.

10. Deployed staff members have to make their own arrangement of transport.

11. Staff members deployed by the service provider have to make their own arrangement of lunch/snacks/breakfast etc.

12. All the staff including on-call facility managers deployed must have good communication skills and must be conversant with both English and Hindi / local language.

13. In case of services of an existing staff provided under the contract are withdrawn / terminated by the service provider, a notice of 30 days has to be given by the vendor. This is required for smooth take over/hand over of the desk. Any short fall in notice period will be treated as absence by the respective staff member.

Statutory & Regulatory Compliance

1. The bidder should ensure all statutory and regulatory compliance towards:
2. ESIC & EPFO – All bidders have to ensure that the resources deployed at India EXIM Bank sites are compliant as per the guidelines of ESIC & EPFO. Please note that these are Government bodies, compliance to which is Mandatory.
3. Minimum Wages Act – The bidder also has to ensure that they are compliant to the Minimum Wages Act for deployment of resources across India EXIM Bank sites nationwide. The bidder should follow all payout norms as per the MWA in all the states.
4. Any other Act/Statutory and regulatory compliances as applicable.

Period of Service:

The services/ maintenance will be provided for a period of 3 years and 1 month starting from **March 1, 2022 to March 31, 2025**. The Bidder may have to start activities early to ensure orderly takeover from existing team.

The Bank will coordinate the activities of the technicians and a register of complaints will be maintained where all calls will be logged. The technicians will work extra hours in case of any need for problem resolution; and will be available during odd hours for any critical needs.

The consideration payable to vendor would include work required to be done beyond office (working) hours and/ or office days of the Bank which could be mutually arranged on staggering basis. At the minimum, 24 X 7 support at Head Office, 15*6 will be required at DR Site, e.g. 8:00 AM to 11:00 PM from Mondays to Saturdays and most holidays and 9*6 support at Regional Offices.

Manpower Requirement:

A] Server Engineer

Server Engineer	
Total Requirement	7 (4 at Head Office, 3 at DR Site Bengaluru)
Location	Head Office Mumbai and DR Site Bengaluru

Relative Experience	Minimum 7 years
Qualification	B.E/B.Tech/MCA/MSc Computer or equivalent
Technical Certifications	MCSE/RHCE/VCP-DCV (active/valid certification required)
Duty Timings	24*7 (Rotation basis shift duty)
Working Days	All
Work Profile	Server Administration: 1. Windows and Linux (RedHat, CentOS, Debian etc..) Server Administration and Preventive Maintenance. 2. Exim Bank's Primary Data Center, DR site and near DC Site administration and maintenance. 3. All Servers and backup solution patch management, change request and anti-virus management as per the Bank's IS Policy. 4. All Servers and desktop and laptop backup management 5. Anti-virus Servers management 6. O-365 mail solution administration with service provider. 7. All compliance and audit management. 8. Co-ordination with AMC vendors. 9. Installation of Operating System, RAID configuration, Server Hardening and other software and hardware support 10. Check and implement best practices. 11. Performance issues/errors - escalate to vendor appropriately. 12. Preparation of RCA for Major Incidents 13. Repeat Incident / Alert Analysis

	14. Inform bank in advance on platforms or hardware becoming End of Life or End of Support and take necessary actions in advance.
	15. Vetting of Performance tuning suggested by OEM and planning for the execution
	16. Maintaining and updation of Infra AS IS / Infra Documents
	17. Proactively monitoring the Server's health and taking preventive or corrective action as required
	18. Implements and enforces security/baseline for all of the OS & DB instances
	19. Orderly startup and shutdown of servers/storages as per laid down procedures
	20. Problem determination, management and resolution
	21. User management – Creation and deletion of users, groups, required login scripts
	22. Install software, patches, bug fixes, and updates
	23. Security management – Configuring Access rights, Password control, LAN network security
	24. Monitor CPU, Kernel, disk, memory, I/O and all other important system parameters, server/storage usage and utilization statistics
	25. Configure and maintain NIS (Optional)
	26. Create and maintain secure NFS and all other file system mounts (NFS – Network File System)
	27. Check for bad blocks and bad processes
	28. Check for crash dumps / panics and resolve them
	29. Verify system/storage logs and periodically clean up log files
	30. Schedule and optimize the services running on the server
	31. Take back up of the file systems
	32. Recover the server/storages from system crashes

	33. OS/Storage performance tuning and response monitoring
	34. Monitoring and troubleshooting of network connectivity of all servers
	35. Installation, configuration and administration of all other supplied software like File System, Volume Manager, Backup Software, Cluster software, Management Software, Storage Management Software etc..
	36. Inform India Exim Bank of any impending problems which can potentially lead to system crash or performance degradation.
	37. Monitoring and escalation of hardware problems
	38. Capacity Planning for forecasting capacity/upgrade requirements
	39. Creation of comprehensive documentation on system and storage configuration, hardware inventory, system administration and changes therein.
	40. Maintenance of logbook for recording all activities done by Vendor. All problems shall be logged and counter-signed by India Exim Bank's staff after resolution.
	41. Keeping archive log File System space utilization at Disaster Recovery (DR) site under threshold value
	42. Check the DR and NDR link (Network) with DC (Primary Site)
	43. Monitoring availability of system/storage, Database, and listeners at DC, NDR and DR sites
	44. Escalation to proper channel, in case of any issues and in sync with DR team.
	45. Monitoring of server/storage critical environment parameters: - Temperature, Humidity, dust, smoke, power, cables etc. in Data Center
	46. DR Drill support for the above-mentioned servers.

B] Network Engineer

Network Engineer	
Total Requirement	3
Location	Head Office Mumbai
Relative Experience	Minimum 7 years
Qualification	B.E/B.Tech/MCA/MSc Computer equivalent
Technical Certifications	CCNP and Fortinet NSE4/NSE5/Palo Alto PCNSA/PCNSE
Duty Timings	**Shift 1:** 08:30 am to 5:00 pm **Shift 2:** 11:30 am to 8:00 pm
Working Days	Monday to Friday
Non-Working Days [Saturdays & Holidays (excluding Sundays)]	One Engineer (9:30 am to 5:30 pm)
Work Profile	1. Bank's entire LAN and WAN network administration at HO and Regional Offices. 2. All network devices administration in co-ordination with service providers and AMC vendors. 3. Video Conference Support. 4. All compliance and audit management. 5. SLA management with service providers. 6. Network Device Preventive Maintenance. 7. Device Access List management.

8. Datacenter Management.

9. Periodic updation of Network diagrams.

10. Patch Management of the network devices [Switches/Firewalls/VPN Appliances].

11. Installing, configuring and supporting network equipment including routers, switches, Firewalls etc..

12. Configuring firewalls, routing and switching to maximize network efficiency and security

13. Maximizing network performance through ongoing monitoring and troubleshooting

14. Arranging scheduled upgrades

15. Investigating faults in the network

16. Updating network equipment to the latest firmware releases

17. Reporting network status to key stakeholders.

C] Desktop Engineer

Desktop Engineer	
Total Requirement	21
Location	

Head Office	9 (Including VC and Printer Engineer)
Mumbai Regional Office	1
Ahmedabad	1
Bengaluru	1
Chandigarh	1
Chennai	1
Guwahati	1
Hyderabad	1

	Kolkata	1
	New Delhi	3
	Pune	1

Relative Experience	Minimum 3 years
Qualification	BCA / BSC Computer / Diploma Computer /Electronic equivalent
Technical Certifications	Minimum 3 Years Onsite/field desktop experience certificate.
Duty Timings	**Head Office (Applicable only for Desktop Engineer)** **Shift 1:** 08:30 am to 5:00 pm (Three Engineer) **Shift 2:** 09:30 am to 6:00 pm (Two Engineers)) **Shift 3:** 12:00 pm to 8:30 pm (One Engineers) **New Delhi- Kidwai Nagar Office** **Shift 1:** 09.00 am to 5.00 pm (One Engineer) **Shift 2:** 9.45 am to 6.45 pm (One Engineer) **Shift 3:** 11.00 am to 8.00 pm (One Engineer) **All Other Regional Office** 09:30 am to 7:00 pm (Monday to Friday)
Working Days	Monday to Friday
Non-Working Days [Saturdays & Holidays (excluding Sundays)]	As per Shift 2 for HO, New Delhi, Bangalore
Work Profile	Desktop Engineer: 1. IT hardware software Support 2. Desktops, Laptops, Printer, and iPads support to the users in the Bank. 3. Software installation, hardware trouble shooting and Whitelist Management in the Bank.

	4. Bank's various application installation and setup support. 5. Printer installation and configuration. 6. Presentation support, Video and Audio Conference support at all offices. 7. Desktops and Laptops preventive maintenance. 8. Basic networking support and inventory management. 9. Treasury application support. 10. IT hardware/software/Network support at residence of Bank's senior management. 11. Remote support for Bank's London Branch and other overseas branch.

D] Team Leader

Team/Project Leader	
Total Requirement	1
Location	Head Office Mumbai
Relative Experience	Minimum 7 years
Qualification	B.E/B.Tech/MCA/MSc Computer/MBA Systems or equivalent
Technical Certifications	PMP/ITIL and any one technical certification MCSE/RHCE/CCNP/NSE4/PANSA/PANSE
Duty Timings	9:45 AM – 6:45 PM
Working Days	Monday to Saturday
Non-Working Days [Saturdays & Holidays (excluding Sundays)]	1st, 3rd and 5th Saturday (10 am to 6 pm)
Work Profile	Bank's Facility Management (FM) Administration.

	1. FM engineers attendance management at all offices.
	2. Documentation of Software License Management and Deployment
	3. Single point of contact to Exim IT for all FM related requirements.
	4. Arrangement of backup engineers in all Domestic Regional Offices including Head Office.
	5. Monthly performance report to Exim Bank's IT
	6. Weekly review presentation to Exim Bank IT
	7. All IT inventory management
	8. Helpdesk Management
	9. Audit and Compliance Management
	10. Execution of Bank's IT Policies and directives
	11. Co-ordination with Project Manager and Exim Bank.
	12. RBI CSF related documentation

E] Team Co-Ordinator

Team Co-ordinator (Female)	
Total Requirement	1
Location	Head Office Mumbai
Relative Experience	Minimum 5 years
Qualification	Graduate and Basic Computer Knowledge

Languages	Proficient in English and Hindi
Duty Timings	9:45 AM – 6:45 PM
Working Days	Monday to Saturday
Non Working Days [Saturdays & Holidays (excluding Sundays)]	1st , 3rd and 5th Saturday 10 am to 6 pm
Work Profile	**Helpdesk Coordination:** 1. All the requirements from the users to be attended and to record in ITSM software 2. Coordinate with FM Engineers to attend the call 3. Escalation of pending calls/issues and any special requirement to Exim Bank's IT. 4. Inward/Outward Management of IT Hardware 5. Issue/ Return of IT Hardware to users

F] Database Administrator

DBA	
Total Requirement	3 (2 Oracle Certified + 1 Microsoft SQL Server Certified)
Location	Head Office Mumbai
Relative Experience	Minimum 5 years
Qualification	BE/B Tech / MCA /MSC Computer or equivalent
Certification	Oracle Certified Professional (OCP-DBA Track) / MCSA
Duty Timings	**Shift 1:** 09:30 am to 6:00 pm (One Engineer) **Shift 2:**

	11:00 am to 8:00 pm (One Engineer) **Shift 3:** 12:30 pm to 9:30 pm (One Engineer)
Working Days	Monday to Saturday
Non-Working Days [Saturdays & Holidays (excluding Sundays)]	One Engineer (9:30 am to 6:00 pm)
Work Profile	**Database Server Administration:** 1. Bank's Oracle Database Administration. 2. Bank's MS SQL Server Administration. 3. All Database Backup as per Bank's Policy. 4. Primary Datacenter, Disaster Recovery Datacenter and Near Datacenter syncing and administration. 5. DR Drill as per BCP and special request. 6. All compliance and audit management. 7. Database performance optimization/monitoring and license Management.

G] Hardware AMC

COMPREHENSIVE HARDWARE SUPPORT:	
Types of Hardware	Servers, Storage, Desktops, Laptops, Firewalls, Printers and Network device.
Annual Maintenance Type	OEM backed Comprehensive Annual Maintenance for all hardware and network devices.
Inventory of Hardware	
Desktops	Count 150 – All in One
Laptops	Appendix - 1
Printers	Appendix – 2
Servers	Appendix – 3
Network Devices	Appendix - 4

Special Notes:

1. Shift and resources mentioned above are tentative. The Exim Bank may change these shift and allocation of job as per requirement which will be intimated to the Bidder in writing at least one weak in advance.

2. At any point of time, Bidder should ensure that above mentioned resource count attendance at Exim Bank. Else, backup resource should be provided without fail.

3. Any replacement of resource by the service provider, must inform to Exim Bank in writing along with bio-data for approval.

4. Bidder should provide escalation matrix to Exim Bank.

5. Bidder must execute Service Level Agreement (SLA) with the Exim Bank before commencing operation.

6. India Exim Bank provided Desktops, Laptops and Printers to senior management at residence for official work. Technical support to be provided at Residence of Exim Bank officials (Deputy General Manager and above) and Residence of Regional Heads at Regional Offices without any additional cost.

7. There should be two desktops engineers at all regional offices who will work on rotation basis for better work coordination and resource backup.

8. Bidder / Bidder must ensure that resources met the qualification/experience/certification.

9. monthly salary as per state wise labor laws to the Facility Management (FM) engineers (Copy of Salary Slip to be provided to the Exim Bank on request for verification at any time):

10. If any discrepancy reported or traced on the minimum salary of the deputed engineers on duty the Bank will charge penalty up to 70% of the monthly minimum net salary of the engineer irrespective of the service period and the Bank may terminate the contract.

11. The Bidder / Bidder shall maintain a set of critical spare parts at the Bank premises to ensure that the downtime in the event of part failure is the minimum possible. The Bank shall provide the Vendor necessary storage space with reasonable security for storage to stock the spare parts at its premises, the Bank however having no liability as to the safety or security of the stocks.

12. The services described in this Section shall be extended to items installed at residence of senior management of the Bank as may be decided by the Bank. The various equipment including Servers, Desktop PCs, Laptops, Routers, network components etc., ("Equipment") to be covered under this proposed contract.

13. The Bidder / Bidder will strictly adhere and comply with the Bank's Information Security (IS) and other policies, procedures (inclusive of the Metrics and other reports mentioned in the policies.) adopted by the Bank (Policies and Procedures are subject to Revision)

14. Facilities Management Comprehensive AMC will apply irrespective of whether any equipment is under maintenance or not and even if it has been modified, upgraded or shifted.

16. The FMS contract is for 3 years and 1 month. The Bank will not bear any additional cost during the period of contract.

17. The Bidder / Bidder has to submit KYC documentation along with CV of all resources deployed at the Bank under this contract.

Commercial Proposal

A] Manpower Resource Costing as per Scope of Work					
Resource Type	Quantity	first 13 months Cost (01/03/2022 to 31/03/2023)	Total 2nd Year Cost	Total 3rd Year Cost	Total Cost in ₹
Team Lead	01				
Server Engineer	07				
Network Engineer	03				
Desktop Engineer including VC and Printer engineer	20				
Team Co Ordinator	01				
Database Administrator	03				
Total Resource Cost [A] ₹ . exclusive of taxes					

* Year and Year increase of minimum 8% is required in resource cost

B] Comprehensive Hardware Maintenance Costing as per Hardware List				
Hardware Type	Total 1st Year Cost	Total 2nd Year Cost	Total 3rd Year Cost	Total cost in ₹
Desktops				
Laptops				
Servers				
Network Devices				
Printers				
Total AMC Cost [B] ₹ . exclusive of taxes				

C] Project Management Costing				
Other Costing	Total 1st Year Cost	Total 2nd Year Cost	Total 3rd Year Cost	Total Cost in ₹
Project Management Costing				
Any Other Costing				
Total PMC Costing [C] ₹ . exclusive of taxes				

Commercial Bid Summary [D] :

D]Commercial Proposal Summary	
Item Description	Total Cost in ₹
Manpower Resource Costing as per Scope of Work	
Comprehensive Hardware Maintenance Costing as per Hardware List	
Project Management Costing	
Total Project Cost in ₹ . exclusive of taxes	

Technical Score Mark Distributions [Scoring Model]

Sr No.	Criteria	Max Point
1.	Total experience in onsite Facility Management of IT Services and Comprehensive Annual Maintenance of IT Equipment in FI/Government Sector/PSUs/Scheduled Commercial Bank/public listed companies with similar nature and size of work (in Years) Documentary Evidence required: Copy of Work order / agreement along with completion certificate for completed projects.	Max. Marks 10
	More than 10 years	10
	> 5 years to 10 years	6
	5 years	3
2.	No. of Facility Management of IT Services and onsite comprehensive Annual Maintenance of IT Equipment Orders for Government Sector/PSUs/BFSI/public listed companies with similar nature of CAMC/FMS with minimum order value of Rs. 3 crore (per annum) in last 3 Years i.e., Financial Year (2018-19, 2019-20 and 2020-21). (Orders of multiple Branches of the single company may be combined for the financial year to decide the order value, however it would be considered as one order for counting purpose) Documentary Evidence required: Copy of Work order/agreement clearly indicating the Order Value along with completion certificate for completed projects.	Max. Marks 10
	More than 5 orders	10
	> 3order to 5 orders	07
	2 -3 orders	5
3.	Bidder must have experience in IT operation and Management and Facility Management Services of at least 3 Data Centre project in India during last 5 financial years Documentary Evidence required: Copy of Work order/agreement along with completion certificate for completed projects.	Max. Marks 10
	> 5 Data centers	10
	4 – 5 Data centers	07
	3 Data centers	5

4	Technical & Qualified Manpower - The Bidder must have at least 100 technically qualified engineers holding Diploma (IT/Computers/Electronics)/ BE/ B.Tech (ECE/IT/CSE), MCA/MSC Computer degree with at least 2 years on roles with organization. No. of engineers with above qualification(s) Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory .	Max. Marks 10
	More than 300 technically qualified engineers	10
	>150-300 technically qualified engineers	6
	>100-150 technically qualified engineers	3
5	Total Number of engineers with MCSA/MCSE/RHEL/VMWARE certification on roles involved in Server Administration/Management (UNIX, LINUX and Windows Based Servers, Active Directory, Backup Solution, Antivirus Management, SAN administration, Virtualization, etc.) on company roles in planning and implementation solution for I.T. Security such as Antivirus server, Access Management, ATP solutions etc. Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory.	Max. Marks 10
	More than 50 engineers	10
	>26 to 50 engineers	6
	10-25 engineers	3
6	Number of engineers with CCNA/CCNP certification on roles involved in Network Administration/Management (LAN, WAN, VPN, Switches, Router, Firewall.) Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by Authorized Signatory.	Max. Marks 10
	More than 25 engineers	10
	>10 to 25 engineers	6
	5-10 engineers	3
7	Number of engineers with Database certification (Oracle/ Sql Server) on roles involved in Database Administration/Management Documentary Evidence required: List of all employees along with qualification and experience meeting the above criteria to be furnished and signed by	Max. Marks 10

	Authorized Signatory.	
	More than 25 engineers	10
	>10 to 25 engineers	5
	5-10 engineers	3
Total Technical Score (Excluding presentation)		
Part II		
	Presentation: Presentation should cover services proposed by the Bidder in achieving Bank's objectives, approach and methodology adopted for DC and DR Management, AMC Services, Project and Transition Management, Bidder's knowledge/experience of tools while demonstrating features of Manage Engine EMS, etc.	Max Marks 20
	Customer Satisfaction (2 marks for each customer satisfaction having minimum rating of 4 out 5 and 1 marks for each customer satisfaction having minimum rating of 3 out 5)	10 Marks
Total Technical Score		

Note:
- Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected. Bidders will submit index page of the supporting documents while submitting response.
- Bidders will be provided at least 2 days prior notice for making of the presentation.
- The minimum qualification score for the Technical Bid would be 70 (cut-off marks) out of Total 100 marks (Including marks for presentation).

Evaluation of Bids

The objective of evaluation methodology is to facilitate the selection of the technically superior solution/vendor at optimal cost.

The Bank reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.
Any time during the process of evaluation the Bank may seek specific clarifications from any or all the Bidder [Service Provider].

It may please be noted that EXIM BANK reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this RFP document.

The evaluation process of the bids proposed to be adopted by the Bank is indicated below. The purpose of it is only to provide the Bidder an idea of the evaluation process that the Bank may adopt.

The details of 'Eligibility Criteria of the Bidder', provided by the vendor in its response to this RFP, will be evaluated first, based on the criteria described in Annexure-V.

The technical and commercial responses to this RFP will be considered further only for those vendors who meet the Eligibility Criteria.

Technical Evaluation

i.   Eligibility Criteria bids received from the Bidder will be opened in the presence of representatives of the bidders who choose to be present as per the schedule notified by the Bank. A detailed analysis will be subsequently carried out by the Bank. Based on responses to 'Eligibility Criteria', Bidder will be short listed for technical evaluation further.

ii. The technical bid will be analysed and evaluated, based on which the Technical Score (TS) shall be assigned to each bid. Technical Bids receiving a TS greater than or equal to a score of 80 (cut-off marks) will be eligible for consideration in the subsequent round.

Financial Evaluation

The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.

The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. The Bank shall inform the date, place and time for opening of the Financial Bid.

Evaluation and Comparison of Bids

75 % weightage will be awarded for Technical Evaluation and 25 % weightage will be awarded for Financial Evaluation.

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the **Scoring Model** provided in the previous section.

The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

Final Evaluation Criteria - Quality and Cost based selection (QCBS)

The individual Bidder's commercial scores (CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$ (rounded off to 2 decimal places)

Where,

F_n = Normalized commercial score for the Bidder under consideration
F_b = Absolute financial quote for the Bidder under consideration
F_{min} = Minimum absolute financial quote

Composite Score $(S) = T_s * 0.75 + F_n * 0.25$

The Bidder with the highest Composite Score(S) would be awarded the contract.

I N S T R U C T I O N S   T O   B I D D E R S

1.0	**Location**
	Export-Import Bank of India, 21st Floor, Centre One Building, World Trade Center, Cuffe Parade, Mumbai 400 005 and Regional Offices in pan India
	a. Tenderers must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. The Tenderer shall email **clarifications up to 2 days before pre bid meeting.**
2.0	Any printing or typographical errors /omission in tender document shall be referred to EXIM Bank and their interpretation regarding correction shall be final and binding on Service Provider.
3.0	**Transfer of Tender Documents**
	Transfer of tender documents purchased by one intending Bidder to another is not permitted
4.0	**Rates**
	The EXIM Bank is not concerned with any rise or fall in the product prices during price validity period of 180 days from tender opening date.
5.0	**Payments**
	The payment will be made within 30 days after delivery/installation and submission of original invoices either in Hard copy or digitally signed invoices (Monthly basis for resources, Toner/Cartridges on monthly basis and quarterly basis for hardware AMC).
6.0	**Obligations of Successful Bidder**
	a. The successful bidder has to supply all the components, services and licenses to make solution complete.
	b. The successful bidder shall deploy their own trained and experienced engineers for implementing, managing and maintaining the system.
	c. Whenever any new threats / vulnerabilities become public, the bidder/successful bidder shall bring this to the notice of the Bank immediately and help/guide the Bank in plugging the same. Once the call has been attended, successful bidder

	engineers shall put their maximum efforts and deploy their best resources to resolve all calls at the earliest possible time frame at all locations and ensure appropriate uptime.
	d. The bidder/successful bidder to ensure that during implementation of complete, the critical services hosted at EXIM BANK shall not face any downtime due to security breach, security incident, improper configuration of security units/ appliances/ components
7.0	**Signing of the contract**
	a. The successful Bidder may be required to execute a non-disclosure agreement (NDA) and Service Level Agreement (SLA) with Exim Bank within 30 days from the date of receipt of the notice of acceptance of tender. In the event of failure on the part of the successful Bidder to sign the agreement in the above- stipulated period, the EXIM Bank may cancel the order.
	b. Until the Agreement is formally signed, the Work Order / Letter of Acceptance of Tender issued to the successful Bidder and accepted by him may be operative and binding on the EXIM Bank of India and the Service Provider.
8.0	On acceptance of the tender, the name of the accredited representatives of the Bidder who would be responsible for taking instructions from EXIM Bank shall be mentioned by the Bidder.
9.0	If so, decided EXIM Bank reserves the right to appoint PMC (Project Management Consultant) or any other agency to get the quality of works checked, measurements recorded, including certification of bills etc.
10.0	The EXIM Bank has the right to reduce or increase the scope of work. The Bank may give 3 months' notice period for termination of contract if service is not satisfactory to the Bank.
11.0	**Notices to local bodies**
	The Bidder shall comply with and give all notices required under any law, rule, regulations or bye laws of parliament, state legislature or local authority relating to works.

I/We hereby declare that I/We have read and understood the above instructions for the guidance of the Bidders.

Sign:

Date:

Place

E–TENDERING PROCESS COMPLIANCE STATEMENT

The following terms and conditions are deemed as accepted by you for participation in the bid event (Tender Ref: **EXIM/RFP/2021-22/34**)

1. The price once submitted cannot be changed.

2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of the EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s E-Procurement Technologies Ltd personnel indicated in the tender document.

3. Inability to bid due to glitch in telephone lines, Internet response issues, software or hardware hangs will not be the responsibility of M/s E-Procurement Technologies Ltd or the EXIM Bank. However, M/s E-Procurement Technologies Ltd, shall make every effort to ensure availability of technology resources to enable continuous bidding.

4. M/s E-Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.

5. Bids once made cannot be withdrawn or modified under any circumstances.

6. The EXIM Bank reserves the right to extend or reschedule or annul the e-tender process.

7. The bidders are advised to visit https://eximbankindiatenders.procuretiger.com for any corrigendum etc.

I / We have read, understood and agree to abide by the e-tendering process compliance statement.

Date:

Organization Name:

Designation:

UNDERTAKING FROM THE   BIDDER

(To be submitted on Contractor's own Letterhead)

To,
Mr. Kiran Patil
Deputy General Manager
Export- Import Bank of India, 21st Floor, Centre One,
World Trade Centre,
Cuffe Parade, Mumbai 400 005

Dear Sir,

Ref: Maintenance of IT equipments and facility management service (FMS) for Export-Import Bank of India.

Ref. No: **EXIM/RFP/2021-22/34**

I / we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I / we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I / We agree to pay Sales Tax, Works Contract Tax, Excise Tax, octroi, LBT, VAT, GST, Duties, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same   are liable and the rates quoted by me/us are Exclusive of the same.

I / we understand that you are not bound to accept the lowest tender or bound to assign any reasons for rejecting our tender. We unconditionally agree Exim Bank's preconditions as stipulated in the tender documents and empanelment process.

I / We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from the Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s not required since the document is digitally signed.

Place:	Name:
Date:	Designation:
	Seal:

S E L F - D E C L A R A T I O N F O R C O M P L I A N C E

(*On Company Letterhead*)

I < ***Name***> working as < ***Designation***> in < *M/s. Company Name* > hereby declare that I am entrusted with the responsibility of ensuring compliance with various laws applicable to the company in the Administration of business and affairs of the company.

After having examined and considered all relevant information and based on the information furnished by the concerned officers, I, do hereby certify that.

1. My company complied with all applicable laws, enactments, orders, rules, regulations and other statutory requirements of the Central Govt. Of India, State Govt. and other statutory and local authorities concerning the business and affairs of the company.
2. Paid all applicable statutory dues on due dates.
3. Maintain proper registers, records, documents and books and filed proper returns, forms and statements and furnished necessary particulars to the relevant authorities.
4. Not done or committed any act or entered into any transactions in violation of any statutory provisions.
5. My company shall strictly follow and complied to Export Import Bank of India's policies, procedures and security measures during contract period.
6. My company will produce all documents for verification process as per Exim Bank's requirement and various audit compliance.

Date: **Authorised Signatory Name:**

Place: **Designation:**

                                                              Company Seal:

E L I G I B I L I T Y   C R I T E R I A   O F   T H E   B I D D E R

Following format has to be filled by the Bidder and has to be submitted along with technical bid and relevant documentary proof.

Sr.No	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED
1	The Bidder should be a Company/firm registered in India.	Certificate of registration or any other supporting document.
2	The respondent should be in business of providing FMS and AMC for at least eight years as on the date of this tender. Order copies to be submitted as documentary proof.	Copy of Work order / agreement along with completion certificate for completed projects.
3	Bidder must have experience in providing IT managed services to at least 3 Data centres of BFSI/PSUs/public listed companies in India during last five years.	The Bidder has to provide order copy or project completion certificate.
4.	The Bidder must have experience in providing FMS and AMC to at least 3 BFSI/PSUs/public listed companies in India during last five years, with order values not less than 2 Crore. Details of customers and copy of work order to be provided.	Details of customers and copy of work order to be provided.

5	Bidder must have facilitated as part of the IT Facility Management Services the following: a) Server and PC Management & OS Administration b) Database Management c) Backup and Restore d) Application Management e)Network Administration and Communication Facilities f) VC Management / Support e) Printer Management	Declaration on Bidders letter head
6	The bidder should have an head office and support center in Mumbai and Bengaluru / Delhi and registered office in at-least two other EXIM Bank's locations.	Valid Proof of address for having office in Mumbai and Bengaluru / Delhi.
7	Should have a minimum of 500 manpower resources with 2 or more years' experience in AMC & FMS services and these resources should be in the payroll of bidder	Self-declaration to this effect on bidder's letter head signed by bidder's authorized signatory.
8	Should have at least two of the accreditations / certifications out of ISO 9001, ISO 20000, ISO/IEC 27001, ISO/IEC 27002, CMMI 3 and above and the same should be valid at the time of submission of bids.	The bidder must furnish certificate copies.
9	The Bidder should be authorized partner of Dell, Lenovo, HP, CISCO, Fortinet, Palo alto and IBM	MAF / Authorized partner Certificate.
10	The bidder should not have been blacklisted by any Public Sector Bank, RBI or IBA or any other Government agencies.	Self-declaration to this effect on bidder's letter head signed by bidder's authorized signatory.
11	The bidder should not be involved in any litigation which threatens solvency of company	Certificate is to be provided by the Chartered Accountant/Statutory

12	Integrity Pact Agreement (IPA) to be executed.	Download the IPA (attached in the E-tender) and sign on Rs.500 stamp paper. Scanned copy to be uploaded on the E-tender portal. Original document to be sent to Exim Bank, Head Office
13	Escalation Matrix	Bidders must provide the escalation matrix for call logging on their letterhead
14	The Bidder shall execute E-Tendering Process Compliance Statement and Undertaking letter as per Annexure	Upload seal and signed copy of Annexures
15	Customer satisfaction certificate	Customer satisfaction certificate as per Annexure.
16	Joint Venture (JV) or subcontractor for AMC and FMS is allowed only for 3 remote locations except Mumbai, New Delhi, Bengaluru or Pune. Joint Venture (JV) or subcontractor for Printer Managed Service is allowed for all locations subjected to production of JV /subcontractor details in advance.	Joint Venture or subcontractor details needs to be uploaded.

Note:

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

NON-DISCLOSURE AGREEMENT

This Agreement is made on the _____ day of _____ by and between

_____, (an _____ incorporated under the _____) having its office at _____ (hereinafter referred to as "_____" or the **"Receiving Party"**, which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **ONE PART**;

AND

Export-Import Bank of India, a corporation established under the Export-Import Bank of India Act, 1981 and having its Head Office at Floor 21, Centre One Building, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 and one of its Regional Office at_____ hereinafter referred "EXIM" or "**Disclosing Party**") which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART**.

_____ & EXIM are hereinafter collectively referred to as the "**Parties**" and individually as a **"Party".**

WHEREAS

The Parties intend to engage in a business relationship which includes _____. In the course of such business relationship, it is anticipated that EXIM may disclose or deliver to _____ certain or some of its trade secrets, policies, technical and business information, pricing, financial analysis, customer names, customer list, customer data or any other confidential or proprietary information, for the purpose of _____ **(**hereinafter referred to as "**the Purpose"**).

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. **Confidential information**: For the purposes of this Agreement, "Confidential Information" means any and all information or data that is proprietary to the Disclosing Party and not generally known to the public, whether in tangible or intangible form, in whatever medium provided by the Disclosing Party to the Receiving Party or its representative(s) in connection with the Purpose and the business transacted/to be transacted between the Parties. Confidential Information shall include any copy, abstract, sample, notes or module thereof.

   The Receiving Party shall use the Confidential Information solely for and in connection with the Purpose.

   Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes 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 and can be shown by documentary evidence in support thereof, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality and can be shown by documentary evidence in support thereof, (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 endeavour to, 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.

2. **Non-disclosure**: The Receiving Party shall not commercially use or disclose any Confidential Information to any other person or entity other

than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may with prior written permission of the Disclosing Party, disclose the Confidential Information to its affiliates, consultants, advisors and such other persons who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above, subject to their entering into an agreement containing terms and conditions no less restrictive than as set out in this Agreement. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use of disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. The Receiving Party undertakes to take full responsibility for the Confidential Information given to their Consultants, Advisors, Affiliates and other persons referred in above and consequently any breach by such Consultants, Advisors Affiliates and other persons referred in above shall be treated as breach by the Receiving Party and accordingly will be liable to the Disclosing Party.

3. **Publications**: Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in print or electronic media or any other manner whatsoever in connection with this Agreement, the contents/provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

4. **Term**: This Agreement shall be effective from the date hereof and shall continue till the earlier to occur of (i) the expiration of 1 (one) year from the date of this Agreement unless renewed by both the parties in writing and (ii) till expiration or termination of this Agreement due to cessation of the business relationship between _____ and EXIM. However, the confidentiality obligations shall survive the termination of this Agreement. Upon expiration or termination as contemplated herein the Receiving Party

shall immediately, cease any and all disclosures or uses of the Confidential Information and at the request of the Disclosing Party promptly return or destroy all written, graphic or other tangible forms of the Confidential information and all copies, abstracts, extracts, samples, notes or modules thereof. That portion of the Information which consists of analyses, compilations, studies or other documents or data prepared by the Receiving Party or its representatives, will continue to be held by the Receiving Party and will be treated as confidential.

5. **Title and Proprietary Rights**: Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

6. **Return of Confidential Information**: Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information,
(ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this agreement.

7. **Remedies:** Both parties acknowledge that the Confidential Information to be disclosed hereunder is of a unique and valuable character, and that the unauthorized dissemination of the Confidential Information would destroy or diminish the value of such information. The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

8. **Entire Agreement, Amendment, and Assignment:** This Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

9. **Notices:** Any notice or other communication under this Agreement shall be in writing and shall be delivered personally, or sent by pre-paid first class post or recorded delivery or by commercial courier or by electronic mail, to a party at its address as set out below:

   Disclosing Party: Export – Import Bank of India
   Receiving Party: _____
   or as otherwise specified by a party by notice in writing to the other party.
   Any notice or other communication shall be deemed to have been duly received:
   i.   if delivered personally, when left at the address and for the contact referred to in this clause; or
   ii. if sent by pre-paid first-class post or recorded delivery, at 11.00

am on the fourth business day after posting; or

iii. if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or

iv. if sent by an electronic mail, on the day of receipt, if received before 11.00 a.m on a business day, or otherwise on the first business day after receipt.

10. **Governing Law and Jurisdiction:** The provisions of this Agreement shall be governed by the laws of India and the parties submit to the jurisdiction of courts/tribunals at Mumbai.

11. **General:** The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any Confidential Information disclosed hereunder.

All Confidential Information is provided on "as is" basis. In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the Parties constitutes any representation, warranty, assurance, guarantee or inducement by either Party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons. Each party agrees to maintain and go by all the extant laws, regulatory guidelines and such other similar regulations.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

Disclosing Party   Receiving Party

By_____   By_____

Name: Name:

Title: Title:

I N T E G R I T Y   P A C T

Between

Export-Import Bank of India (EXIM BANK) hereinafter referred to as **"The Principal"**,

And

.... hereinafter referred to as **"The Bidder/ Contractor"**

Preamble

The Principal intends to award, under laid down Organizational procedures, contract/s for "Maintenance of IT equipments and facility management service (FMS) for Export-Import Bank of India". The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint 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 Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
   a. No employee of the Principal, personally or through family members, will in   connection with the tender for , or the execution of a contract, demand; take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
   b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
   c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive Suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

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

(1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit

themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/ Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

e. The Bidder(S)/ Contractor(s) will, when presenting their bid, disclose an any and all payment made, are committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. 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.

(2) The Bidder(s)/ Contractor(s) will not instigate third person to commit offences outlined above or be an accessory to such offences.

Sanction 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

Principal is entitled to disqualify the bidder(s)/ Contractors(s) from the tender process.

Sanction 4 – Compensation for Damages

    (1) If the principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

    (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

    (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

    (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

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

    (1) In ease of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

    (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

    (3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

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

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

Section 8 - Independent External Monitor

(1) The Principal has appointed competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. Names and Addresses of the Monitors are given below;

Mrs. Anita Chaudhary IAS (Retd.), Block T, 28/11, DLF III, Gurgaon-122002 Email: IEM@eximbankindia.in	Mrs. Rajni Sekhri Sibal IAS(Retd.), House No-G-9, Second Floor, Maharani Bagh, New Delhi-110065 Email: IEM@eximbankindia.in

The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. 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 (MD), EXIM BANK.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(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 later, the IEM shall inform Managing Director (MD), EXIM BANK and recuse himself / herself from that case.

(5) The Principal will provide to the Monitor enough information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(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 Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this,

the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7)   The Monitor will submit a written report to the Managing Director (MD), EXIM BANK 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 Managing Director (MD), EXIM BANK, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Managing Director (MD), EXIM BANK 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 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail 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 Managing Director (MD) of EXIM BANK.

Section 10 - Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction   is the Registered Office of the Principal, i.e. Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
(5) 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 Principal)   For & On behalf of Bidder/Contractor)
     (Office Seal)   (Office Seal)

Place_____
Date_____

Witness 1:
(Name & Address)
                       _____
                       _____
                       _____

Witness 2:
(Name & Address)
                       _____
                       _____
                       _____

S T A T E M E N T O F N I L D E V I A T I O N S

(To be submitted in the Bidder's letterhead)

To,

Mr. Kiran Patil,

Deputy General Manager,

Export- Import Bank of India, 21st Floor, Centre One,

World Trade Centre,

Cuffe Parade, Mumbai 400 005

Re: Tender RFP Ref: **EXIM/RFP/2021-22/34**

Dear Sir,

There are no deviations (nil deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Yours faithfully,

(Authorized Signatory of Bidder)

Date:

(Company Seal)

Letter of Competence Format

[To be executed on a non-judicial stamp paper]

Letter of Competence for Quoting against EXIM BANK's RFP No. ....

This is to certify that we [Insert name of Bidder], Address… are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for implementation will be adequate to implement the connectivity expeditiously and correctly and provide the services professionally and competently.
We also certify that all the information given by in response to this RFP is true and correct.

Authorised Signatory of the Bidder
Date:

PRE-BID QUERY FORMAT

Bidder's request for Clarification - to be submitted minimum of two days before pre-bid meeting.

If, bidder, desiring to respond to RFP for "Maintenance of IT equipments and facility management service (FMS) for Export-Import Bank of India", require any clarifications on the points mentioned in the RFP may communicate with EXIM Bank using the following format.

All questions received at least two days before the pre-bid meeting (pre-bid meeting will be held online. Online Meeting details will be shared with interested bidders whose pre-bid queries received 2 days before pre bid meeting) will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required.

The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, Export-Import Bank of India may at its discretion, answer all such queries in the Pre-bid meeting.

Bidder's Request For Clarification(Maintenance of IT equipment's and facility management service (FMS) for Export-Import Bank of India)		
To be emailed to:	Paresh.p@eximbankindia.in mahesh.b@eximbankindia.in kiran@eximbankindia.in	
Name of Organisation submitting request	Name & position of person submitting request	Full formal address of the organisation including phone, fax and email points of contact
		Email:
		Tel/Mobile:
Page Number	Point Number	Query description

Name and signature of authorised person issuing this

1. In case of multiple queries, the contact details need not be repeated, and only last two rows of the above format (table) are to be furnished for the subsequent queries.
2. Please use email or softcopy.

Customer Satisfaction Letter

[On client letter head]

Date:

To whom-so-ever it may concern

Project Name :

Ref: PO No. _____ dated ._____

With reference to the above-mentioned Purchase Order for
_____ by, M/s
_____ has successfully completed the implementation
on DD MM YYYY.

The brief scope of Services includes:

1>
2>
3>

Major Points/Deliverable of the Project

1>
2>
3>

We observed their services are satisfactory.

This certificate is issued on the request of M/s Bidder Company Name

For : Client Name

Name and Designation:

Contact Number :

Sr No.	Device Name	Serial No
1	DELL LATITUDE 3301 LAPTOP	BPMQ463
2	LENOVO X270 LAPTOP	PC0NE9YL
3	HP PROBOOK 440G6 4RZ50AV-70776633 BDL	5CD9396V7G
4	DELL LATITUDE 7310 LAPTOP	8F7YL63
5	DELL LATITUDE 3301 LAPTOP	3HTMZZ2
6	DELL LATITUDE 3301 LAPTOP	BMLQ463
7	DELL LATITUDE 3301 LAPTOP	FWPQZZ2
8	DELL LATITUDE 3301 LAPTOP	FFTMZZ2
9	DELL LATITUDE 3301 LAPTOP	4TPQZZ2
10	DELL LATITUDE 3301 LAPTOP	CHVMZZ2
11	DELL LATITUDE 3301 LAPTOP	3GTMZZ2
12	DELL LATITUDE 3301 LAPTOP	GLLQ463
13	Lenovo X250	PC0DXBMS
14	DELL LATITUDE 3301 LAPTOP	8XDTLW2
15	HP ELITEBOOK 1030 G2	5CG83749VJ
16	DELL LATITUDE 3301 LAPTOP	7GTMZZ2
17	DELL LATITUDE 3301 LAPTOP	JLLQ463
18	DELL LATITUDE 3301 LAPTOP	GFTMZZ2
19	DELL LATITUDE 3301 LAPTOP	6PMQ463
20	HP ELITEBOOK FOLIO 1040G1	2CE42400TN
21	DELL LATITUDE 3301 LAPTOP	JFTMZZ2
22	DELL LATITUDE 7310 LAPTOP	C3FYL63
23	DELL LATITUDE 7310 LAPTOP	HBSYL63
24	DELL LATITUDE 3301 LAPTOP	6FTMZZ2
25	Dell Latitude 7310 Gen i5	8BSYL63
26	HP EliteBook 840r G4	5CG83731BQ
27	DELL LATITUDE 7310 LAPTOP	DTLYL63
28	DELL LATITUDE 7310 LAPTOP	6F1YL63
29	DELL LATITUDE 3301 LAPTOP	BVPQZZ2
30	DELL LATITUDE 7310 LAPTOP	DHSYL63
31	DELL LATITUDE 3301 LAPTOP	DJVMZZ2
32	DELL LATITUDE 3301 LAPTOP	7MLQ463
33	DELL LATITUDE 7310 LAPTOP	9L1YL63
34	DELL LATITUDE 3301 LAPTOP	3FTMZZ2
35	DELL LATITUDE 3301 LAPTOP	5NLQ463
36	DELL LATITUDE 3301 LAPTOP	69MQ463
37	HP PROBOOK 440G6 4RZ50AV-70776633 BDL	5CD9396V7K
38	Dell Latitude 3301 Gen i5	8FTMZZ2

39	HP PROBOOK 440G6	5CD9283BT7
40	DELL LATITUDE 3301 LAPTOP	9FTMZZ2
41	DELL LATITUDE 7310 LAPTOP	9JLYL63
42	Dell Latitude 3301 Gen i5	7HVMZZ2
43	Dell 3301 Laptop	1NLQ463
44	DELL LATITUDE 3301 LAPTOP	6GTMZZ2
45	DELL LATITUDE 3301 LAPTOP	JGVMZZ2
46	DELL LATITUDE 7310 LAPTOP	9JLYL63
47	Dell Latitude 3301 Gen i5	BGTMZZ2
48	Dell Latitude 3301 Gen i5	HNLQ463
49	Dell Latitude 7310 Gen i5	7KLYL63
50	HP PROBOOK 440G6 4RZ50AV	70776633 BDL
51	Dell 3301 Laptop	CMLQ463
52	DELL LATITUDE 3301 LAPTOP	3VPQZZ2
53	DELL LATITUDE 3301 LAPTOP	3MLQ463
54	DELL LATITUDE 3301 LAPTOP	GHVMZZ2
55	DELL LATITUDE 3301 LAPTOP	JXDTLW2
56	DELL LATITUDE 7310 LAPTOP	CSKF9C3
57	DELL LATITUDE 3301 LAPTOP	J6MQ463
58	DELL LATITUDE 7310 LAPTOP	JWT49C3
59	DELL LATITUDE 3301 LAPTOP	GTPQZZ2
60	DELL LATITUDE 3301 LAPTOP	47MQ463
61	DELL LATITUDE 3301 LAPTOP	98MQ463
62	DELL LATITUDE 3301 LAPTOP	G7MQ463
63	DELL LATITUDE 3301 LAPTOP	5HTMZZ2
64	DELL LATITUDE 3301 LAPTOP	4FTMZZ2
65	DELL LATITUDE 3301 LAPTOP	5WPQZZ2
66	DELL LATITUDE 3301 LAPTOP	DPMQ463
67	DELL LATITUDE 3301 LAPTOP	B8MQ463
68	DELL LATITUDE 3301 LAPTOP	FGTMZZ2
69	DELL LATITUDE 3301 LAPTOP	4WPQZZ2
70	DELL LATITUDE 3301 LAPTOP	JGTMZZ2
71	DELL LATITUDE 7310 LAPTOP	5FSYL63
72	HP ELITEBOOK X360 1030 G2	5CG81241M1
73	DELL LATITUDE 7310 LAPTOP	20GR9CR
74	DELL LATITUDE 3301 LAPTOP	DTPQZZ2
75	DELL LATITUDE 7310 LAPTOP	GJ1YL63
76	HP SPECT PRO X360 G2	
77	DELL LATITUDE 3301 LAPTOP	9LLQ463
78	Dell 3301 Laptop	38MQ463
79	Dell Latitude 3301 Gen i5	5YDTLW2
80	HP PROBOOK 440G6	5CD9283BT5
81	Dell Latitude 3301 Gen i5	CGTMZZ2

82	DELL LATITUDE 3303 LAPTOP	9WPQZZ2
83	HP ELITEBOOK X360	5CG9386F5M
84	DELL LATITUDE 3301 LAPTOP	BTPQZZ2
85	DELL LATITUDE 3301 LAPTOP	7WPQZZ2
86	Dell Latitude 7310 Gen i5	8M1YL63
87	DELL LATITUDE 3301 LAPTOP	HJVMZZ2
88	dell 3301 Laptop	78MQ463
89	dell 3301 Laptop	17MQ463
90	DELL LATITUDE 3301 LAPTOP	6GVMZZ2
91	DELL LATITUDE 3301 LAPTOP	6NLQ463
92	DELL LATITUDE 3301 LAPTOP	9XDTLW2
93	DELL LATITUDE 3301 LAPTOP	8HTMZZ2
94	DELL LATITUDE 7310 LAPTOP	CJSYL63
95	HP 1030 G2 ELITE BOOK	5CG8373BG1
96	DELL LATITUDE 3301 LAPTOP	FVPQZZ2
97	DELL LATITUDE 3301 LAPTOP	2KVMZZ2
98	dell 3301 Laptop	8PMQ463
99	DELL LATITUDE 3301 LAPTOP	HTPQZZ2
100	DELL LATITUDE 3301 LAPTOP	1JVMZZ2
101	Dell Latitude 3301 Gen i5	F7MQ463
102	MACBOOK PRO 13 INCH	C02FW06ANL56
103	dell 3301 Laptop	C8MQ463
104	DELL LATITUDE 3301 LAPTOP	2JVMZZ2
105	DELL LATITUDE 3301 LAPTOP	HXDTLW2
106	DELL LATITUDE 3301 LAPTOP	D6MQ463
107	DELL LATITUDE 3301 LAPTOP	**J7MQ463**
108	**HP EliteBook 840r G4**	**5CG83731FB**
109	dell 3301 Laptop	HLLQ463
110	DELL LATITUDE 3301 LAPTOP	1FTMZZ2
111	dell 3301 Laptop	68MQ463
112	Dell Latitude 3301 Gen i5	6MLQ463
113	Dell Latitude 3301 Gen i5	DHVMZZ2
114	DELL LATITUDE 3301 LAPTOP	1YDTLW2
115	DELL LATITUDE 3301 LAPTOP	GJQKJY2
116	DELL LATITUDE 3301 LAPTOP	5VPQZZ2
117	Dell Latitude 3301 Gen i5	GMLQ463
118	DELL LATITUDE 3301 LAPTOP	8VPQZZ2
119	HP PROBOOK 440G6 4RZ50AV-70776633 BDL	5CD9396V79
120	DELL LATITUDE 7310 LAPTOP	JRVXL63
121	DELL LATITUDE 3301 LAPTOP	3TPQZZ2
122	DELL LATITUDE 7310 LAPTOP	FHLYL63
123	DELL LATITUDE 3301 LAPTOP	1XPQZZ2

124	DELL LATITUDE 3301 LAPTOP	HHVMZZ2
125	DELL LATITUDE 3301 LAPTOP	6XDTLW2
126	Dell Latitude 7310 Gen i5	JTDYL63
127	HP ELITEBOOK X360 G3	5CD925FJZC
128	Dell Latitude 3301 Gen i5	5YDTLW2
129	DELL LATITUDE 3301 LAPTOP	8WPQZZ2
130	DELL LATITUDE 3301 LAPTOP	GVPQZZ2
131	DELL LATITUDE 7310 LAPTOP	FH1YL63
132	HP PROBOOK 440G6	5CD9283BT3
133	DELL LATITUDE 3301 LAPTOP	FGVMZZ2
134	dell 3301 Laptop	6LLQ463
135	DELL LATITUDE 3301 LAPTOP	GJVMZZ2
136	DELL LATITUDE 3301 LAPTOP	9TPQZZ2
137	Dell Latitude 3301 Gen i5	4YDTLW2
138	DELL LATITUDE 3301 LAPTOP	BHVMZZ2
139	DELL LATITUDE 7310 LAPTOP	5Z4ZL63
140	DELL LATITUDE 3301 LAPTOP	CWPQZZ2
141	DELL LATITUDE 3301 LAPTOP	7HTMZZ2
142	HP 1030 G2 ELITEBOOK 1WB83AV	5CG83749V6
143	dell 3301 Laptop	29MQ463
144	Dell Latitude 3301 Gen i5	9GTMZZ2
145	Dell Latitude 3301 Gen i5	67MQ463
146	DELL LATITUDE 3301 LAPTOP	JWPQZZ2
147	Dell Latitude 3301 Gen i5	5LLQ463
148	DELL LATITUDE 7410 2-IN-1 LAPTOP	1Y2W7C3
149	Dell Latitude 3301 Gen i5	BLLQ463
150	DELL LATITUDE 3301 LAPTOP	28MQ463
151	DELL LATITUDE 7410 2-IN-1 LAPTOP	513W7C3
152	DELL LATITUDE 3301 LAPTOP	3PMQ463
153	DELL LATITUDE 3301 LAPTOP	FMLQ463
154	HP IDS UMA I7-7200U 820	5CG812222M
155	dell 3301 Laptop	2PLQ463
156	DELL LATITUDE 3301 LAPTOP	JMLQ463
157	DELL LATITUDE 3301 LAPTOP	27MQ463
158	HP ELITEBOOK X360 G3	5CD925FJZG
159	dell 3301 Laptop	G6MQ463
160	Dell Latitude 3301 Gen i5	3PLQ463
161	Dell Latitude 3301 Gen i5	9NLQ463
162	Dell Latitude 3301 Gen i5	8GTMZZ2
163	Dell Latitude 3301 Gen i5	GGVMZZ2
164	DELL LATITUDE 7310 LAPTOP	2D1YL63
165	DELL LATITUDE 3301 LAPTOP	4NLQ463
166	DELL LATITUDE 7310 LAPTOP	857YL63

167	DELL LATITUDE 3301 LAPTOP	HPMQ463
168	DELL LATITUDE 3301 LAPTOP	5TPQZZ2
169	DELL LATITUDE 3301 LAPTOP	HGVMZZ2
170	DELL LATITUDE 3301 LAPTOP	37MQ463
171	DELL LATITUDE 3301 LAPTOP	1HTMZZ2
172	DELL LATITUDE 3301 LAPTOP	3KVMZZ2
173	DELL LATITUDE 3301 LAPTOP	19MQ463
174	DELL LATITUDE 3301 LAPTOP	GGTMZZ2
175	Dell Latitude 7410 Gen i7	G96MK63
176	DELL LATITUDE 3301 LAPTOP	BWPQZZ2
177	DELL LATITUDE 3301 LAPTOP	49MQ463
178	DELL LATITUDE 3301 LAPTOP	BNLQ463
179	DELL LATITUDE 3301 LAPTOP	1KVMZZ2
180	DELL LATITUDE 3301 LAPTOP	JTPQZZ2
181	PROCU OF LENOVO LAPTOP	PC0JVN3U
182	dell 3301 Laptop	9PMQ463
183	DELL LATITUDE 3301 LAPTOP	H7MQ463
184	dell 3301 Laptop	96MQ463
185	Dell Latitude 3301 Gen i5	B7MQ463
186	DELL LATITUDE 3301 LAPTOP	3HVMZZ2
187	Dell Latitude 7310 Gen i5	F8MQ463
188	DELL LATITUDE 3301 LAPTOP	6WPQZZ2
189	Dell Latitude 7310 Gen i5	6J1YL63
190	Dell Latitude 3301 Gen i5	5HVMZZ2
191	Dell Latitude 3301 Gen i5	**1PLQ463**
192	DELL LATITUDE 3301 LAPTOP	5FTMZZ2
193	Dell Latitude 7400 Laptop	GLB8N53
194	dell 3301 Laptop	CLLQ463
195	DELL LATITUDE 3301 LAPTOP	2HVMZZ2
196	DELL LATITUDE 3301 LAPTOP	CFTMZZ2
197	dell 3301 Laptop	CPMQ463
198	DELL LATITUDE 3301 LAPTOP	CVPQZZ2
199	DELL LATITUDE 3301 LAPTOP	6JVMZZ2
200	DELL LATITUDE 3301 LAPTOP	58MQ463
201	DELL LATITUDE 3301 LAPTOP	5JVMZZ2
202	DELL LATITUDE 3301 LAPTOP	4JVMZZ2
203	dell 3301 Laptop	2PMQ463
204	Dell Latitude 3301 Gen i5	4VPQZZ2
205	DELL LATITUDE 7310 LAPTOP	8TN79C3
206	Dell Latitude 3301 Gen i5	9GVMZZ2
207	Dell Latitude 7310 Gen i5	H0ZYL63
208	LWNOVO X250 LAPTOPS	PC0DXBML
209	DELL LATITUDE 3301 LAPTOP	2FTMZZ2

210	DELL LATITUDE 3301 LAPTOP	DXDTLW2
211	DELL LATITUDE 7310 LAPTOP	GCM0M63
212	HP PROBOOK 440G6 4RZ50AV-70776633 BDL	5CD9396V78
213	dell 3301 Laptop	8MLQ463
214	Dell Latitude 3301 Gen i5	5GTMZZ2
215	DELL LATITUDE 3301 LAPTOP	8GVMZZ2
216	DELL LATITUDE 3301 LAPTOP	2VPQZZ2
217	DELL LATITUDE 3301 LAPTOP	5PMQ463
218	Dell Latitude 3301 Gen i5	88MQ463
219	DELL LATITUDE 7310 LAPTOP	GM1C9C3
220	HP PROBOOK 440G6 4RZ50AV-70776633 BDL	5CD9396V7H
221	DELL LATITUDE 3301 LAPTOP	5KVMZZ2
222	DELL LATITUDE 3301 LAPTOP	2MLQ463
223	DELL LATITUDE 3301 LAPTOP	2GTMZZ2
224	DELL LATITUDE 7310 LAPTOP	9TKF9C3
225	HP PROBOOK 440G6 4RZ50AV-70776633 BDL	5CD9396V7D
226	DELL LATITUDE 3301 LAPTOP	BJVMZZ2
227	DELL LATITUDE 3301 LAPTOP	FTPQZZ2
228	HP PROBOOK 440G6 4RZ50AV-70776633 BDL	5CD9396V7C
229	HP ELITEBOOK 1040G6 5UN69AV-70779722BDL	5CG9386F5N
230	Dell Latitude 7400 Laptop	8HJCN53
231	dell 3301 Laptop	2NLQ463
232	Dell Latitude 3301 Gen i5	2HTMZZ2
233	Dell Latitude 7310 Gen i5	FXVXL63
234	DELL LATITUDE 3301 LAPTOP	1WPQZZ2
235	dell 3301 Laptop	9MLQ463
236	DELL LATITUDE 3301 LAPTOP	89MQ463
237	DELL LATITUDE 3301 LAPTOP	7NLQ463
238	DELL LATITUDE 3301 LAPTOP	2WPQZZ2
239	DELL LATITUDE 3301 LAPTOP	HFTMZZ2
240	DELL LATITUDE 3301 LAPTOP	18MQ463
241	DELL LATITUDE 3301 LAPTOP	FNLQ463
242	DELL LATITUDE 3301 LAPTOP	7FTMZZ2
243	DELL LATITUDE 3301 LAPTOP	JPMQ463
244	Dell Latitude 3301 Gen i5	CGVMZZ2
245	HP Probook 440 G6	5CD9283BT2
246	Dell Latitude 3301 Gen i5	C6MQ463
247	Dell 3301 Laptop	4PLQ463
248	Dell Latitude 3301 Gen i5	BXDTLW2
249	Dell Latitude 3301 Gen i5	DNLQ463
250	DELL LATITUDE 3301 LAPTOP	8JVMZZ2
251	Dell Latitude 7310 Gen i5	JYYYL63
252	dell 3301 Laptop	FLLQ463

253	Latitude 7310	697YL63
254	DELL LATITUDE 7310 LAPTOP	237YL63
255	DELL LATITUDE 7310 LAPTOP	89SYL63
256	Dell Latitude 3301 Gen i5	97MQ463
257	Dell Latitude 3301 Gen i5	6TPQZZ2
258	DELL LATITUDE 3301 LAPTOP	CTPQZZ2
259	Dell Latitude 3301 Gen i5	6HTMZZ2
260	DELL LATITUDE 3301 LAPTOP	6GTMZZ2
261	HP EliteBook x360 1030 G3 Base Model Notebook PC	5CD925FJZ9
262	DELL LATITUDE 3301 LAPTOP	H8MQ463
263	Dell Latitude 3301 Gen i5	86MQ463
264	Dell Latitude 3301 Gen i5	DLLQ463
265	Dell Latitude 3301 Gen i5	77MQ463
266	DELL LATITUDE 3301 LAPTOP	1TPQZZ2
267	Dell Latitude 3301 Gen i5	DGTMZZ2
268	DELL LATITUDE 3301 LAPTOP	8HVMZZ2
269	DELL LATITUDE 3301 LAPTOP	GTPQZZ2
270	dell 3301 Laptop	1MLQ463
271	DELL LATITUDE 7310 LAPTOP	1MLYL63
272	dell 3301 Laptop	JJVMZZ2
273	dell 3301 Laptop	5PLQ463
274	HP EliteBook x360 1030 G3 Base Model Notebook PC	5CD925FJZF
275	Dell Latitude 3301 Gen i5	79MQ463
276	Dell Latitude 3301 Gen i5	FHVMZZ2
277	DELL LATITUDE 3301 LAPTOP	BFTMZZ2
278	DELL LATITUDE 7310 LAPTOP	DV4ZL63
279	DELL LATITUDE 3301 LAPTOP	HMLQ463
280	DELL LATITUDE 3301 LAPTOP	HWPQZZ2
281	DELL LATITUDE 3301 LAPTOP	JVPQZZ2
282	DELL LATITUDE 3301 LAPTOP	9JVMZZ2
283	Dell 3301 Laptop	57MQ463
284	DELL LATITUDE 3301 LAPTOP	DVPQZZ2
285	DELL LATITUDE 3301 LAPTOP	6KVMZZ2
286	Dell 3301 Laptop	6PLQ463
287	DELL LATITUDE 3301 LAPTOP	4PMQ463
288	DELL LATITUDE 3301 LAPTOP	6VPQZZ2
289	DELL LATITUDE 3301 LAPTOP	3JVMZZ2
290	DELL LATITUDE 3301 LAPTOP	DWPQZZ2
291	DELL LATITUDE 3301 LAPTOP	4LMQ463
292	DELL LATITUDE 3301 LAPTOP	FPMQ463
293	DELL LATITUDE 3301 LAPTOP	3WPQZZ2

294	Dell 3301 Laptop	GPMQ463
295	HP EliteBook x360 1030 G2 Base Model	5CG83749VJ
296	DELL LATITUDE 3301 LAPTOP	7TPQZZ2
297	dell 3301 Laptop	JNLQ463
298	DELL LATITUDE 3301 LAPTOP	1HVMZZ2
299	DELL LATITUDE 3301 LAPTOP	HVPQZZ2
300	DELL LATITUDE 3301 LAPTOP	3NLQ463
301	DELL LATITUDE 3301 LAPTOP	H6MQ463
302	HP IDS UMA I7-7500	5CG81242F3
303	DELL LATITUDE 3301 LAPTOP	BGVMZZ2
304	DELL LATITUDE 3301 LAPTOP	DGVMZZ2
305	HP ProBook 440 G6 Base Model Notebook PC	5CD9396V7B
306	DELL LATITUDE 3301 LAPTOP	7JVMZZ2
307	DELL LATITUDE 3301 LAPTOP	9HVMZZ2
308	DELL LATITUDE 3301 LAPTOP	2XPQZZ2
309	Dell Latitude 3301 Gen i5	B6MQ463
310	DELL LATITUDE 3301 LAPTOP	CJVMZZ2
311	DELL LATITUDE 7310 LAPTOP	DQ4ZL63
312	Dell Latitude 3301 Gen i5	1GTMZZ2
313	Dell Latitude 3301 Gen i5	9VPQZZ2
314	HP 1030 G2 ELITEBOOK 1WB83AV	5CG83749VD
315	DELL LATITUDE 3301 LAPTOP	D8MQ463
316	Lenovo X240	PF01Q39V
317	dell 3301 Laptop	59MQ463
318	dell 3301 Laptop	5MLQ463
319	DELL LATITUDE 3301 LAPTOP	4HTMZZ2
320	DELL LATITUDE 3301 LAPTOP	7XDTLW2
321	DELL LATITUDE 7310 LAPTOP	SR NO. 7LLYL63
322	DELL LATITUDE 3301 LAPTOP	GXDTLW2
323	DELL LATITUDE 3301 LAPTOP	B92V103
324	HP ELITE DRAGONFLY LPT	5CG0260M4M, 9MV10BA
325	DELL LATITUDE 3301 LAPTOP	7VPQZZ2
326	HP ELITEBOOK X360 G3	5CD925FJZB
327	Dell Latitude 3301 Gen i5	2YDTLW2
328	Dell Latitude 3301 Gen i5	3YDTLW2
329	Dell Latitude 3301 Gen i5	5GVMZZ2
330	Dell Latitude 3301 Gen i5	CNLQ463
331	Dell Latitude 3301 Gen i5	2TPQZZ2
332	HP IDS UMA I7-7300	5CD8122BFK
333	DELL LATITUDE 3301 LAPTOP	1PMQ463
334	DELL LATITUDE 7310 LAPTOP	1HSYL63

335	DELL LATITUDE 3301 LAPTOP	8TPQZZ2
336	DELL LATITUDE 7310 LAPTOP	GXT49C3
337	DELL LATITUDE 3301 LAPTOP	CXDTLW2
338	DELL LATITUDE 3301 LAPTOP	DMLQ463
339	DELL LATITUDE 3301 LAPTOP	HGTMZZ2
340	Dell Latitude 3301 Gen i5	87MQ463
341	DELL LATITUDE 3301 LAPTOP	39MQ463
342	DELL LATITUDE 3301 LAPTOP	4KVMZZ2
343	DELL LATITUDE 7310 LAPTOP	HN1YL63

	Printer Inventory	
Sr No.	**Model**	**Serial Number**
1	HP OfficeJet Pro X576dw MFP	CN47EIJ006
2	HP Colour LaserJet Enterprise M551dn	CNCXF1F21L
3	HP Colour LaserJet Enterprise M551dn	CNBXCDQ47M
4	HP Colour LaserJet Enterprise M552dn	CNBXH4P76J
5	HP LaserJet Pro 500 color MFP M570dw	CNB9H559J5
6	HP OfficeJet Pro X576dw MFP	CN486IK04T
7	HP OfficeJet Pro X576dw MFP	CN491IK0QT
8	HP OfficeJet Pro X576dw MFP	CN486IK054
9	HP OfficeJet Pro X576dw MFP	CN47EIJ030
10	HP OfficeJet Pro X576dw MFP	CN491IK0PJ
11	HP OfficeJet Pro X576dw MFP	CN486IK04Q
12	HP OfficeJet Pro X576dw MFP	CN47EIJ027
13	HP OfficeJet Pro X576dw MFP	CN63BLK0YR
14	HP OfficeJet Pro X576dw MFP	CN47EIJ009
15	HP Colour LaserJet Enterprise CP4025dn Printer	JPCXC9FL01
16	HP OfficeJet Pro X576dw MFP	CN47EIJ02Y
17	HP OfficeJet Pro X576dw MFP	CN39GEK01Q
18	HP Colour LaserJet Enterprise M551dn	CNBXD1341K
19	HP Colour LaserJet Enterprise M552dn	JPBXJ6Y7MH
20	HP Colour LaserJet Enterprise M552dn	JPBXK604F0
21	HP Colour LaserJet Enterprise M552dn	JPBRK8F8MM
22	HP Colour LaserJet Enterprise M552dn	JPBXJ6Y59W
23	HP Colour LaserJet Pro CP5225dn	CNGXF5S4GN
24	HP Colour LaserJet Pro CP5225dn	CNGXFCP8H6
25	HP Colour LaserJet Pro CP5225dn	CNGXFCP8CL
26	HP Colour LaserJet Pro CP5225dn	CNGXF5S4GX
27	HP LaserJet Pro 500 color MFP M570dw	CNCKL9N8NV

28	HP PageWide Pro 577dw Multifunction Printer	CN867HY062
29	HP Colour LaserJet Pro CP5225dn	CNGRN36080
30	HP LaserJet Pro M405dn	PHCN200112
31	HP LaserJet Pro M405dn	PHCN200110
32	HP LaserJet Pro M405dn	PHCN200116
33	HP LaserJet Pro M405dn	PHCN200114
34	HP LaserJet Pro M405dn	PHCN200122
35	HP LaserJet Pro 500 color MFP M570dw	CNCKNBH4TQ
36	HP Colour LaserJet Pro CP5225dn	CNGRN9K38J
37	HP Color LaserJet Pro MFP M479fdw	CNCRN8Q06T
38	HP LaserJet Pro 500 color MFP M570dw	CNCKL9M976
39	HP LaserJet P3005dn	CNCJ170156
40	HP Colour LaserJet Pro CP1025 Printer	CNF1X14609
41	HP LaserJet Enterprise P3015dn	VNBXC1GS8C
42	HP LaserJet M1005	CNH8DCT09V
43	HP Colour LaserJet CP1515n	CNDJB4R03H
44	HP Colour LaserJet CP2025dn	CNCSF03673
45	HP Colour LaserJet CP2025dn	CNCSB04383
46	HP LaserJet Enterprise P3015dn	VNBXC6JS1X
47	HP LaserJet P3005dn	VNC3Y03449 - CNS2P60175 (CNK1R30785)
48	HP Laseret Enterprise M602dn	CNCXG35M1Y
49	HP LaserJet P3005dn	CNF1T72215
50	HP LaserJet 1200	SGBD002062
51	HP LaserJet P3005dn	CNK1S54911
52	HP LaserJet Enterprise P3015dn	VNBJB3L0HN
53	HP Laseret Enterprise M602dn	CNC8F9VDCL
54	HP Colour LaserJet CP3525dn	CNCXC8B404
55	HP LaserJet Pro 1536dnf	CND9D41B07
56	HP LaserJet Pro M401dn	VNH3K00958
57	HP LaserJet Enterprise M603dn	CNC8FCF119
58	HP Colour LaserJet Pro M451dn	CNFG303300
59	HP LaserJet Enterprise P3015dn	VNBXC7MS7L
60	HP Colour LaserJet Pro M451dn	CNC1500289
61	HP Colour LaserJet Pro M451dn	CNC1500557
62	HP LaserJet Pro M401dn	VNH3K00951
63	HP LaserJet Enterprise P3015dn	VNB8B7ZSF4
64	HP LaserJet Enterprise P3015dn	VNBXC4TS5R
65	HP Colour LaserJet CP3525dn	CNCXC3540F
66	HP LaserJet P2055dn Printer	VNC3H08125

67	HP OfficeJet Pro 6830	TH594830DC
68	HP Colour LaserJet Enterprise CP4525dn	JPDXF3Q3GL
69	HP OfficeJet Pro 8620	CN437B60KS
70	HP LaserJet Enterprise P3015dn	VNB8B7ZSF6
71	HP LaserJet 1020 Plus	CNC0B24232
72	HP LaserJet 1020 Plus	CNC0B24248
73	HP LaserJet 3055 AiO Printer	CNCJ273026
74	HP LaserJet Pro M401dn	VNH3K01172
75	HP LaserJet Enterprise P3015dn	VNBXC2NS1K
76	HP LaserJet P2055dn Printer	CNCK305001
77	HP LaserJet 1020 Plus	CNCKY92065
78	HP OfficeJet Pro 8710	CN695G3035
79	HP LaserJet 1020 Plus	CNC0227022
80	HP DeskJet Ink Advantage 5525 AiO Printer	CN25Q1B10W
81	HP DeskJet Ink Advantage 5525 AiO Printer	CN25Q1810F
82	HP OfficeJet Pro 6830	TH62H810TS
83	HP DeskJet Ink Advantage 5525 AiO Printer	CN25Q1B117
84	HP OfficeJet 4355 AiO Printer	TH5S9F830W
85	HP OfficeJet Pro 6830	TH6538137Y
86	HP OfficeJet Pro 6830	TH4995C0VZ
87	HP OfficeJet Pro 6970	TH79D1R05Q
88	HP OfficeJet Pro 6970	TH79D1R0CW
89	HP OfficeJet Pro 6970	TH86G1P17C
90	HP OfficeJet Pro 6970	TH86G1P18C
91	HP OfficeJet Pro 6970	TH6AK44332
92	HP OfficeJet Pro 6830	TH6378201K
93	HP OfficeJet Pro 6970	TH79D1R0CM
94	HP LaserJet 1020 Plus	CNC2114724
95	HP LaserJet 1020 Plus	CNC2114733
96	HP Color LaserJet Pro M452dn	VNC3H05769
97	HP OfficeJet Pro 6970	TH8AJ2ROO9
98	HP LaserJet 1020	CNCKY92067
99	HP LaserJet 3050	CNCK105054
100	HP OfficeJet Pro 6970	TH8CJ2R02N
101	HP Colour LaserJet Enterprise M552dn	CNBXH62C3V
102	HP OfficeJet Pro 6970	TH8841R0DT
103	HP OfficeJet Pro 8026	TH99C2Q1K1
104	HP Colour LaserJet CP2025dn	CNHS908111
105	HP Colour LaserJet Pro CP5225dn	CNGKMCQ5YM

106	HP OfficeJet Pro 8026	TH9CH2Q05X
107	HP OfficeJet Pro 6970	TH8CJ2R03D
108	HP LaserJet Enterprise P3015dn	VNBXC7MS1Q
109	EPSON9B902F (L5190)	X5P2013649
110	HP Color LaserJet M183fw	X5P2012890
111	HP OfficeJet Pro 8026	
112	HP OfficeJet Pro 8026	
113	HP OfficeJet Pro 8020	TH1235S191
114	Color Laser 150 Nw	CNB3P4NKYS
115	HP MFP P57750dw	CN8BOJY0CT / CN6BNFY021
116	HP MFP P57750dw	CN8BOJY0CH
117	HP MFP P57750dw	CN6BNFY01T
118	HP MFP P57750dw	CN6BNFY032
119	HP MFP P57750dw	CN6BNFY00Z
120	HP LaserJet Pro 500 color MFP M570dw	CNCKL8RGMZ
121	HP LaserJet Pro 500 color MFP M570dw	CNCKNBH4SR
122	HP LaserJet Pro 500 color MFP M570dw	CNCKNBH4SK

Sr No.	Model	Sr number
1	Dell PowerEdge R440	6TWY6T2
2	Dell PowerEdge R440	18Q27Q2
3	Dell PowerEdge R440	1GJY7Q2
4	Dell PowerEdge R440	C57G933
5	Dell PowerEdge R440	F57G933
6	Dell PowerEdge R440	F8P7MP2
7	Dell PowerEdge R640	H2NYGY2
8	Dell PowerEdge R440	1GQ18Q2
9	IBM System X 3650 M4 /7915-I5A	06KNZZ4
10	supermicro-1X20991906	SYS-1019P-WTR
11	System x3650 M5 8871AC1	J31DX16
12	HP ProLiant DL180 Gen9	SGH627XVSX
13	Dell PowerEdge R540	GXJLQM2
14	Dell PowerEdge R540	FLXHQM2
15	Dell PowerEdge R540	FLXJQM2
16	PowerEdge R640	G9BH493
17	ThinkSystem SR630	J302P20T
18	PowerEdge R640	H9BH493
19	PowerEdge R640	J9BH493
20	DELL PowerEdge R640	H2N3HY2
21	Dell PowerEdge R440	18Q8Q2
22	Dell PowerEdge R640	H2P1HY2
23	Dell PowerEdge R640	H2NWGY2
24	IBM System X 3650 M4 - 791523A- 0C	06EDNME
25	IBM System X 3650 M4 - 791523A- 0C	06EDNMD
26	IBM System X 3650 M4 - 791523A- 0C	06EDNLY
27	IBM System X 3650 M4 -7915-I5A	06HWDP5
28	HP ProLiant DL180 Gen9	SGH728WK7T
29	LENOVO System X3650 M5-5462AC1-11	J309BBZ
30	HP ProLiant DL180 Gen9	SGH737XLB3
31	Lenovo SR630-M7X02	J302PZ0R
32	Dell PowerEdge R440	1GT08Q2
33	Dell PowerEdge R440	77WKZ23
34	Dell PowerEdge R440	D57G933
35	**DELL PowerEdge R640**	H2PWGY2
36	Dell PowerEdge R640	H2Q3HY2
37	Dell PowerEdge R440	57WKZ23
38	Dell PowerEdge R640	H2NWGY2
39	TS2900	
40	LENOVO System X3650 M5-8871AC1-13	J31DX17

41	IBM System X 3650 M4 7915-N6A	06YVDL6
42	HP ProLiant DL180 Gen9	SGH728WK7Y
43	LENOVO System X3650 M5-5462AC1-11	J302X74
44	HP ProLiant DL180 Gen9	SGH731SH21
45	IBM System X 3650 7979-B4A	99AP459
46	LENOVO System X3650 M5 5462OQX-11	06GHDKV
47	PowerEdge R440	67WKZ23
48	Dell PowerEdge R440	F8PBMP2
49	Supermicro SYS-1019P-WTR	1X20981906
50	LENOVO System X3650 M5-5462AC1-11	J302X75
51	HP PROLIANT DL380-PG8	SGH429LVJB
52	IBM System x 3650 M2 -794712A	99T8701
53	IBM System X 3650 M4-791523A- 0C	06ERTDC
54	IBM System X 3650 M4 -7915-I5A	06KNZZ4
55	DELL PowerEdge R440	6TMW6T2
56	IBM-5000	2072-3H4 & 781ZD96
57	IBM-8202-E4B	Server-8202-E4B-SN06BF02P
58	IBM-8284-22	SN84A091W
59	IBM-9009-22A	SN781AA40
60	7063-CR1	130CVKA
61	Dell EMC NX3240	FCPXB33
62	IBM-8202-E4B	SN06BF05P
63	IBM System8284-22A-Power8	84A093W
64	Dell PowerEdge R440	18RZ7Q2
65	IBM System X 3650 M4 -7915 AC1	06DGNKD
66	IBM System x 3650 M2 -7947-12A	99T8716
67	Dell PowerEdge R440	2W5G9R2
68	Dell PowerEdge R640	H2PZGY2
69	Dell PowerEdge R440	1GGW7Q2
70	ProLiant DL360 Gen10	CZJ03706VJ
71	IBM Storage V5000	781DV35
72	Cisco SAN Switch	13MM0FQ
73	Cisco SAN Switch	

Switches		
Location	**MODEL NO**	**Serial Number**
PRO	SG300-28PP	DNI19280DD1
PRO	SG300-28PP	DNI19290ABG
PRO	SG300-28PP	DNI19290ABV
PRO	SG300-28PP	DNI232201KN
Nariman Point-MRO	SG300-28PP	
Nariman Point-MRO	C2960S	FOC1641Y1C5
Nariman Point-MRO	C2960S	FOC1641Z15L
AHRO	SG300-28	DNI172705CB
AHRO	C2960S	FOC1721X2MA
NDO	SG350-28P	DNI215009VJ
NDO	SG350-28P	DNI215009VC
NDO	SG350-28P	DNI215009JE
NDO	SG350-28P	DNI215009JP
NDO	SG350-28P	DNI214601TG
NDO	SG350-28P	DNI215009L9
NDO	SG350-28P	DNI214601ZG
NDO	SG350-28P	DNI214601XK
NDO	SG350-28P	DNI215009LP
NDO	SG350-28P	DNI215009JC
NDO	SG350-28P	DNI215009JU
NDO	SG350-28P	DNI21460212
NDO	SG350-28P	DNI215009VQ
NDO	SG350-28P	DNI215009V2
NDO	SG350-28P	DNI215009S3
NDO	SG350-28P	DNI220102L8
CHRO	SG300-28	DNI192100NJ
CHRO	C2960S	FOC1620W03A
CHRO	C2960S	FOC1641Y1MZ
CRO	C2960S	FOC1939S3W0
CRO	SG300-10PP	PSZ19371E5N
CRO	SG300-10PP	PSZ19371E63
HRO	SG300-52	DNI205209UB
HRO	SG300-52	DNI205209UX
HRO	SG300-28	DNI19280DH9
KRO	SG300-28PP	DNI1905083T
KRO	SG300-28PP	DNI1905082G
KRO	SG300-28PP	DNI2123007M
KRO	SG300-10P	PSZ18361ARF
KRO	SG300-10P	PSZ18361AS0

GRO	C2960S	FOC1721W1VU
KRO	SG300-28PP	DNI2123007M
KRO	SG300-10P	PSZ18361ARF
KRO	SG300-10P	PSZ18361AS0
GRO	C2960S	FOC1721W1VU
HO	SG300-52	DNI210103PH
HO	SG300-52	DNI210103ZM
HO	SG300-52	DNI210103NV
HO	SG300-52	DNI210103QB
HO	SG300-52	DNI21010404
HO	SG300-52	DNI212801HK
HO	SG300-52	DNI212801J8
HO	SG300-52	DNI212801JU
HO	SG300-52	DNI2122053E
HO	SG300-52	DNI2122052B
HO	SG300-52	DNI21220692
HO	SG300-52	DNI211205E9
HO	C2960	FOC1641Y1B6
HO	SG300-52	DNI2122068Y
HO	SG300-52	DNI212206BC
HO	SG300-52	DNI2122052W
HO	SG300-52	DNI21220534
HO	SG300-52	DNI212206A6
HO	SG300-52	DNI21220679
HO	SG300-52	DNI2122068G
HO	C2960	FOC1641Y1LH
HO	C2960	FOC1641Y1LG
HO	C2960	FOC1641Y1CJ
HO	SG300-52	DNI2122069H
HO	SG300-52	DNI212205T4
HO	SG300-52	DNI212205T6
HO	SG300-52	DNI212400PG
HO	C9200L-48T	JAE2447119L
BRO	SG300-52	DNI212400S9
BRO	SG300-52	DNI21220634
BRO	SG300-52	DNI21220696
BRO	SG300-52	DNI1901075N
BRO	SG300-52	DNI2122069P
HO	SG300-52	DNI212801KW
HO	N9K-C93240	FDO24410CF5
HO	N9K-C93240	FDO24420Q1E
HO	N9K-C93180	FDO24410TQT
HO	N9K-C93180	FDO24410TZH

HO	N9K-C93108	FDO24420P0Y
HO	N9K-C93108	FDO24420P55
HO	N9K-C93108	FDO24420P0Z
HO	N9K-C93108	FDO24420P2M
HO	N9K-C93108	FDO24420P54
HO	N9K-C93108	FDO244215LP

Fortigate Firewalls		
AHMEDHABAD (AHRO)	FG81F	FGT81FTK20001912
KOLKATA (KRO)	FG81F	FGT81FTK20001103
CHENNAI (CHRO)	FG81F	FGT81FTK20001395
GUWAHATI (GRO)	FG81F	FGT81FTK20001211
PUNE (PRO)	FG81F	FGT81FTK20001022
CHANDIGARH (CRO)	FG81F	FGT81FTK20001595
hyderabad (HRO)	FG81F	FGT81FTK20001114
NARIMAN POINT (WRRO)	FG81F	FGT81FTK20000894
NDRO_KIDWAI_PRI	FG101F	FG101FTK20004973
NDRO_KIDWAI_SEC	FG101F	FG101FTK20004766
LONDON(LRO)	PA220	12801007757
Bengaluru	FortiGate 1100E	FG10E0TB20902111
Bengaluru	FortiGate 1100E	FG10E0TB20902127
Bengaluru	FG-101F	FG101FTK19003008
Bengaluru	FG-101F	FG101FTK20004066
Bengaluru	200F	FL-2HFTB20000845
Head Office, Mumbai	1100E	FG10E0TB20902135
Head Office, Mumbai	1100E	FG10E0TB20902140
Head Office, Mumbai	200F	FL-2HFTB20001167
Head Office, Mumbai	1100E	FG10E0TB20902110
Head Office, Mumbai	1100E	FG10E0TB20902149

Palo Alto Firewall		
Head Office, Mumbai	PA-3220	16201028165
Head Office, Mumbai	PA-3220	16201028157
Bengaluru	PA-3220	16201028169
Bengaluru	PA-3220	16201028171

Forti Manager & Panorama		
MODEL NO	OS Version No.	Serial Number
FMG-VM64	v7.0.1-build0113 210715 (GA)	FMGVMSTM21000072
Panorama	9.0.0	702476567