



**E-Tender
for
MIGRATION AND UPGRADE OF MS
SHAREPOINT (2013 to 2019) INTRANET
WEBSITE for EXPORT-IMPORT BANK OF
INDIA.**

E-Tender Reference No: EXIM/RFP/2022-23/14

**Head Office:
Center One Building, 21st Floor, World Trade Centre Complex,
Cuffe Parade, Mumbai – 400 005**

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QUOTATION BID NOTICE

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 “E-Tender for Migration and Upgrade of MS SharePoint (2013 To 2019) Intranet Website 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 Migration and Upgrade of MS SharePoint (2013 To 2019) Intranet Website for Export-Import Bank of India
Tender Reference No.	EXIM/RFP/2022-23/14
Tender Document Cost	₹ NIL
EMD Amount	₹ 5 Lakh
Last date for acceptance of IP Agreement and EMD Amount	September 02,2022, 5:00 PM
Place of Submission of IP Agreement original document.	Export Import Bank of India, Center One Building, 21 st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005.
Date of Online Notice	August 04, 2022, 5:00 PM
Document Downloading Start Date	August 04, 2022, 5:00 PM
Pre-Bid Meeting Date and Venue	August 18, 2022, 3:00 PM Webex - Meeting URL (Export Import Bank of India, Center One Building, 21 st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005)
Presentation Date	Will be conveyed separately in advance.
Document Downloading End Date	September 02,2022, 5:00 PM
Last Date and Time For Submission	September 02,2022, 5:00 PM
Opening of Tender	September 02,2022, 6:00 PM
Address for communication	As above Ph. 022-22172446, Ext: - 2493 E-Mail: Kiran@eximbankindia.in shushant.v@eximbankindia.in
Place of Receipt of E-Tender	https://eximbankindiatenders.procuretiger.com

Note: Commercial bids will be opened online 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

Primary Contact Numbers: - M: - 9081000427/ 09904406300

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 proof 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.

GENERAL CONDITIONS OF RFP

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 or 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 of the Project

Background Information

1. Project Background

India EXIM Bank (EXIM) wishes to upgrade its intranet platform Team, Innovation, Collaboration, Execution (TICE) from SharePoint 2013 On-Prem to SharePoint 2019 hybrid. The scope of the work (Solution) shall comprise of installation of software component like SharePoint 3 tier farm (Web Front End, Application and Database) and configuration of SharePoint services like azure active directory, search services, office web apps, OCR search, blob configuration, business connectivity, managed metadata services etc. Solution also includes migration of data, integration of other internal applications and post-implementation one year's warranty and three years Annual Maintenance Support (AMS) for TICE. Proposed TICE shall be implemented on EXIM On-Prem environment at head office along with always on High Availability (HA) and Disaster Recovery (DR) setup will be at EXIM Bangalore location. Currently Bank is using Microsoft 365 E5 license for Bank wide users and intended to use power platform features Power Apps, Power Automate, Power BI and Power Virtual Agent as a low code solution and custom application development will be in SharePoint Framework (SPFx).

2. Envisaged Benefits

The following objectives/benefits are to be derived from the Team, Innovation, Collaboration, Execution (TICE) includes but not limited –

1. The objective of this RFP is to upgrade 'TICE' in EXIM as a part of the next generation cloud first intranet for digitization and automation of bank wide process and documents. The Solution deployed should be in line with industry standards, legal requirements and Government of India requirements as prescribed from time to time apart from conforming to the Workflow processes of EXIM.
2. TICE will be upgraded at the enterprise level including all the offices of the EXIM viz. Head Office, Regional Offices, Overseas Office, and subsidiaries.

3. In terms of broad architecture, upgraded TICE shall be centrally hosted system running from EXIM 's Data Centre at Mumbai and will be available to all EXIM's offices through EXIM's Wide Area Network (WAN).
4. To enable usage of TICE System in 3 languages i.e., English, Hindi, and regional language
5. It should have the capability for scanning and capturing of documents for bringing them in the proposed TICE System. It should also provide search capability for the scanned document at EXIM.
6. The system should have very efficient retrieval capabilities with proper indexing, which should be easy, convenient, and quick in referencing and retrieval of any document, data, record etc.
7. The Solution will have to be updated/patched by the bidder free of cost any time in the event of new scenarios or developing 'TICE'/any changes/modification/Cyber Security requirements or any other requirements which warrants the proper functioning of 'TICE' System during the contract period.
8. TICE would need to be tightly interfaced to the EXIM 's core banking solution (Finacle Core and Treasury) and other applications to meet the business requirements as also other application such as the HRMS portal, Two Factor authentication etc
9. Bidder must migrate Metadata/data and contents from existing SharePoint 2013 On-Prem System to Hybrid SharePoint 2019 system.

3. Present Set Up

1. EXIM has established a state-of-the-art dual mile MPLS network connectivity to connect its Data Centre – Mumbai (DC) and Disaster Recovery Center-Bangalore (DRC) along with Regional and Local Offices. There is also dedicated fibre-cable connectivity between EXIM BANK Head Office at World Trade Center and EXIM BANK Domestic Office at Nariman Point.
2. Presently EXIM is using SharePoint 2013 3-tier architecture (Web Front End, Application and Database) The software technologies used in DMS system are as follows:

Sr. No	Software	Application	Version	End of Life
1	Windows Server 2012 Standard	Operating System	6.2.9200	10 Oct 2023
2	Microsoft SharePoint Enterprise Server 2013	Application Software	KB4493150	11 April 2023
3	Microsoft SQL Server 2012 SP4(KB4018073)	Database Software	15.0.5301.1000	10 Oct ,2023
4	Workflow Manager 2010	Application Software	KB3104066	1 Aug,2020

3. It may be noted that Microsoft support will be not available for Microsoft SharePoint 2013, Workflow Manager 2010 as it will be part of legacy application. The existing SharePoint 2013 was implemented in 2015 and it is hosted on Windows Server 2012 hosted at India EXIM BANK Head Office Mumbai.

4. TICE (SharePoint 2013) Application:

Currently EXIM has “Team Innovation, Collaboration, Execution (TICE)” Intranet system which used as automation platform for Bank’s different operating and service group process. This system is customized using front end development language (Angular JS). Approval process is implemented using Workflow 2010 (email) and Task Based approval. This application also connects with Finacle Core System for financial data using SSIS (SQL Server Integration Service).

5. Form Based Authentication: SharePoint 2013 is implemented using form-based authentication with AD (Active Directory Configuration).

6. Search System: List/Library level search has been configured for retrieval of data. Current infrastructure supports Module specific search functionality.

7. Document Support: TICE only supports PDF document for document management. However, excel service is also configured for hosting Excel File.

8. Email and SMS Support: Current system is configured for incoming (Library) and outgoing email (Workflow). SMS is not configured in the farm.

SCOPE OF WORK

1. Proposed Work

The overall scope of work is for the bidder is divided into following categories.

A. Supply of Software

Supply of enterprise software products and licenses like SharePoint 2019, Windows Server 2019, Microsoft 365 E5 Licenses, Office Web App, External Storage, Migration and development tools and external product like digital signature and OCR solution will be made available by the Bank.

B. Implementation – Installation of Software

To design, configure, install, integrate, and commission the SharePoint 2019 Hybrid solution, Operating Systems, Databases, Web Server, Application Server, middleware services, migration tool, data reconciliation tool on the EXIM's On Premise infrastructure both at Primary data Center (PDC) at Mumbai and Disaster Recovery (DR) site at Bangalore.

C. Implementation -Migration of Data

Bidder shall migrate contents and meta-data from existing intranet system 'TICE (SharePoint 2013 On-Prem)' to 'TICE (SharePoint 2019 Hybrid)' system. Bidder is required to submit certified third-party audit report for pre and post data migration.

D. Implementation –Integration

Bidder shall also carry out integration of the 'TICE' with internal applications of EXIM. Integration will be based on web-services/RESTful API/or any other method which can be consumed by any future applications in EXIM for upload, retrieve, full text-search of documents and to consume the Intranet features. Facilitation the User Acceptance Test (UAT) will also be an integral part of the requirements.

E. Implementation -Cyber Security

Bidder shall implement cyber security considerations during the migration of TICE (SharePoint 2019 Hybrid Solution) system as per requirements.

F. Search and Blob Services

To provide searching and indexing services relating to digitization of physical documents, real time content created at Head, Regional and Overseas Office. Existing physical drive-based solution will be replaced by Team Site based solution with blob and search configuration.

G. FMS Support

Bidder shall provide Facilities and Management Services for the duration of project

H. Backup, Disaster Recovery Site and DR Drills

Bidder is required to formulate the policy to the regular backup of the TICE System on regular basis (COLD, HOT, and incremental) and conduct the DR Drills quarterly or as per EXIM requirements.

I. Documentation and Training

The bidder should provide complete end to end documentation for the migration activity. Also, training should be provided to EXIM resource as well as Customization Team who will be responsible for development and maintenance of TICE (SharePoint 2019 Hybrid) solution.

Documentation of Business Requirements Documents, SRS, as-is study, and User Acceptance Testing (UAT)

Bidder is required to make and submit BRD, SRS, as –is and to-be documents, scenarios, test cases and UAT documents for various stages of TICE (SharePoint 2019 Hybrid) implementation.

➤ Warranty

Bidder shall provide one year's warranty after go-live/final-sign off the TICE (SharePoint 2019 Hybrid) System implementation.

➤ Annual Maintenance Support

Bidder shall provide three-year Annual Maintenance Support (AMS) post warranty phase of the TICE System.

➤ Submission of Technical documentation

Bidder is required to submit the list of documents in hard copy and soft copy. The list of documents is mentioned in **Appendix I** (Submission of Technical Document).

2. Detailed Scope of Work

A. Supply of Software

Deliverables:

Supply of enterprise software products and licenses like SharePoint 2019, Windows Server 2019, Microsoft 365 E5 Licenses, Office Web App, External Storage, Migration and development tools and external product like digital signature and OCR solution will be made available by the Bank on the advance request made by bidder at least one month in advance.

Requirements & guidelines to be followed during supply of software:

- Software shall be implemented for Production (3-tier, & HA mode (Active-Passive)), UAT (2 tier) and development environments (1 tier).
- Software should be configured in High Availability mode both at PDC (Primary Data Center) and DR (Disaster Recovery). Appropriate backup and restoration, DR, and Business continuity planning (BCP) mechanism should be implemented using Microsoft recommended approach for SharePoint 2019 Hybrid Environment.
- Software licensing will be of Enterprise Edition only and shall have back-to-back support from respective Original Equipment Manufacturer (OEMs), till the life of the project 'TICE (SharePoint 2019 Hybrid)'.
- Bidder must provide proposed sizing to be provisioned on EXIM On Prem Environment (DC and DR). As per **Appendix VII (Configuration and Services Requirement)**.
- Access of TICE system shall be carried out from head, regional and overseas office.
- Software specification shall be given as per User base of 1000 including internal, external, vendors and partner. Refer **Appendix VIII (Software and Hardware Requirement)**.
- Supplied software shall be meeting the functional and technical specifications as mentioned in **Appendix III (Functional and Technical Specifications)**.
- SharePoint 2019 compatible OCR and digital signature software should be there to have no integration challenge in future.
- Bidder shall start preparation of technical documentation as mentioned in **Appendix II (Proposed Solution and Write Up)**.

B. Implementation – Installation of Software

Deliverables:

- Preparation & Configuration of virtual environments on EXIM On Premise environment.

- Installation of all supplied software on EXIM PDC and DR locations.
- Submission of High-Level Design (HLD), Low Level Design (LLD) documents, requirement's specifications, reports for installation, configuration, customization, and relevant technical documentations as per **Appendix II (Proposed Solution and Write Up)**.

Requirements & guidelines to be followed during installation of software:

- Before installation of software products, Bidder shall study the existing EXIM's On Premise and its associated environments and submit their quote accordingly.
- All the necessary design, configuration etc shall be done on EXIM's On Premise.
- Bidder shall suggest and install necessary public Digital certificates on the proposed solutions wherever required both at PDC and DR which shall be valid for complete duration of the contract.
- Deployment of manpower as per project requirements as mentioned in **Appendix III (Functional and Technical Specifications)**.
- Bidder is required to refer to responsibility matrix in **Appendix IV (Responsibility Matrix)** during the implementation of TICE (SharePoint 2019 Hybrid) system.
- It is mandatory for bidder's employee to adhere to Non-Disclosure Agreement applicable in EXIM as mentioned in **Annexure VI**.

C. Implementation –Migration of Data

Deliverables:

Submission of data migration Strategy:

Bidder shall formulate the detailed Data Migration Strategy and methodology and submit the same to EXIM, for its approval before commencement of Data Migration task. The bidder must draw a suitable strategy/ plan to verify the accuracy of the data before and after migration

Migration activities

- Bidder is required to certify completeness and accuracy of migrated data,
- Transaction history, and balances at each data migration instance.
- Bidder shall make available old object-ids, old workflow number and new object-ids of the contents& data to TICE (SharePoint 2019 Hybrid) application.
- Test cases and User Acceptance Tests (UAT).

Submission of certified third-party audit reports for ‘Pre & Post migration’

Bidder shall submit certified third-party audit report for “Pre and Post data migration” to EXIM before SharePoint (2019 Hybrid) Go Live.

Reports on Final Compliance and Weekly status

Bidder is required is to submit weekly status report stating the data migration status and final compliance report.

Actual migration of all legacy contents, meta-data to New TICE System.

Requirements & guidelines & to be followed during Migration:

- Migration of contents and data is prime responsibility of the bidder. All necessary software tool, queries required for extraction, transformation and transferring must be provided by the bidder. It is the bidder responsibility to ensure availability, accuracy, integrity, and completeness of the data migrated from existing TICE (SharePoint 2013 On Prem) system to TICE (SharePoint 2019 Hybrid Solution).
- Bidder is required to migrate the data & contents before go-live of the TICE (SharePoint 2019 Hybrid Solution) system.
- The extraction of data from the existing system in the required format shall be carried out by the bidder.
- The data and contents shall be migrated in such a manner that any future data from any new services shall be uploaded in same folder as previous data belongs to i.e. folder/sub-folder etc and data structure from existing TICE (SharePoint 2013 On Prem) shall remain same in TICE (SharePoint 2019 Hybrid Solution).
- Bidder should ensure that all required fields available in the existing system and required for the solution are properly migrated.
- It is clarified that the ownership of data shall always remain with EXIM and the bidder shall be responsible to maintain complete confidentiality of the same. Bidder shall be responsible for all loss, inaccuracies, and discrepancies in data arising out of data migration.
- In the event of any gaps in the field mapping reports, the same should be discussed with EXIM and the agreed solution should be documented by the Bidder and signed off from EXIM. The Bidder shall ensure that workarounds or default values, moved to the production database because of gaps in the field mapping, are duly taken care of after successful migration to the new system and that EXIM is informed of the same in writing.
- It will be the responsibility of the Bidder to ensure complete data cleansing and validation for all data migrated from the legacy TICE (SharePoint 2013 On Prem) to the TICE (SharePoint 2019 Hybrid Solution). The Bidder shall use scripts to check the data quality, validation results and share the results of the same with EXIM for review

and assessment of quality of data migration carried out. The Bidder must also highlight any gaps in the data.

- The details of files and metadata in Enterprise Content Management database are as follows: {This is an indicative list and size; it may vary during the actual migration process}

S. No	Type of Data	Total Size in TB/GB (Approximately)
1	Total Size of files in file system	10 TB
2	TICE (SharePoint 2013 On Prem) SQL Server Database	500 GB
3	DMS (Content Verse) Oracle Database	200 GB
4	Workflow	20 SharePoint 2010 Workflow

- The migration activity shall preserve the data integrity of the documents throughout the migration activity to the target system. If it requires to replace the folder structure-based document storage system then bidder must carry out the required configurations subjected that no data get lost. The documents to be migrated to the target system in a legally and audit-compliant manner. Bidder must carry out required extract, transformation, cleaning, and loading.
- After migrating the data and contents, bidder shall work along with the TICE team to link all the objects, contents, data available in TICE (SharePoint 2013 On Prem) system to TICE (SharePoint 2019 Hybrid Solution) application to make them accessible.
- Bidder is required to bring their own skill sets on the Server Configuration and SQL server database configuration to undertake the migration activities. It may be noted that in-house team for existing TICE (SharePoint 2013 On Prem) has limited/little knowledge.
- It may also be noted that there is limited space available on legacy SharePoint 2013 database.
- Content database from SharePoint 2013 to SharePoint 2016 then SharePoint 2019 need to be migrated.
- Bidder is required to conduct the Sign off on completion of Data Migration.

D. Implementation –Integration of TICE (SP 2019 Hybrid)

Deliverables:

- Master Page wireframing and development as per **Appendix VI (Wireframing)**

- Integration with Finacle Core, Treasury.
- Integration with Audit Management System
- Integration with PAPR (Performance Appraisal Performance Review), Salary System
- Delivering generic RESTful APIs.
- Accessing user interface of TICE (SharePoint 2019 Hybrid) independently and through SSO with Share Portal.

Requirements & guidelines to be followed during integration:

Bidder shall require integrating TICE (SharePoint 2019 Hybrid) System with following systems/applications available in EXIM. Flow of data will be bi-directional with these applications.

- In TICE (SharePoint 2013 On Prem) Bank has already developed number of applications using custom out of box SharePoint solution, Angular JS custom solution and C# based WSP solution. A draft and indicative list of solutions documents is attached which may be used to identify the proposed system with TICE (SharePoint 2019 Hybrid). Please refer to **Appendix X (Migration from SharePoint 2013 to SharePoint 2019)**
- Further, Bidder must analyse and gather more requirements with existing TICE (SharePoint 2013 On Prem) and other application teams and prepare the BRD as per requirements.
- Bidder shall ensure that Web-Services/API developed for TICE (SharePoint 2019 Hybrid) shall be usable and connectible or consumable by other Java Spring based applications without any further modifications. i. e. Web-Services shall be generic in nature.
 - After developing Web-Services, Bidder shall work along with the teams of Finacle Core and Treasury applications to integrate them with TICE (SharePoint 2019 Hybrid) wherever applicable.
 - Functional features as mentioned in Annexure 3 shall be accessible to any other application including TICE (SharePoint 2019 Hybrid).
- SSO (Single Sign On)
- Landing page of TICE (SharePoint 2019 Hybrid) shall be integrated with SSO in ADFS (Active Directory Federation Service) this is in-built feature of Microsoft platform.
- System shall generate generic RESTful Web Services which can be consumed by any other application.
- User Interface of proposed TICE (SharePoint 2019 Hybrid) shall be accessible independently through login-id/password and through SSO with ADFS Portal. User interface shall have contents (migrated images and new scanned images) accessible to that user/division. BRD to design the user-interface shall be prepared.

E. Implementation -Cyber Security

Deliverables:

- All the systems/OS/Applications/DB, etc. logs need to be sent to SIEM and bidder needs to make the necessary configuration changes in the supplied systems.
- All the systems/OS/Applications/DB, etc. needs to be integrated with NMS solution and bidder needs to make the necessary configuration changes in the supplied systems.
- All the supplied systems/OS/Applications/DB, etc. needs to be integrated with PIM solution and bidder needs to make the necessary configuration changes in the supplied systems.
- All the Database's needs to be integrated with DAM solution.
- Bidder must build Access Control Strategy to access the contents and data.
- Patching & fixing all the vulnerabilities identified during VAPT.
- All the applications need to be integrated with current WAF solution.
- Regression testing
- Proper hardening of the applications, OS and other supplied systems needs to be carried out before UAT.

For requirements and guidelines please refer to **Appendix V (Cyber Security Consideration)**.

F. Scanning Services along with OCR Search

Deliverables:

- Scanning Services based on incoming email /upload should be enabled on each Team Site.
- OCR search enabled on each of the Team site for searching text inside the documents.
- Storing Meta-data of scanned images based on Content Type features.
- Reports:
 - The solution should provide reporting on the scanning production, retrievals and use metric which shall include the daily, weekly, monthly, and overall progress (number of images/pages scanned, percentage scanned etc).
 - Generating daily and monthly MIS for documents received for scanning, Documents Scanned, Quality Checked, Indexing done, Document ready for dispatched, dispatched status, document delivered
 - Solution shall generate reports user wise, department wise, document wise and page count reports
 - The Solution shall provide extensive audit-trails reports at user, Folder, contents, separate actions, and between specific date/times and Cabinet levels

- Submission and approval of Business Requirement Documents (BRD), test cases and UAT Document.

Requirements & Guidelines to be followed during Scanning Services:

Documents will be uploaded using portal-based solution /email and based on content type it will be identified and uploaded to central system in schedule mode/immediate basis. The addresses of offices and Groups are given in **Appendix VI (Wireframing)**.

- The scanning of the physical documents includes below activity.
 - File Identification
 - Receiving the files
 - Prepare documents batch wise for scanning
 - Scanning/QC of Images
 - Quality Checking of Scanned images
 - Rescanning/Re-indexing of images
 - Indexing of scanned images as per the approved standard
 - Post Scanning / Refilling and handing over the files
 - Data Transfer to Content Repository
 - Scanning of inward mails from EXIM's mail Desk
 - Scanning of backlog documents
 - Scanning of documents as per the approved standard(s)
 - Quality Check by EXIM
 - Re-packing of documents
- Scanning system should have the functionality of saving scanned images in the Content Repository platform (Intranet) /DMS System.
- Browser based and user-based scanning, indexing solution should be implemented to handle the scanning solution and the complete process should be controlled centrally.
- The metadata of each scanned file is required to be recorded in PDF file itself and shall be exported to database.
- Scanning solution shall be centralized Web- and Thick Client based. There should be provision to scan the documents offline and store onto thick client and whenever user machine is connected to server all scanned data shall be synced with server.
- Document(s) scanned should be stored in searchable PDF format.
- The capture solution should support indexing at multiple levels – batch level indexing, folder level indexing, document level indexing and page level indexing.
- Document size and quality can vary depending on the information received in EXIM, however the scanned documents should preserve readability.

- Apart from on-line scanning, off-line scanning mechanism should also be implemented, where in documents will be scanned off-line mode and scanned data will be uploaded to central server.

G. FMS Support

Deliverables:

- Deployment of 2 personnel
- DR Drills
- Quarterly Report for SLA, Statistics. Monthly report for uptime & availability.
- Patch management
- FMS Activities

Requirements & activities to be done during FMS Support:

- Post GO-Live of TICE (SharePoint 2019 Hybrid) project, Bidder will be required to deploy 2 {One at Mumbai and one at Bangalore} personnel on-site to maintain the TICE (SharePoint 2019 Hybrid) system during the warranty and AMC support period.
- Bidder may deploy additional work force when new requirements need to be incorporated and implemented.
- The duration & availability of personnel shall be from Monday to Friday 08 hrs per day to provide support to EXIM users in various activities pertaining to TICE (SharePoint 2019 Hybrid) and to monitor the same to ensure availability and accessibility. However, the timing for the manpower will be decided mutually during award of contract.
- Activities include, but not limited to:
 - Interactions with users and helping for the queries/complaints. The users are to be kept informed of the progress of resolution and the final resolution.
 - Maintenance of users of the TICE (SharePoint 2019 Hybrid) for managing access and authorization for contents and data.
 - All the SLA monitoring and tracking iv. Facilitating and conducting DR drills on quarterly basis, need basis and if any issue arises resolving them as per terms of SLA.
 - A Standard Operating Procedure (SOP) may be devised for overall activities& time duration during the implementation stage.
- In case of disaster, when actual operations are to be shifted to DR site in Bangalore, resources must be deployed within a time span of 2 hours or less for prompt assistance in shifting of operations. Onsite support services must be maintained to ensure adherence to SLA terms.

- Onsite personnel shall be primarily engaged for support purposes and should have sufficient experience level to handle all supplied software and monitoring activities.
- Onsite personnel shall do Performance monitoring and tuning for TICE (SharePoint 2019 Hybrid) system.
- Submitting quarterly statistics report for TICE (SharePoint 2019 Hybrid) enlisting all the standard performance measurements for all the contents available through TICE application.
- Submitting monthly information report for uptime and availability statistics of TICE (SharePoint 2019 Hybrid). Bidder may deploy appropriate software tool for SLA monitoring and reporting or use SLA tool which EXIM has.
- Complaint Management, handling and fixing of the issues arising out of software components and applications of 'TICE'.
- Providing support and interacting with EXIM network team and EXIM SOC-NOC team for resolution of any issues such as network routing, firewalls, security vulnerabilities, software component's configuration modification etc. relating to TICE (SharePoint 2019 Hybrid) system and hampering or affecting performance of TICE (SharePoint 2019 Hybrid).
- Data Center Operations (Production and DR) and End-user Support etc., ensuring the backup at PDC, replication of data to DR site, Restoration of backed up data at PDC.
- Arranging for regular patching, upgrade and other maintenance activities as required.
- Bidder shall ensure that personnel deployed shall continuously available during the specified time and days. If any personnel are on planned leave/medical emergency or due to any unspecified reasons, not able to attend EXIM Office, bidder immediately arrange equivalent personnel in terms of qualification and experience
- Identifying and implementing resolution plan for security threats identified and reported by SEBI's Security Operations Control (SOC) and Network Operations Control (NOC) teams and external agencies in a prompt manner.
- Wages Structure:

Bidder must follow prevailing wage structure of Highly skilled manpower in respective state government or central government where resources are deployed. Bidder must submit proof that show remuneration has been paid into their respective bank accounts and Provident Fund (PF) has been deposited. EXIM reserve the right to ask proof of these payments on regular basis.

Before taking up the work, the Bidder shall, without in any way limiting his obligations and liabilities, obtain proper workmen compensation/ ESIC policy for the Onsite Support manpower deployed by him.

H. Backup, Disaster Recovery Site and DR Drills

Deliverables

- Performing Quarterly DR Drills
- Performing Backup activity
- Submission of monthly reports for backup activity and quarterly reports for DR Drills.

Requirements & guidelines to be followed during backup, DR Site and DR Drills

- The solution provider needs to perform DR-drill as part of the project on quarterly basis till the currency of project. A DR drill would be considered successful if the ELEMENTS System would be working at least one week from DR Site.
- The DR Drills shall also be carried-out on ad-hoc basis as per requirements, in that case bidder must perform DR Drills.
- The solution deployed by Bidder should conform to Recovery Time Objective (RTO) and Recovery Point objective (RPO) defined by EXIM.
- Bidder should make sure that DR and DR drill is performed in alignment with EXIM.
- The Bidder must participate in DR drills as and when conducted by the EXIM.
- During DR drills, the bidder must provide support at DR site for the activities related to the proposed solution.
- The Bidder is responsible for keeping the proposed solution and Database in sync in DC and DR
- In case of any DR situation, the Bidder must shift application to DR site after due intimation to EXIM.
- The bidder must prepare a Business Continuity Plan which in line of EXIM's BCP and have it approved by EXIM.
- Bidder must complete the data backup activity on monthly, weekly, daily basis. Backup policy may be aligned with EXIM requirements.
- Bidder is required to submit the DR Drills reports on quarterly and backup report.

I. Training

Deliverables

Certified OEM Training for two people every two years.

Requirements & guidelines to be followed during Training.

- The OEM Certified classroom/online training where applicable, should be provided by respective OEMs for 2 EXIM resources every two year till the tenure of the agreement i.e., two times during the tenure.

- Bidder should also facilitate to undergo formal certification program conducted by respective OEMs without adding any additional cost to EXIM.
- Bidder should provide training to EXIM's officials for using and managing the system, which will include end user, technical, and system Administration training.
- The training phase includes preparation of user manuals, handbooks, tutorial videos etc. besides hands-on classroom training sessions for the end users. Purpose of these training is to enable the EXIM's officials to handle the day-to-day system operation.
- The training may be imparted for the following proposed technologies.
 - SharePoint 2019 and SharePoint Online
 - SQL Server 2019 Onwards
 - SPFX (SharePoint Framework) Development
 - Power Platforms
- The duration of the training shall be of minimum of 10 days each for above technologies.

J. Documentation of BRD, SRS, As-Is, To-Be documents and User Acceptance Testing

Deliverables:

Documentations like Business Requirements Documents (BRD), System Specification Studies Documents, AS-IS, TO-BE Documents, Test Cases, UAT Documents.

Requirements & guidelines to be followed:

- Bidder is required to prepare BRD, SRS, as –is, to-be study documents, scenarios, and test cases for various stages of ELEMENTS implementation and submit the same to EXIM for approval.
- Bidder needs to prepare User Acceptance Tests (UAT) documents for various stages for implementation.
- UAT shall be carried out for integration, data migration and installation of software on On-Premises and Azure Cloud etc.

K. Warranty

The Bidder represents and warrants to EXIM as under:

- The Services and the Systems, Products or any software provided, do not infringe, and shall not infringe or cause the infringement of, the proprietary rights of any third party.
- The Bidder should suggest all the latest versions (current line) of products, software, servers, (hardware/appliances if offered), etc. The suggested products should not be declared as end of support during the contract period.

- The Services to be provided hereunder shall be performed with qualified personnel in accordance with the applicable time schedules (or otherwise in a timely manner).
- The Services and Systems shall be provided in a good and workman like manner, in accordance with the applicable Technical Specifications and Acceptance Criteria and at least at the same level and with the same degree of accuracy, quality, completeness, responsiveness and cost effectiveness which are consistent with good industry standards.
- The Systems, Products or software provided hereunder properly interface with other systems, properly interface with each other, perform together as an integrated system and, as an integrated system, meet the warranties in this Agreement, including the meeting of the Technical Specifications.
- The Systems provided hereunder shall function as designed and be fit for the purpose for which they have been provided and will be otherwise be free of errors and defects that interrupt systems operations or otherwise negatively impact normal operations or business processes.
- During the term of this Agreement, the Services, Systems, and any software provided shall not contain or introduce any viruses, bugs or disabling Codes. In the event of any such virus being introduced into EXIM's systems, the Solution Provider shall use its best efforts to minimize the impact of such virus.
 - All the Software service supplied under this Agreement shall be covered under Warranty for the duration of the 3 years commencing from the date of Final Acceptance.
 - The Solution Provider shall maintain the Software service supplied under this Agreement for a period of 3 years from the date of the expiry of the warranty period.
 - In case any off-the-shelf/package Software service provided by the Solution Provider is discontinued by the OEM before the completion of warranty, the Solution Provider shall supply and implement a replacement Software service at no additional cost to EXIM.
 - EXIM represents and warrants to bidder that all material or information provided by it to the Solution Provider in connection with or for the purposes of this Agreement are either owned by it or under proper license and the use and possession thereof by EXIM in connection with or for the purposes of this Agreement will not Infringe the rights of any third parties.

L. Annual Maintenance

- The Bidder shall provide AMC for a period of 3 years for software service supplied for this project.

The scope of work for the maintenance period shall include:

- The correction of any defects that may arise from the design or workmanship or from any act or omission of the Solution Provider that may develop under normal use of the supplied Systems. On receiving the notification from EXIM, the Solution Provider shall carry out the repair / replace the defective systems as per the SLAs defined. This will be done at no extra cost to EXIM. Failure to remedy the defects within the period specified in the SLA, may involve remedial action by EXIM at the Solution Provider's risk and expense and without prejudice to any rights that EXIM may have against the Solution Provider under this Agreement.
- The provision of Emergency Maintenance Support including providing support and remedial services for problems that render the "Team, Innovation, Collaboration, Execution (TICE SharePoint 2019 Hybrid) at EXIM" unavailable or unresponsive; resolving any issues and correcting errors within the proposed products /solutions irrespective of the source of such problem; and working closely with EXIM to provide timely problem resolution and contingency planning for the TICE System.
- Corrective maintenance
- Preventive maintenance
- Enhancement Services: The Solution Provider shall provide Enhancement Services as per the agreed Change Management Procedure. The Solution Provider shall work with EXIM to apply maintenance patches and enhancements into releases based on EXIM's business and technical priorities. Solution Provider may include, in each release, emergency maintenance fixes, and/or critical bug fixes available but not yet implemented. In the case of a release containing maintenance patches and enhancements, only the portion of the release that would otherwise have constituted an Enhancement will be treated as an Enhancement, unless otherwise approved by EXIM.
- Production Support and continuous improvement support: Solution Provider shall correct all problems with the "Team, Innovation, Collaboration, Execution (TICE SharePoint 2019 Hybrid) at EXIM" in all the environments and shall minimize the impact of such problems on the total solution and EXIM.
- Fixation of bugs and patches, upgrades, updates, releases, versions of application software and system software, also carry out its implementation.
- As a part of the maintenance, the Solution Provider shall provide software updates, releases, upgrades, version upgrades, versions etc. of all the Application Software, System Software, Custom Software, and any other software included in the Products and carry out its implementation.

- The Solution Provider agrees that the services provided by the Solution Provider in relation to the technical support and maintenance shall be subject to a Service Level Agreement. The Solution Provider agrees that in the event that the Solution Provider defaults in meeting the agreed SLA, in addition to the other remedies that EXIM has (such as Liquidated Damages), EXIM shall also be entitled to Service level credits as may be agreed to between the Parties.

M. Submission of Technical Documentation

Bidder is required to submit the list of documents in hard and soft copy. The list of documents is mentioned in **Appendix I (Submission of Technical Document)**

Technical Requirements

System Integration and Components

Supply, installation, implementation, commissioning, and maintenance of SharePoint 2019 Hybrid Solution, Optical Character Reader (OCR) and Digital signature Solution & Services; and associated software components like Operating Systems, Databases, and Application & Web Servers, Middleware, Reconciliation, Migration tools and as per technical specifications as mentioned in **Appendix III (Functional and Technical Specifications)**.

EXIM's On-Prem will provide infrastructure, storage and computing capacity for the software products and data.

Solution Architecture

The native architecture and design of the proposed solution should be based on the state-of-the-art technology. The architecture should be scalable and flexible enough to support integration of any application for the system in future. The solution architecture should be based on but not limited to the following:

a. Integration and Openness

The solution should have ability to integrate and interoperate with other applications using open standards and integration methods. In terms of the openness of the technology architecture, applications should be able to operate on multiple browsers, operating system like Android, IOS and MAC and other mobility devices like iPad, tablets, and mobile phones.

b. Scalability

Solution must scale in terms of addition of new applications as well as increase in number of users in the future.

c. Flexibility

Configuration may be accomplished with a robust metadata-driven design as well as tools for adapting the user interface and navigation without programming. Rules/Role based access and authentication methods to adapt the solution to business process requirements.

d. Usability

The solution should be modular, and component based.

e. Accessibility

The Solution should be accessible and workable from any operating system, browsers, and their corresponding updated versions.

f. Portability

The Entire solution should be workable from any hardware, operating system, browser, mobile device, and their corresponding upgraded versions. Transition of solution shall be completed as soon as possible when latest versions are available

N. Implementation Requirements

Implementation Plan

The Bidder must submit a detailed phase wise implementation plan identifying project tasks and milestones for each of the Deliverables. These would include, amongst other things: Project establishment

- Tasks required to complete detailed design/specification
- Tasks required to complete build/customization
- Tasks required to complete software installation and testing
- Data migration processes
- Integration processes
- Scanning service processes
- Any transformation processes
- Tasks required to complete each testing phase
- Tasks required to complete documentation
- Tasks required to complete procedures development
- Tasks required to complete technical and user staff training
- Tasks required to complete the implementation of the system and the certification and take-on of participants

The bidder's plan should identify duration of the customisation design phase and the nature of the outputs that phase will produce:

- Nature and duration of each proposed testing phase

As mentioned in the scope of work, EXIM envisages the implementation of the project in a time frame not exceeding Eight months

O. Performance Requirements

For handling very large number of documents, the software architecture of TICE (SharePoint 2019 Hybrid) solution must provide necessary performance on the EXIM On-Premises platform, so as to give acceptable response time and throughput to the number of users as indicated below. These requirements, applicable individually to each configuration stipulated below:

- Document retrieval time for a user should not be more than seven seconds in “Data Center”-In and “Data Center”-Out taken from the Intranet system.
- Progressive display of document view for a user should complete in less than seven seconds from proposed Intranet system.

P. Evaluation of Time Frame & Effort Estimation

The bidder’s response should make detailed recommendations as to stages of project implementation. Phased implementation of system functions as proposed in Business requirements should be considered in these recommendations including the estimates of the delivery schedule.

The bidder is also required to submit the details of the effort estimation in person months for undertaking the various activities envisaged under phased implementation.

Bidder should also provide methodology which will be used for estimating effort for future Change Request.

Source Code

The bidder shall provide the source code of the application software developed by the Bidder for the proposed solution to EXIM. The source code shall be sufficiently commented and must adhere to best practices, including but not limited to security, reliability, testability, maintainability, and portability. The Bidder shall use appropriate version control software to maintain the source code. EXIM shall have full access to the source code beginning from the implementation phase.

User Procedures

The bidder’s response must identify how the bidder proposes to work with EXIM to write the user and technical procedures required to support the operations of the system and shall specify the procedures that the bidder proposes to provide. Fully documented procedures shall be provided to address at least the following areas:

- Technical procedures for the installation, updating and operation of packaged software to be installed by the bidder
- Technical procedures for the installation, updating and operation incorporating any bidder customisations for the EXIM
- User procedures for the operation of, data entry to, enquiring of and reporting from the newly built system
- Procedures for system shut down, start-up, backup, and recovery
- Procedures for data archival and data restoration and generating reports from these data

Bidder's proposal shall also include the necessary documents for user and operational procedures for basic system operation.

All manuals shall be supplied in English, in soft copy. The bidder's method for updating procedures to reflect changes should be explained.

Training

The selected bidder will be responsible for training EXIM 's IT team as and when required in the areas of implementation, operations, management, monitoring, error handling, system administration etc. The training will be given both during the implementation and post-implementation for proposed solution.

- The Bidder shall give adequate training to the officials of EXIM during implementing of the project. The Bidder shall provide the training exclusively for selected module being delivered and should necessarily cover the products supplied to meet the functional and technical specifications mentioned above.
The training schedule, for providing necessary and adequate training to EXIM's personnel, must be finalized in consultation with EXIM.
- The bidder shall also provide certification-based classroom training to 2 EXIM resources in every two years till the tenure of the agreement i.e., two times during the tenure and should also facilitate to undergo formal certification program conducted by respective OEMs without adding any additional cost to EXIM. The Bidder shall provide classroom infrastructure outside EXIM for training purpose. The details of the training to be provided in each category shall be clearly stated in the offer. Each participant should be provided with the copies of training material. Boarding and lodging cost for EXIM officers attending the training will be borne by EXIM. The bidder should also facilitate to undergo certification programs without any additional cost to EXIM.
- The Solution partner's response should clearly indicate the details related to OEM training in the technical bid.

Q. Security and Controls

Security and Administration

The security features available in the system should be standards based. It is proposed that the users will access the system from the existing EXIM IT LAN. Information delivery and reporting will be through the servers which will be provided as part of the EXIM On Prem Infrastructure.

Protection of Information

The solution must apply rigorous controls to ensure the security of information in the TICE system, access, and data transfer by implementing a complete and secure audit trail mechanism. The access to the system should be Role based. For example, an officer with Manager Role can view certain reports but cannot download the data whereas an officer with Deputy General Manager role can download the data as well.

Audit Trails

The solution must capture sufficient information to allow EXIM to identify and track events in the proposed solution at both system level and application level, including but not limited to:

- Users associated with each access and operation
- Time of all significant process steps
- Time and details of all user access
- Appropriate system and administration logs
- Input query with parameters
- Print or download the audit trail
- Audit trail as a report in the hierarchy

The audit trail and its contents must be of a level that cannot be compromised and should be indestructible.

The bidder's response should:

- Explain the event logging/safe-storing process and the event log retention and archiving facilities
- Describe the end-to-end system auditing capabilities as messages /information are processed through the various components of the system and interfaces
- Describe the information retained in audit logs
- Provide role-based access with approval

The bidder's response shall specify in detail the proposed access control regime, including administration, operational and audit operations both at system and application level.

Where a business function is set by a parameter, the parameter must be configurable by the appropriate business user. The timing of parameter changes (i.e., immediate, or overnight) must be suited to the function being parameterised.

The bidder's response should describe how, by whom and when parameters are set within the solution. Setting and changing of these parameters should be role and authorisation based. Audit Logs should be maintained for these activities.

Access Control

The requirements for access control are as follows:

- The ability to setup groups of users with access to the same functionality and to limit the functionality of users based on roles and rules.
- The maintenance of a secure, auditable log of access to the system, identifying user-id, date, time, functions accessed, and operations performed etc.

It is the bidder's responsibility to complete the security testing and certify the applications. Apart from the Final security audit that would be done during Acceptance, an independent intermediate audit may be done by a third party appointed by EXIM during the implementation of the project and the report shall be submitted to EXIM.

R. Post Implementation Warranty & Support Requirements

The Solution Provider shall provide post-implementation warranty for three years and two years annual maintenance support after declaration of Go-Live for the entire solution.

Changes to the system will be handled with the change request management process during the maintenance support period. Bidder would play a critical role in on-going support. Replacement of a resource under unavoidable circumstances needs to be intimated to EXIM in advance and the replaced resource should be equally or more qualified and experienced.

Transition

Bidder shall train the persons / agencies, authorized by EXIM for the purpose and conduct transition on a day-to-day basis from the beginning of implementation. The transition shall consist of requisite maintenance training, including but not limited to, independent operation, creation of policies/rules, troubleshooting and familiarization of features and functionalities, policy configuration.

Software Change Management Framework

- During implementation or post-implementation, it may be found that certain functionalities have been missed out in the Requirement Gathering Phase (or) they have been changed due to changes in business scenario. The Solution Provider would be required to incorporate these functionalities as part of this project. EXIM estimates that effort for such functionalities would be 30% of the total effort estimated for the implementation of the project. Solution Provider shall be responsible for collation of all such enhancement requests submitted by EXIM. Change Requests (CR) for

enhancements will be generated by EXIM clearly defining the functionality and desired calendar time for the implementation. The Solution Provider shall provide EXIM with a written estimate of the effort necessary for the implementation of the requested enhancements. Upon approval by EXIM, the Solution Provider shall prioritize development and carry out implementation of the enhancements in a controlled and efficient fashion.

- Any Change Requests as mentioned above shall be implemented at the person month rate provided in the commercial bid for implementation of Change Requests.
- As part of the technical bid submission, the Bidder should provide details of effort for each Deliverable and effort estimation methodology followed to calculate the effort estimates including the tools and strategy used. Detailed effort estimation methodology will be finalized after discussion with the selected bidder which would be used for effort estimation of subsequent change requests.
- The Change Management framework must divide the development environment into the below mentioned categories
 - DEV- for development
 - UAT-For User Acceptance Testing
 - Prod-For deploying the changes at the end user end.
- It should also allow easy configuration of the environment to the production version for debugging and troubleshooting.

The bidder is required to provide estimated efforts required for the implementation for any custom/bespoke development. The Bidder shall fill up the estimated efforts in person months in the financial proposal. The Bidder is also required to provide composite person month rate used in the calculation of implementation cost for the custom development.

Evaluation of Bids

The evaluation will be conducted in the following stages:

- (i) Technical Bid Evaluation (including eligibility evaluation)
- (ii) Commercial Bid Evaluation
- (iii) Final Weighted Evaluation i.e., Techno – Commercial (Technical 80% and Commercial 20%)

The objective of the evaluation process is to evaluate the Bids to select a capable and best fit Bidder at a competitive price. The evaluation by EXIM will be undertaken by Technical Evaluation Committee (TEC) (internal as well as external experts). The Bidder will make presentation to the TEC. TEC reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the committee shall be considered final binding on all the shortlisted Bidders to this RFP.

1. Objectives of the Evaluation Methodology

1. The objective of the evaluation process is to evaluate the Bids to select a capable and best fit Bidder at a competitive price. The evaluation by EXIM will be undertaken by TEC. The Bidder will make presentation to the TEC. The decision of the TEC shall be considered final.
2. The 'Technical Bid' will contain the exhaustive and comprehensive technical details whereas the 'Commercial Bid' will contain the pricing information. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.
3. In the first stage, only the 'Technical Bids' will be opened and evaluated. All eligible Technical Bids will be evaluated, and a technical score would be arrived at. The Bidder scoring more than 70 per cent in technical evaluation will be qualified for Commercial Bid opening.
4. In the second stage, the Commercial Bids of only those Bidders shall be evaluated who have qualified in the technical evaluation. The remaining Commercial Bids, if any, shall not be opened.
5. Final weighted evaluation score will be calculated in the ratio of technical 80% and commercial 20%.
6. EXIM may call for any clarifications/additional information required, if any, on the Bids submitted. The Bidder has to submit the clarifications/

additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional sought by the Bank are not submitted within the specified date and time.

7. EXIM reserves the right to call for presentation/s etc., from the Bidders based on Technical Bids submitted by them. EXIM also reserves the right to enquire discreetly with references provided by the Bidders regarding previous engagements undertaken by the Bidder. Based upon the final technical scoring, the eligible Bidders shall be short listed for final Commercial Bid opening

2. Technical Bid Evaluation Process

The Technical Bids would be evaluated by the TEC based on the technical evaluation criteria listed below.

No.	Category	Criteria	Score	Weighting
1	Microsoft Partnership Competency	Collaboration and Content - Gold or Silver Competency	Gold = 10 Silver = 7	10%
		Security - Gold or Silver Competency	Gold = 10 Silver = 7	10%
		App Integration - Gold or Silver Competency	Gold = 10 Silver = 7	10%
		Messaging - Gold or Silver Competency	Gold = 10 Silver = 7	10%
		Project and Portfolio - Gold or Silver Competency	Gold = 10 Silver = 7	10%
		Application Development - Gold or Silver Competency	Gold = 10 Silver = 7	10%
2	Detailed proposal outlining all steps and processes involved	SharePoint design	Adequate = 5 Inadequate = 2 Not provided = 0	5%
		SharePoint configuration	Adequate = 5 Inadequate = 2 Not provided = 0	5%
		SharePoint site set-up configuration and customisation	Adequate = 5 Inadequate = 2 Not provided = 0	5%
		Assigning and controlling access	Adequate = 5 Inadequate = 2	5%

			Not provided =0	
		Site administration and maintenance	Adequate = 5 Inadequate = 2 Not provided =0	5%
3	Resource Competency	Developers involved in the project must be certified MCSD on SharePoint (minimum 2016, ideally 2019).	15	15 %
		Total	100	

Table 1

All bids will be scored according to the following criteria as per Table 1, any bids received scoring below 60% will be invalid and not considered further.

3. Commercial Bid Evaluation:

MIGRATION AND UPGRADE OF MS SHAREPOINT INTRANET WEBSITE FOR: INDIA EXIM BANK

Item	Description/ Specification/ Scope of Work	Total Excluding (GST)
1	MIGRATION AND UPGRADE OF MS SHAREPOINT INTRANET WEBSITE FOR EXIM BANK as per Annexure XII	
2	2 resources in Online/Hybrid/Onsite mode for SharePoint administration after successful implementation of the project. (Monthly Payment)	
Total		

4. Financial Bid Evaluation Process

The proposal with the lowest financial Bid will be given the maximum score of 100 points. The formula for calculating the financial scores is $Sf = 100 * Fm/F$

Where $Sf \leftarrow$ Financial Score

$Fm \leftarrow$ Lowest Price

$F \leftarrow$ Price of the Bid under consideration.

5. Final Selection

The weights to be given to technical and financial Bids are:

- Technical T = 80%
- Financial F = 20%

The combined score (S) will be calculated as follows:

$$S = 0.8 * St + 0.2 * Sf$$

The Bidder whose combined score is the highest will be referred to as 'H1'.

Negotiations, if considered necessary, shall be held only with H1 i.e., the successful Bidder after combined evaluation of the Technical Bid and financial Bid, as indicated above. In case of a tie in the final combined technical and financial score, the Bidder with higher technical score will be invited for negotiation and selection first. Under no circumstance, the financial negotiation shall result into an increase in the price originally quoted by the successful Bidder.

ANNEXURE I

INSTRUCTIONS TO BIDDERS

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. Submission of Wireframing and Migration plan document -25% SharePoint 2019 Configuration -25% Data Migration from SharePoint 2013 to 2019 – 25 % Migration and Upgradation Sign Off – 25% Resource cost will be paid on monthly arrear basis.
6.0	Obligations of Successful Bidder
	a. The successful bidder must deploy and configure 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.

	<p>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.</p> <p>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</p>
7.0	Signing of the contract
	<p>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. The bidder has to bear all expenses required towards stamp duty / charges required for Agreements.</p>
	<p>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.</p>
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.
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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/2022-23/14**)

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: E-Tender for Migration and Upgrade of MS SharePoint (2013 To 2019) Intranet Website for Export-Import Bank of India.

Ref. No: EXIM/RFP/2022-23/14

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:

Date:

Name:

Designation:

Seal:

SELF - DECLARATION FOR COMPLIANCE

(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:

ANNEXURE V

ELIGIBILITY CRITERIA OF THE BIDDER

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 certified Microsoft partner in the area of Collaboration and Content from last 5 year from 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.	The Bidder must have experience in providing migration in the area of Collaboration and Content related software to at least 3 BFSI/PSUs/Govt/Public organisations in India during last five years. Details of customers and copy of work order to be provided.	Details of customers and copy of work order to be provided.
4	The bidder should have a head office and support center in India.	Valid Proof of address for having office/support center in India.
5	Should have a minimum of 30 manpower resources with 2 or more years' experience in SharePoint Migration and these resources should be in the payroll of bidder and located in India.	Self-declaration to this effect on bidder's letter head signed by bidder's authorized signatory.
6	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.

7	The bidder should not be involved in any litigation which threatens solvency of company	Certificate is to be provided by the Chartered Accountant/Statutory
8	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
9	Escalation Matrix	Bidders must provide the escalation matrix for call logging on their letterhead
10	The Bidder shall execute E-Tendering Process Compliance Statement and Undertaking letter as per Annexure	Upload seal and signed copy of Annexures
11	Customer satisfaction certificate (BFSI/PSUs/Govt organizations)	At least 2 Customer (BFSI/PSUs/Govt /Public organizations clients) satisfaction certificate as per Annexure.
12	Proposed solution details (DC, HA and DR Setup) and hardware requirement	Upload proposed software component details along with license types and number of licenses

Note:

- Bidder should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of bidder who do not fulfil 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.

ANNEXURE VI

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
Party

Receiving

By _____

By _____

Name:

Name:

Title:

Title:

INTEGRITY PACT

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 “E-Tender for Migration and Upgrade of MS SharePoint (2013 To 2019) Intranet Website 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)
(Office Seal)

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

Place _____

Date _____

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

ANNEXURE VIII

STATEMENT OF NIL DEVIATIONS

(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/2022-23/14**

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:

Annexure X

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 “E-Tender for Migration and Upgrade of MS SharePoint (2013 To 2019) Intranet Website 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 (Migration and Upgrade of MS SharePoint (2013 To 2019) Intranet Website for Export-Import Bank of India)		
To be emailed to:	shushant.v@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:

Annexure-XII

DETAILED COMMERCIAL PROPOSAL

No.	Description	Required Hours	Rate per hour	Price Excluding GST
1	Environment Analysis https://sharepointweb.eximbankindia.in (Migration Plan) <ul style="list-style-type: none"> • SharePoint Content • Intranet Website • Active Directory 			
2.	Installation and configuration of <ul style="list-style-type: none"> • Windows Server 2019 • SharePoint 2019 • SQL 2019 • AZURE Active directory integration 			
3.	Staged upgrade from Windows <ul style="list-style-type: none"> • Server 2012 R2 • SQL 2013 and • SharePoint 2013 to the 2019 Environment 			
4.	Migration of content databases with existing SharePoint structure to the 2019 Environment			
5.	Migration of content databases with existing SharePoint structure to the 2019 environment.			
6.	Configuring all servers in farm (Including SQL server) to be in line with Microsoft SharePoint Best Practise.			
7.	Configuring SQL database Auto growth, Memory Limits, Recovery Model and Automatic Backups.			
8.	Applications must be installed in line with best practice to minimize changes to			

	log and database locations at a later stage.			
9.	Intranet/Extranet/Internet Website Testing.			
Total				

Notes:

1. Quoted price should be exclusive of all taxes and duties.
2. Bidder should input percentage of increase in resource cost after every 12 months between 8% to 20%.
3. The bidder shall meet the requirements of Goods & Services Tax (GST)

Appendix I

Submission of Technical Document

Technical Documentation

1. Documentation for software components:

The Bidder shall deliver all the relevant documents to EXIM for all software components including third party software before the deliverables are operationalised, which may include, but not limited to user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, on-line tutorials, system configuration documents, system administrative documents, troubleshooting, debugging and diagnostics documents, test procedures etc.

2. Documentation for solution:

Bidder shall deliver all relevant documentation pertaining to solution in the appropriate format. All manuals shall be supplied in English, in soft copy. The bidder's method for updating documentation to reflect changes should be explained. The indicative list may include (not exhaustive) -

- Business Requirement Document
- Installation & Configuration Document
- Functional/System Requirement Specification Document
- Design document
- Architecture Document / Network Diagram/ high level design doc/ low level design doc
- Risks and Mitigation Document
- Gap analysis Document
- Project Plan
- Project Management Reports (On weekly basis)
- Test Plans
- Comprehensive Test Cases Document (Unit, Integration and SIT Test Cases)
- Security Management Guide
- User Management Guide
- Production Deployment Plan
- Solution Configuration Document
- Operational Manual
- Operational Acceptance Checklist
- User Manual with clear-cut navigation and appropriate screenshots of user-screens
- Manuals provided by respective OEMs

Appendix II

Proposed Solution and Write Up

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

- 1) Understanding of the project
- 2) Solution Proposed
 - i. Technology based approach
 - Schematic/data flow diagrams
 - Compliance with Solution Architecture and Integration and Data Migration related approach
 - Integration (Out of the box Integration, development of Restful APIs, open standards APIs to integrate with any Java based application to insert, retrieve, full text search the documents, etc. simple or complex method
 - Data Migration (tools used, approach adopted, time taken, UAT methodology, size of team deployed and its SharePoint 2019 and SharePoint online experience, Audit for Pre, and Post data migration.
- 3) Security Framework
 - i. Bidder has write-up how they intend to implement the security framework as mentioned in detailed scope of work for the entire project.
- 4) Recommended hardware & network sizing and no of environment as per **Appendix VIII**.
- 5) Expectations & dependencies requirements from EXIM

Appendix III

Functional and Technical Specifications

The various features in TICE (SharePoint 2019 Hybrid) will only accessibly using Azure AD credentials. Below specifications are illustrative in nature however bidder need to evaluate further specifications the time making Business Requirements Documents (BRD) and incorporate in their plans to ensure that the deliverables meet the EXIM expectations.

TABLE A-FUNCTIONAL SPECIFICATIONS

S. No	Requirement Specification	Out of Box Feature	Third Party Feature
1	The web interface must support MS Edge, Chrome, Safari on Apple Devices, Firefox, and their subsequent upgrades without downloading any plugins. Users must be able to view documents without any browser plug-ins requirements.		
2	Produce and save scanned documents in PDF, PDF/A file apart from TIFF file format		
3	Document(s) uploaded should be OCR, Auto Quality checked, Manual Quality control checked at centrally and at user level		
4	The system provides the capability to perform indexing of documents and categorization.		
5	Content Repository should be able to track actions and capture detailed audit logs to meet audit compliance requirements and data privacy norms.		
6	Admins should be able to configure email/SMS notifications such that officers only up to a defined level receive notifications.		
7	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).		
8	If documents are secured, the presence of documents should not be visible when a user without access rights undertakes any searches on the document store.		

9	In general, confidentiality, integrity and availability for the scanned documents and physical files must be ensured.		
10	Identification of content type across all Groups for publishing a template.		

TABLE B-TECHNICAL SPECIFICATIONS

S. No	Requirement Specification	Out of Box Feature	Third Party Feature
1	DL (Distribution List) based Authentication on SharePoint Sites.		
2	Office Web App Integration which should support Word, excel, PPT etc.		
3	Digital Signature integration with TICE (SharePoint 2019 Hybrid)		
4	Blob Configuration for Document upload and download.		
5	Integration with third party database like Oracle, Mongo DB, My SQL etc.		
6	Support for Internet and Intranet Sites		
7	Integration with Amazon, Azure, or Google Cloud for application deployment.		
8	Azure active directory and integration with ADFS.		
9	Outgoing /Incoming Email and SMS configuration.		
10	Configuration of Bank Wide search for all content.		
11	Configuration of Business Connectivity Service for all external application		
12	Configuration of Managed Metadata Service		

Appendix IV

Responsibility Matrix

Sl. No.	Activity	Bidder	EXIM
1	Study of all existing applications SharePoint 2013 On Premise along with EXIM On Prem Infrastructure on which SharePoint 2019 (Hybrid) has to be implemented.	√	
2	Submission of the detailed to be document with architecture, flow diagram	√	
3	Procurement of Software licenses		√
4	Providing the requirements of Hardware Infrastructure	√	
5	Provisioning and installation for SharePoint 2019 (Hybrid) on EXIM On-Prem Environment and Azure Cloud.		√
6	Configuration of SharePoint 2019 (Hybrid) on Cloud Infrastructure	√	
7	Installation, updating, patching Application Software	√	
8	Installation and updating the Operating Systems	√	
9	Installation and updating the Databases.	√	
10	Onsite support for TICE SharePoint 2019 (Hybrid)	√	
11	Complete Functional & Technical testing	√	√
12	Incidence reporting and resolution of same in time bound manner as specified during first lodge	√	
13	Onsite\Offsite FMS support for TICE SharePoint 2019 (Hybrid) System	√	
14	Call logging & Ticket management & tracking the same till resolution	√	
15	Application Performance testing	√	√
16	Third party Software maintenance	√	
17	Application failover testing	√	√
18	Creation of all relevant Application and user documentation for TICE SharePoint 2019 (Hybrid) system	√	
19	Approve all documentations	√	
20	Submission of security Reports	√	
21	SLA management and submission of its report	√	

22	Project Management and Monthly Project Meeting	√	
23	Provide and maintain a single point of contact for the reporting and tracking of Incidents.	√	
24	Record, track, manage and resolve all Incidents received	√	
25	Report on Incidents within established time frames.	√	
26	Perform root cause analysis for problems as requested by EXIM.	√	
27	Co-operate with and co-ordinate with other functional areas to identify, investigate and resolve reported Incidents (e.g., Application and data management services, service desk services and network services).	√	
28	Produce root cause analysis report with recommendations to prevent reoccurring events.	√	
29	Approve or escalate root cause analysis recommendations	√	
30	Implement root cause analysis recommendations as approved by EXIM and as requested/assigned for respective areas of service responsibility and providing support thereof.	√	
31	Perform upgrades and maintain Software as required consistent as per Software Vendor or OEM's standard guidelines	√	
32	Perform system administration activities	√	
33	Review and approve all new versions, upgrades, updates, and customizations.	√	
34	Maintain all Software License Usage Report per system wise	√	
35	Install initial versions, new versions, upgrades, updates, and customizations of Software.	√	
36	Data Migration & Content migration	√	
37	Providing access to existing SharePoint (2013 On Prem) System	√	√
38	No data corruption during the migration	√	
39	Bringing migration tools or any other equipment	√	
40	Integration of SharePoint 2019 (Hybrid) with applications	√	
41	Providing access to information about SharePoint 2019 (Hybrid)	√	√
42	Provide on-going knowledge transfer which will facilitate skills progression	√	
43	Providing search services as per standards and requirements.	√	
44	Providing the requisite training to EXIM Staff	√	

Appendix V

Cyber Security Consideration

Requirements & guidelines to be followed during implementation of TICE (SharePoint 2019 Hybrid)

- Bidder has to ensure to get the compatibility checklist for the supplied solutions against SOC-NOC technologies in the tendering process.
- EXIM will conduct Vulnerability Assessment and Penetration Testing (VAPT) by CERT-In Empanelled vendor, If vulnerabilities found, the TICE (SharePoint 2019 Hybrid) bidder has to plug all vulnerabilities on time bound manner as specified by CERT-In Empanelled vendor and submit the closure report in time-bound manner as specified by EXIM.
- EXIM shall execute SLA for closing /fixing of identified vulnerabilities and applying security patches to the supplied systems/applications.
- Bidder to configure security policies in various security devices for secure access of data/information/applications.
- The Bidder shall follow secure coding practices during the implementation of the deliverables, compliant to a minimum of the CMM Level 5. The Bidder shall ensure that the code is not illegally copied and distributed/uploaded to third party persons. In case such incident occurs, the Bidder shall make immediate changes in the code to mitigate the damages.
- The Bidder shall ensure system hardening and conduct a configuration review.
- The system shall be free of privilege escalation vulnerability. The Bidder shall ensure that the operating systems and applications are secure and that there are no misconfigurations or weak passwords.
- The Bidder shall ensure that the system mitigates Top 25 software security vulnerabilities identified by CWE/SANS. The Top 25 software security vulnerabilities that software developers encounter in the course of the software development lifecycle as per CWE/SANS are –
 - a. Insecure interaction among components – This category examines 9 ways different software components interact, call, and use other software components using insecure methods.

- b. Risky resource management – This category contains 9 errors that explain how critical system resources are not properly managed. These resources can include configuration files, memory, software downloads and source code.
 - c. Porous defences – This category contains 7 errors that show how proper security defences are misused, abused, or sometimes simply ignored.
- Data-in motion and Data-at-rest should be in encrypted form by using strong encryption methods such as Advanced Encryption Standard (AES), RSA, SHA-2, etc.
- The Bidder shall ensure that regression testing is undertaken before the system is deployed for use. The scope of tests should cover business logic, security controls and system performance under various stress-load scenarios and recovery conditions.
- The Bidder shall ensure that Server-side access control mechanism should be role and rule based for the application users, system users and developers.
- The Bidder shall build necessary screens and workflows for granting and revoking the access rights.
- The Bidder must integrate the system with the existing Network Operations Center and Security Operations Center (NOC-SOC) agents installed at EXIM. The Bidder must communicate any disruptions in the NOC-SOC agents to the concerned team.
- Bidder shall implement Secure Software Development Framework integrated within each Software Development Lifecycle implementation to protect the critical personal information involved in the system.
- The Bidder shall use OWASP Application Security Verification Standard as a guide to define security requirements and to generate test cases.
- The Bidder shall parameterize all queries and bind the variables to prevent SQL injection. The Bidder shall also implement proper configuration in the database to prevent SQL injection.
- The Bidder shall ensure that all data is syntactically and semantically valid as it arrives and enters a system. Valid syntax means that the data is in the form that's expected — including the correct number of characters or

digits. Semantic validity means that the data has actual meaning and is valid for the interaction or transaction.

- The Bidder shall ensure that input validation happens on server side. The recommended validation method is Allow listing. This extends across multiple components, including HTTP headers, cookies, GET and POST parameters (including hidden fields), and file uploads. It also encompasses user devices and back-end web services.
- The Bidder shall implement session management and identity management to provide the highest level of protection. The Bidder shall also establish timeout and inactivity periods for every session.
- The Bidder shall implement re-authentication for sensitive or highly secure features.
- The Bidder shall implement secure password storage and implement a secure password recovery mechanism to help users to gain access to their account if they forget their password, wherever applicable.
- The system shall use a security-centric design to ensure that all requests go through an access control check.
- The Bidder shall adopt a framework that supports server-side trusted data for driving access control. The key elements of the framework should include user identity and log-in state, user entitlements, overall access control policy, the feature and data requested.
- The libraries used should be a security-focused and well-maintained library. The system should not allow confidential or sensitive data accessible in memory or allow it to be written into temporary storage locations or log files.
- The system should log and track security events and metrics. The system should keep various audit and transaction logs separate for both security and auditing purposes.
- The system should log the timestamp and identifying information, like source IP address and user ID.
- The system should manage exceptions in a centralized manner to avoid duplicated exception handling blocks in the code. In addition, system should verify that all unexpected behaviours are correctly handled inside the application.

The Bidder shall submit a write up on how they intend to implement the security framework for the project Deliverables.

The selected Bidder shall submit a detailed Security Framework Document (SFD), in line with the requirements as well as the write up submitted by the Bidder in the technical bid. The SFD shall be submitted to EXIM for approval within 3 months from signing the Agreement.

The Bidder shall comply with any observations with respect to the security, issued by EXIM from time to time and take corrective measures to address the same during the warranty and AMC period.

Appendix VI

Wireframing

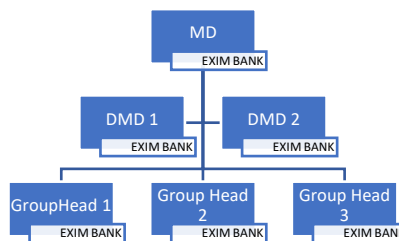
Wireframe Structure of Intranet:

TICE (Team Innovation Collaboration Execution) is an Intranet is an ecosystem that maintains a three-way balance between people, technology, and process.

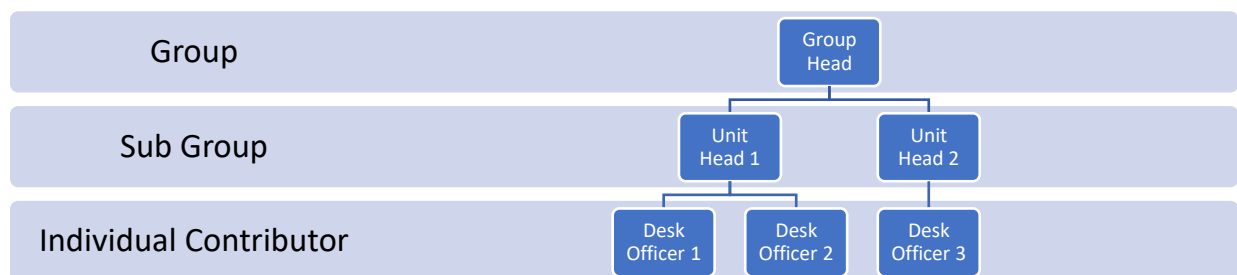
Steps for Creating Wireframe Structure:

1. Understand your audiences (People)
2. Define what the intranet will do and who will be involved (Organization)
3. Organize and prioritize your types of information Word, EXCEL, PPT, PDF, One Note (Technology)
4. Mock up a concept and validate
5. Begin your master page wireframe design
6. Determine conversion points.
7. Remove redundant steps.
8. Get feedback on the wireframe.

Organization Structure:



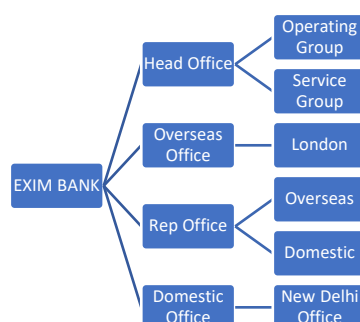
Group Structure:



Mobility Support:

Screen Size	Device	Required
Mobile screen	1080px wide x 1920px long	Yes
Tablet screen	8" Tablet - 800px wide x 1280px long 10" Tablet - 1200px wide x 1920px long	Yes
Desktop Browser screen	768px wide x 1366px long	Yes
APP (Windows/MAC OS)	768px wide x 1366px long	Yes

Organization Groups:



1. Rep Office

Domestic	Overseas
Ahmedabad	Abidjan
Bangalore	Adis Ababa
Chandigarh	Dhaka
Chennai	Dubai
Guwahati	Johannesburg
Hyderabad	Singapore
Kolkata	Washington
Mumbai	Yangon
New Delhi	

2. Head Office

Operating Group	Service Group
BC-NEIA	Information Technology
Credit Appraisal	CVO
Grass Root Initiative	Raj Bhasha
Loan Administration	Human Resource Management
Loan Monitoring	Internal Audit Group
Lines of Credit	Legal Group
Loan Operating	Knowledge Centre
Market Advisory Services	Management Information System

MD Office	Research and Analysis Group
DMD Office	Risk Management
Stressed Asset	Special Projects
Sustainable Enterprise and Export Development	Treasury and Accounts
Special Situations	
Government Affairs Cell	

Language support:

1. English (Default)
2. Hindi (Optional)
3. Regional (Based on Office Location)

No of Master Pages:

- Each Group will have separate master page. Master page will be decided based respective Group work, vision, and SOP. (25 Maximum)
- Intranet Home Page master page will be based on Bank Purpose, Vision, and Goal statement. (2 Maximum)

Appendix VII

Configuration and Services Requirement

SharePoint 2019 Configuration:

1. Hierarchy Configuration

Hierarchy Features	Configuration
Web Application Limits	
Web Application	
Zone	
Managed Path for host-named site Collections	
Managed path for path-based site collections	
Solution cache size	
SharePoint Server	
Application Pools	
Content Database	
Number of content databases	
Content database size (general usage scenarios)	
Content database size (all usage scenarios)	
Content database size (document archive scenario)	
Content database items	
Site collections per content database	
Remote BLOB Storage (RBS) storage subsystem on Network Attached Storage (NAS)	
Site Collection	
Site collections per farm	
Web site	
Site collection size	
Number of device channels per publishing site collection	

List and Library

Columns

Security

2. Features

Features	Configuration
Search	
Topology	
Item Size	
Dictionary	
Schema	
Query and Results	
Ranking	
Limits	
User Profile Service	
Content Deployment	
Blogs	
Business Connectivity Service	
Workflow	
Managed Metadata Term Store	
Visio Service	
Performance Point	
Word Automation Service	
Machine Translation Service	
Office Online Service	

Project Server
SharePoint App
Distributed Cache
Miscellaneous

3. SharePoint Service Configuration:

1. Hybrid Azure Active Directory authentication
2. Planning and Configuring Business Connectivity Service
3. Planning and Implementing a Data Gateway
4. Hybrid Search Service
5. Hybrid Teamwork Artifacts
6. Hybrid Managed Metadata Service
7. Incoming/Outgoing Email Configuration
8. SMS API Configuration

Appendix VIII

Software and Hardware Requirement

Hardware and Software requirements:

Software	CPU	Amount of RAM	Amount of Hard Disk Space	Total Number
Windows Server 2019 Datacentre	64 Bit, 4 Core	Min 16 GB	80 GB for System Drive + additional Storage [3]	9 (DC +HA+ DR) 1 Version Control
SQL Server 2019 Enterprise				3 (DC+ HA+ DR)
Windows Server 2019 Standard	64 Bit, 4 Core	Min 16 GB	80 GB for System Drive + additional Storage [3]	6 (3 Dev + 3 Pre-Production)
SQL Server 2019 Standard				4 (3 Dev + 1 Pre-Production)
SQL Server 2014 SP1 Standard				1 (For Migration)
SharePoint Server 2016				1 (For Migration)
SharePoint Server 2019				6 (DC + HA + DR) 4 (3 Dev + 1 Pre-Production)

Browser Support

- Microsoft Edge
- Google Chrome

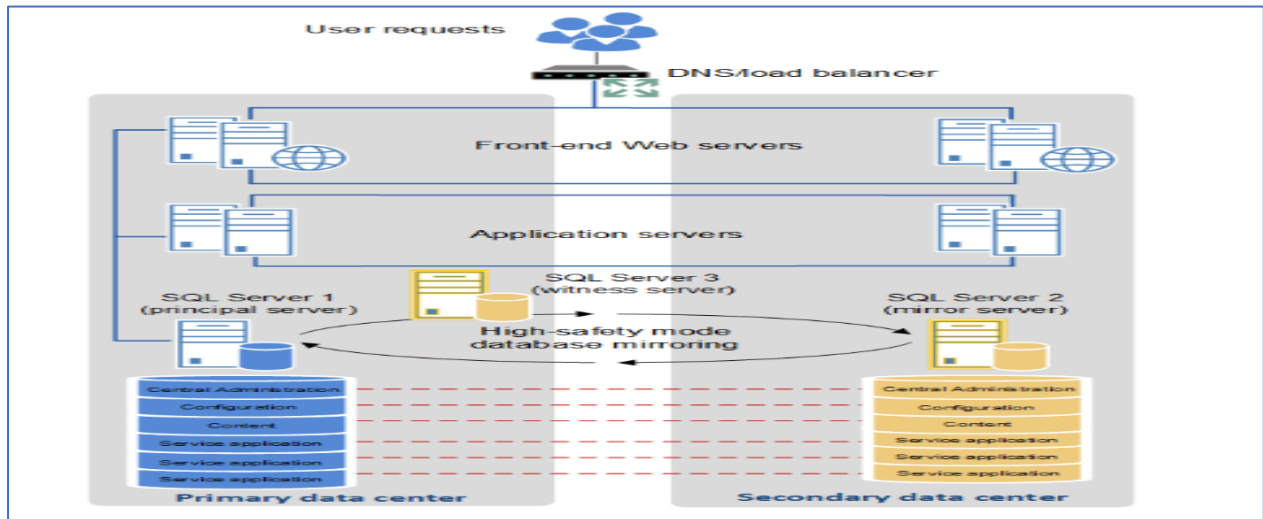
Version Control

- GIT On-Premises

Appendix IX

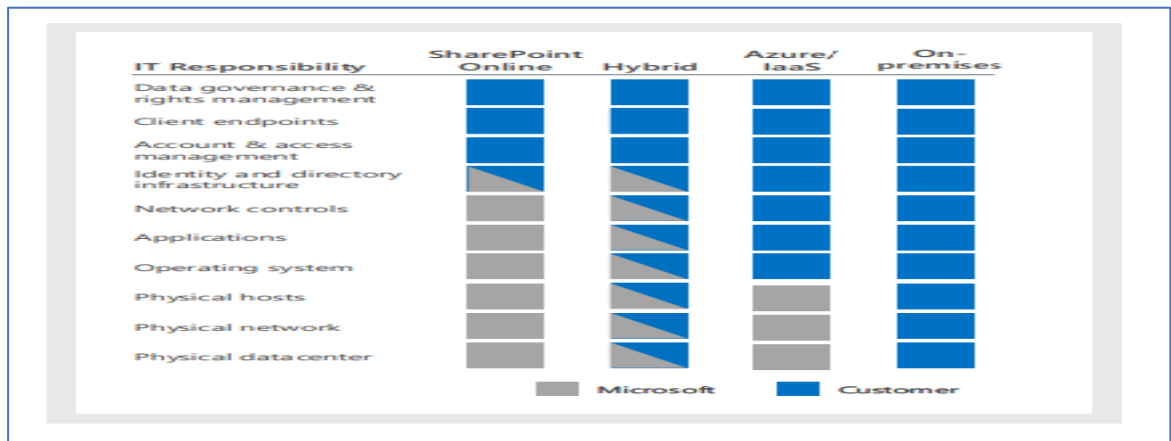
Tentative Technical Architecture

SharePoint 2019 Architecture Diagram:



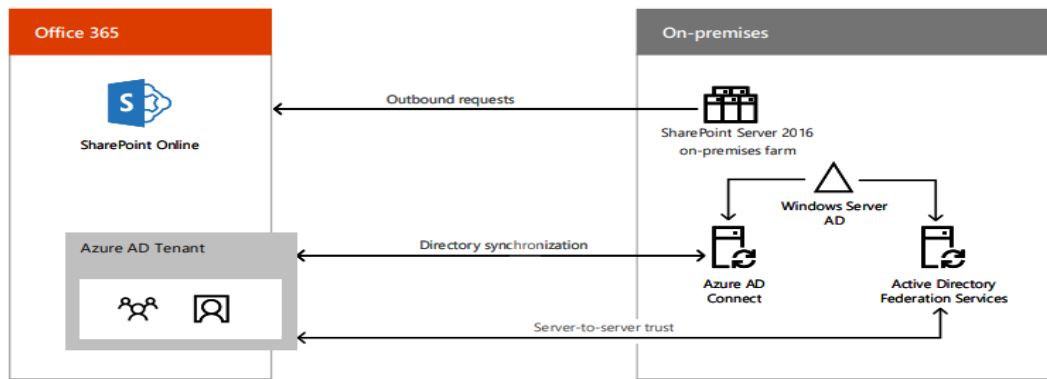
1. Architectural Models

1.1 IT Responsibilities



1.2 SharePoint Hybrid 2019

This solution will combine SharePoint Online with a SharePoint Server 2019 farm, deployed in either Azure or on-premises. Organization can incorporate SharePoint Online services into your overall SharePoint offering, start building SaaS management skills in your organization, and move your SharePoint Server 2019 sites and apps to the cloud at your own pace.



- SharePoint Search
- Hybrid SharePoint Search
- One Drive for Business Redirect
- Microsoft 365 Cloud Services

1.3 Architecture Tasks

- Plan network connectivity between on-premises and SharePoint Online in Office 365.
- Plan server-to-server trusts and certificates.
- Plan for identity synchronization and federation.
- Plan User Profile migration to SharePoint Online.
- Plan for a dedicated on-premises search farm.
- Decide which features to integrate and workloads to move.
- Plan for moving your OneDrive for Business content to OneDrive for Business in SharePoint Online before implementing OneDrive for Business redirect.

1.4 Licensing Requirements:

- Office 365 — Subscription model, no additional licenses needed.
- On-premises — Windows Server 2012 R2 or Windows Server 2016/19
- On-premises — SQL Server 2016/19 or SQL Server 2014 SP1 or later
- On-premises — SharePoint Server 2019 License
- On-premises — SharePoint Server 2019 Client Access License

2. MinRole for SharePoint Server 2019

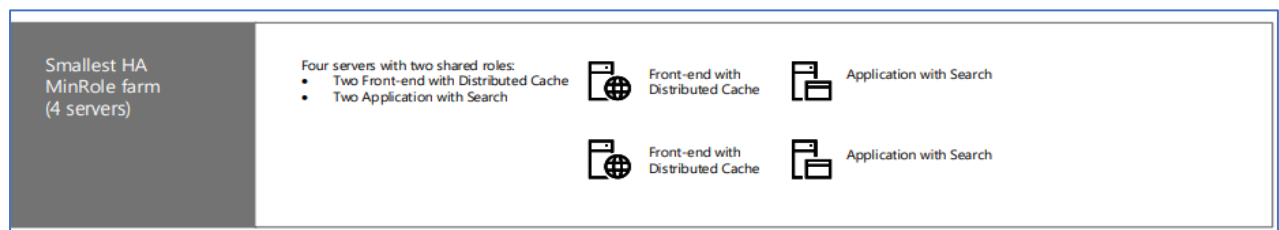
2.1 Shared Roles

Combines dedicated roles to optimize for smaller farms.



Front-end with Distributed Cache - Shared role that puts the Front-end and Distributed Cache roles on the same server. Make sure the server meets the system requirements for hosting a shared server role.

Application with Search - Shared role that puts the Application and Search roles on the same server. Make sure the server meets the system requirements for hosting a shared server role.



2.2 Topologies that include content, services, and search



2.3 Server Roles

Shared Roles	Server Roles	Notes
	 Front-end with Distributed Cache  Application with Search	The shared roles are the same as their equivalent Dedicated Roles and the requirements for a Content, Services, or Search farm are the same as their Dedicated role equivalent.

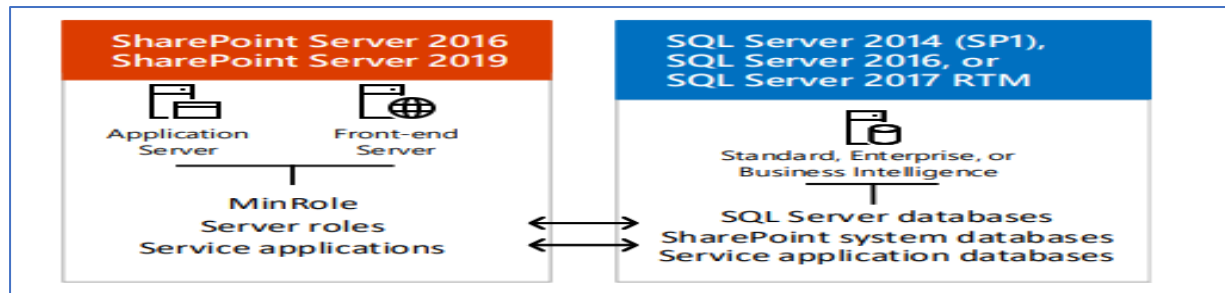
2.4 Services for each server Role

Shared Roles	Server Roles	Components and services - Note: All computers have hidden services to support a server role.	
	 Front-end with Distributed Cache	Access Services and Access Services 2010 App Management Service Business Data Connectivity Claims to Windows Token Service Distributed Cache Machine Translation Service Managed Metadata Web Service Microsoft SharePoint Foundation Administration Microsoft SharePoint Foundation Sandboxed Code Service Microsoft SharePoint Foundation Subscription Settings Service	Microsoft SharePoint Foundation Timer Microsoft SharePoint Foundation Web Application Microsoft SharePoint Insights PerformancePoint Service Project Server Application Service Request Management Secure Store Service User Profile Service Visio Graphics Service
	 Application with Search	App Management Service Application Discovery and Load Balancer Service Business Data Connectivity Service Claims to Windows Token Service Machine Translation Service Managed Metadata Web Service Microsoft SharePoint Foundation Administration Microsoft SharePoint Foundation Incoming E-Mail Microsoft SharePoint Foundation Subscription Settings Service Microsoft SharePoint Foundation Timer Microsoft SharePoint Foundation Web Application Microsoft SharePoint Foundation Workflow Timer Service	Microsoft SharePoint Insights PowerPoint Conversion Service Project Server Application Service Request Management Search Administration Web Service Search Host Controller Service Search Query and Site Settings Service Secure Store Service SharePoint Server Search User Profile Service Word Automation Services

3. SharePoint Servers 2019 Databases

System databases – automatically created when you run the SharePoint Products Configuration Wizard (PSConfig.exe)

Service application databases – automatically created when you deploy a service application in your farm and when you choose a server role in the MinRole feature



3.1 SharePoint system databases

- 3.1.1 Configuration (Small) (SharePoint_Config)
- 3.1.2 Central Administration Content (Small) (SharePoint_AdminContent_)
- 3.1.3 Content (Medium – large) (WSS_Content)

3.2 Search Service Database

- 3.2.1 Search Administration (Medium) (Search_Service_Application_DB_)
- 3.2.2 Crawl (Medium) (Search_Service_Application_CrawlStoreDB_)
- 3.2.3 Link (Medium – large) (Search_Service_Application_LinkStoreDB_)

3.3 User Profile Service Database

- 3.3.1 Profile (Medium – large) (User Profile Service Application_ProfileDB_)
- 3.3.2 Social Tagging (Small – extra-large) (User Profile Service Application_SocialDB_)
- 3.3.3 Synchronization (Medium – large) (User Profile Service Application_SyncDB_)

3.4 3.4 Service Application Database

- 3.4.1 App Management (Small)
- 3.4.2 Apps for SharePoint (Very small)
- 3.4.3 Business Data Connectivity (Small)
- 3.4.4 Managed Metadata (Medium)
- 3.4.5 PerformancePoint Services (Small)
- 3.4.6 Secure Store Service (Small)
- 3.4.7 SharePoint Translation Service (Small)
- 3.4.8 SQL Service Power Pivot Service (Small)
- 3.4.9 State Service (Medium – large)
- 3.4.10 Subscription Settings Service (Small)

3.4.11 Usage and Health data collection (Extra-large)

3.4.12 Word Automation Services (Small)

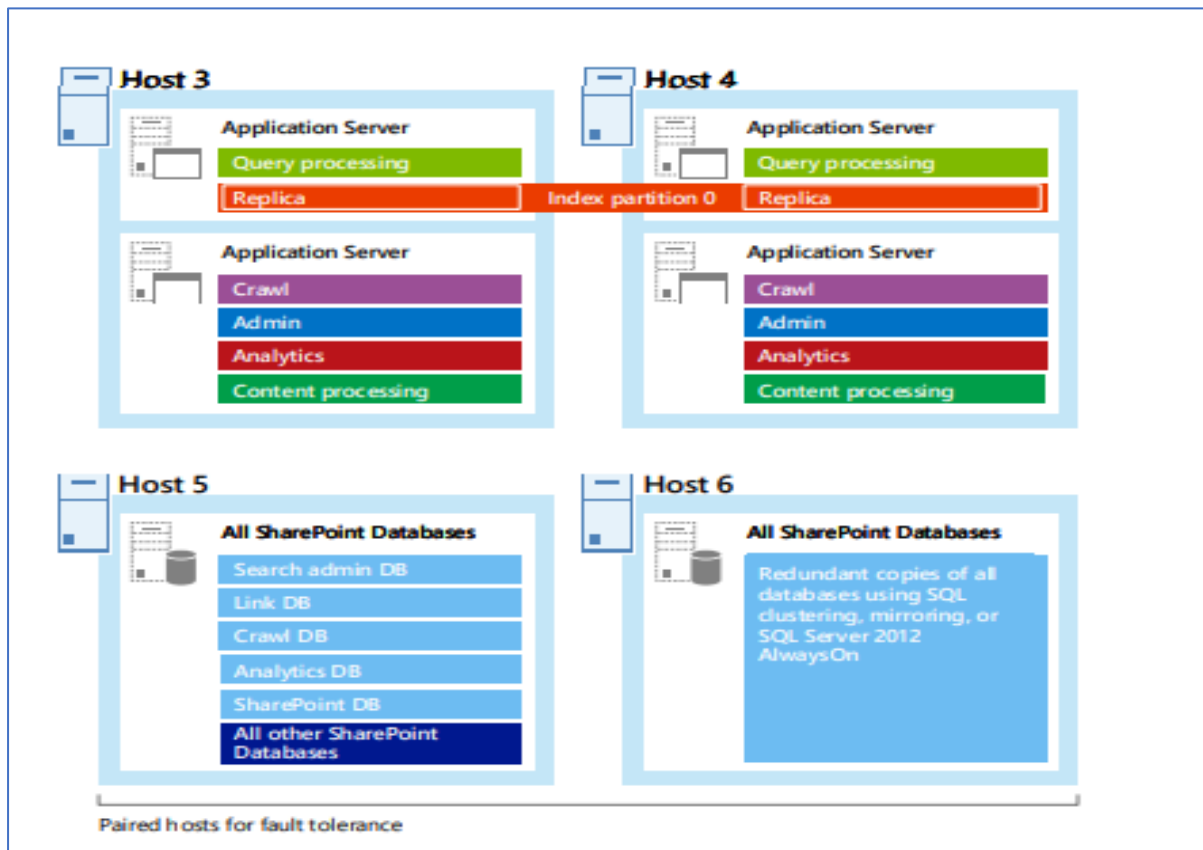
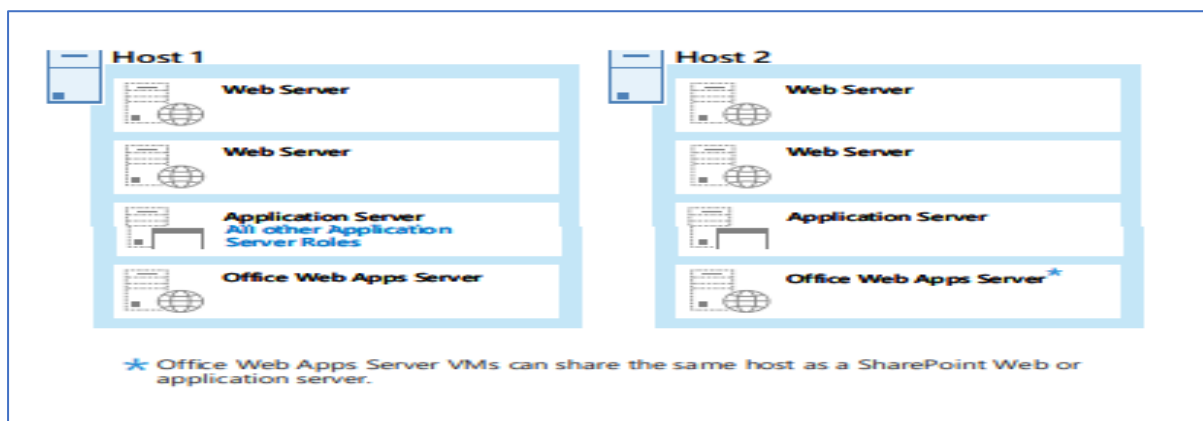
4. SharePoint Search

Small search All Purpose farm (~20M Items)

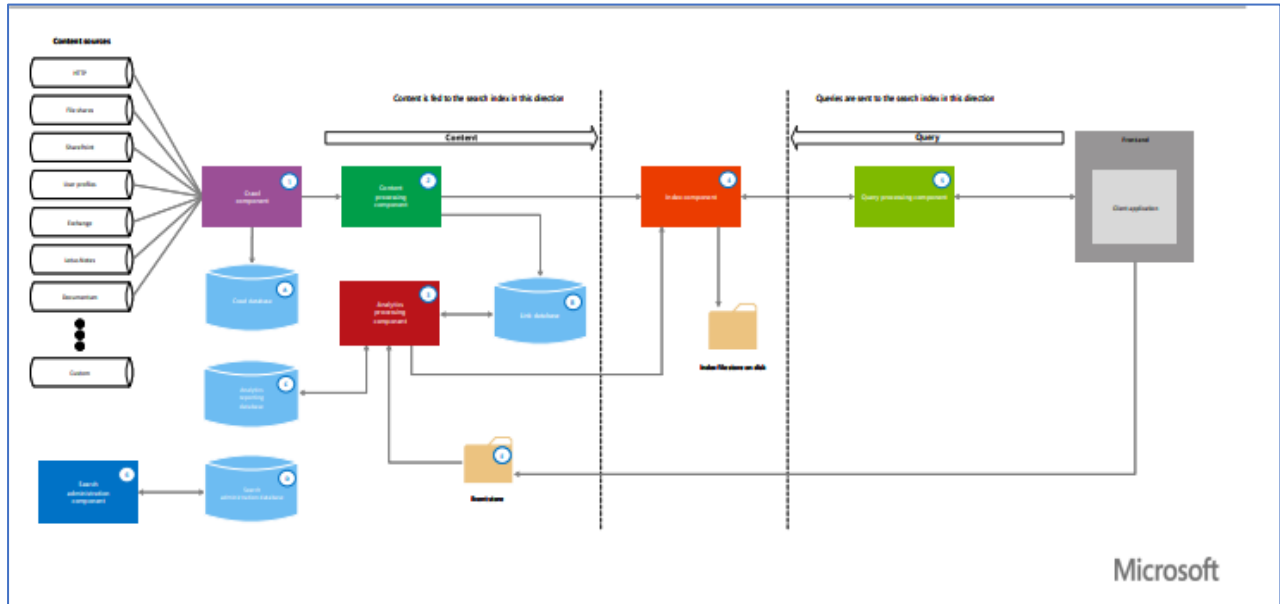
This farm is intended to provide the full functionality of SharePoint Server search with fault tolerance for up to 20 million items in the search index. Two versions are illustrated.

A. Server Configuration:

3 Tier Small farms with HA (High Availability)



B. Search Component Illustration:



<p>Application server with search components</p> <ul style="list-style-type: none"> Hosts all of the search components if only one server is configured. Otherwise, it holds components associated with the server, as configured by the administrator. Holds the entire search index if only one index partition is configured. Otherwise, it holds portions of the index that are associated with the index partitions as configured by the administrator. The query processing component routes incoming queries to index replicas. Each index replica is an index component. At least one index partition must be configured per farm. At least one of each search component must be configured per farm. You cannot have multiple search components of the same type on one application server. Add search components on separate servers to provide redundancy. 	<p>Index</p> <p>Index component The index component is the logical representation of an index replica.</p> <p>Index partitions</p> <ul style="list-style-type: none"> You can divide the index into discrete portions, each holding a separate part of the index. An index partition is stored in a set of files on a disk. The search index is the aggregation of all index partitions. <p>Query Processing</p> <p>Query processing component Analyzes and processes search queries and results.</p> <p>Admin</p> <p>Crawl</p> <p>Crawl Component Crawls content based on what is specified in the crawl databases.</p> <p>Content Processing</p> <p>Analytics processing component Carries out search analytics and usage analytics.</p>	<p>Index replicas</p> <ul style="list-style-type: none"> Each index partition holds one or more index replicas that contain the same information. You have to provision one index component for each index replica. To achieve fault tolerance and redundancy, create additional index replicas for each index partition and distribute the index replicas over multiple application servers. <p>Search administration component</p> <ul style="list-style-type: none"> Runs system processes that are essential to search. There can be more than one search administration component per Search service application, but only one component is active at any given time. <p>Content processing component Carries out various processes on the crawled items, such as document parsing and property mapping.</p>
<p>Database server</p> <ul style="list-style-type: none"> Hosts search databases. Can host other SharePoint Server 2016 or SharePoint Server 2019 databases. Can be mirrored or clustered. To increase performance and capacity, consider adding disks to the database server or adding database servers (depending on the bottleneck). 	<p>Search Admin DB</p> <p>Crawl DB</p> <p>Crawl database</p> <ul style="list-style-type: none"> Stores the crawl history. Manages crawl operations. Each crawl database can have one or more crawl components associated with it. <p>Link DB</p> <p>Analytics reporting database Stores the results of usage analytics.</p>	<p>Search administration database Stores search configuration data. Only one search administration database per Search service application.</p> <p>Link database Stores the information extracted by the content processing component and also stores click-through information.</p>

Appendix X

Migration from SharePoint 2013 to SharePoint 2019

1. SharePoint 2013 Configuration

1.1 Web Application

Zone	Web URL
Intranet	http://sharepointweb

1.2 Site Collection

Serial Number	Title	Purpose
1	Home (Root Web)	Bank Wide Intranet
2	Admin	Admin Related Module
3	BI Report	Reporting Site
4	Document Center	Document Center
5	HRM	HRM Related Module
6	Inward Outward	Inward Outward
7	My Group	Budget and Note Module
8	Travel	Travel (Domestic and Overseas)
9	Business Process	Business Related Automation

1.3 Content DB and Size

Serial Number	Content DB	Size (Byte)
1	Home (Root Web)	22233809465
2	Admin	1127546609
3	BI Report	32767635
4	Document Center	43361204777
5	HRM	457186103
6	Inward Outward	421398477
7	My Group	4158599811
8	Travel	3106850952
9	Business Process	447466796

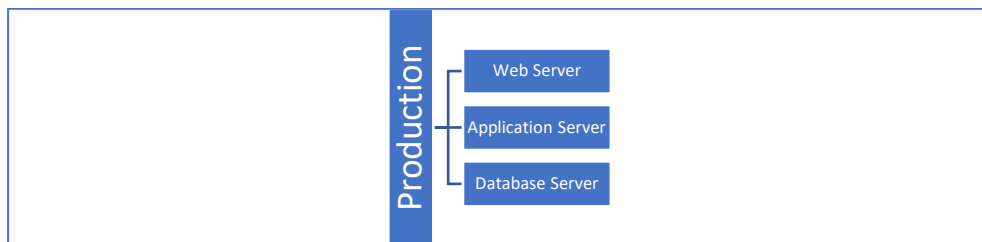
1.4 Services

Serial Number	Services
1	Reporting Service

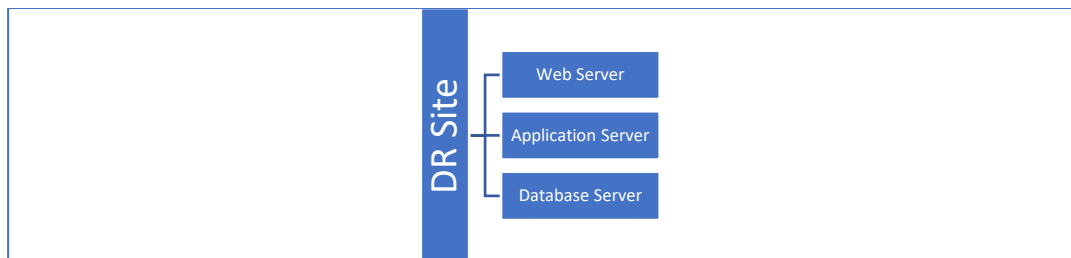
2	Secure Store Service
3	Social DB
4	Search Service
5	BDC Service
6	Performance Point Service
7	App Management Service
8	Power Pivot Service
9	Manage Metadata
10	Profile

1.5 Current Farm

A. Production:

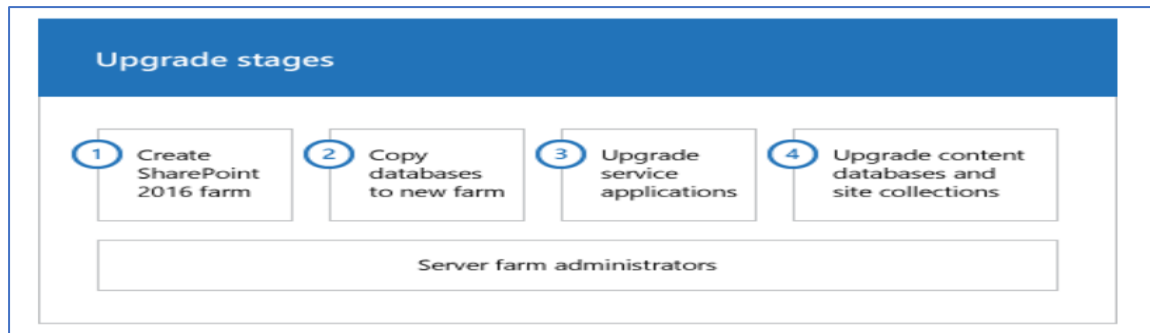


B. DR Site:

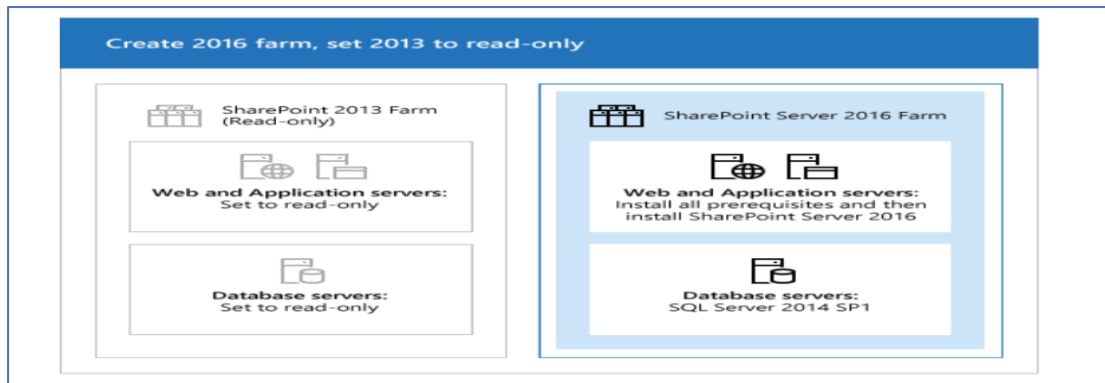


2. Upgrade process to SharePoint Server 2016 from SharePoint 2013

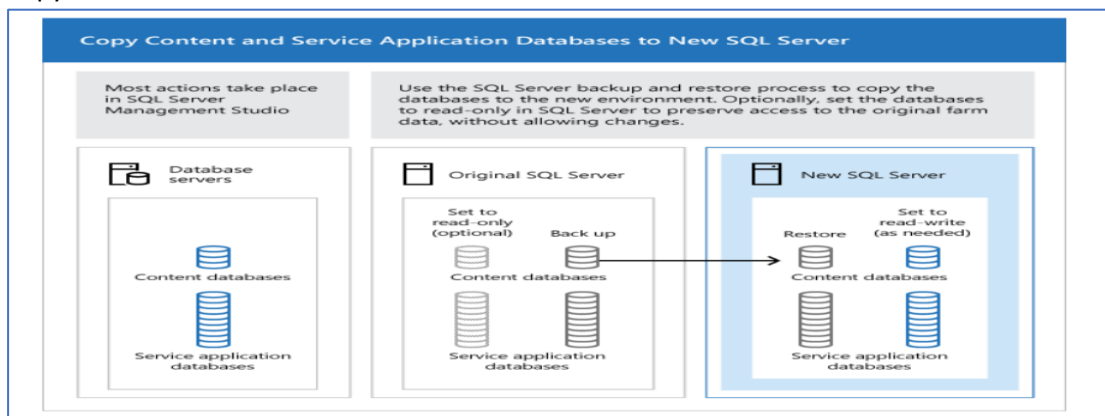
To upgrade from Microsoft SharePoint Server 2013 with the March 2013 Cumulative Update to SharePoint Server 2016, we will use the database-attach method. In the database-attach method, first need to create and configure a SharePoint Server 2016 farm. Then we can copy the content and service application databases from the SharePoint Server 2013 with the March 2013 Cumulative Update farm, and then attach and upgrade the databases. This upgrades the data to the new version. Then Site owners need to upgrade individual site collections.



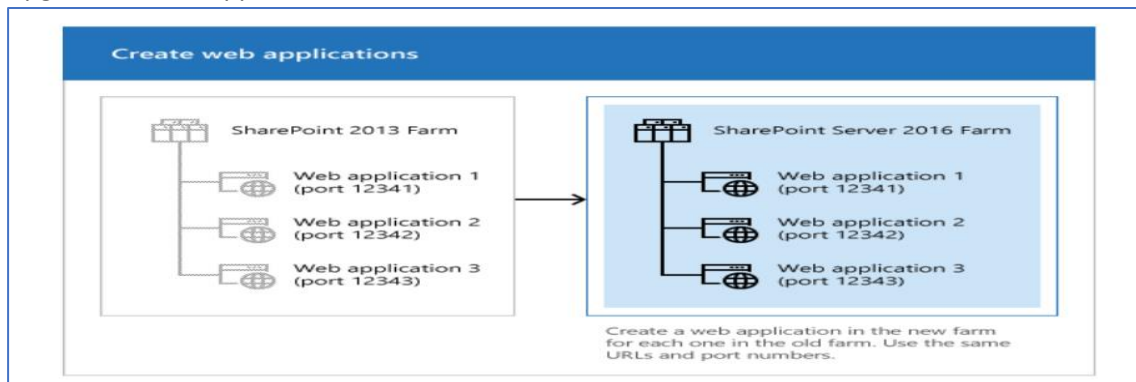
1. Create SharePoint 2016 Farm

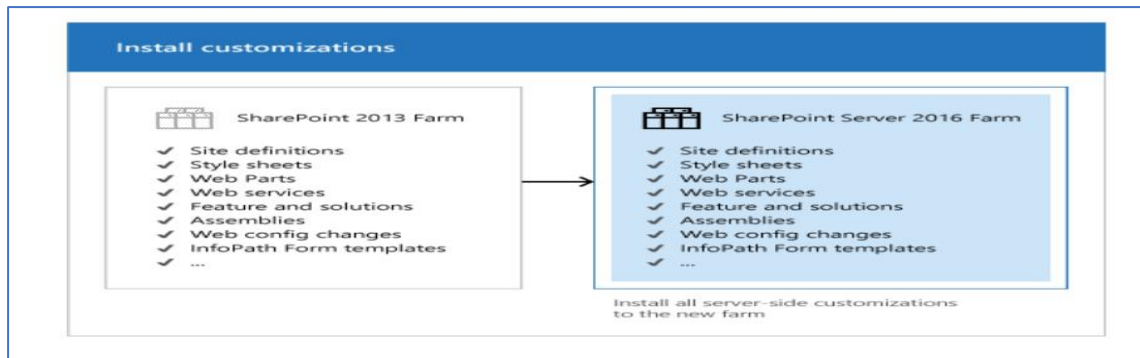


2. Copy Database to new Farm

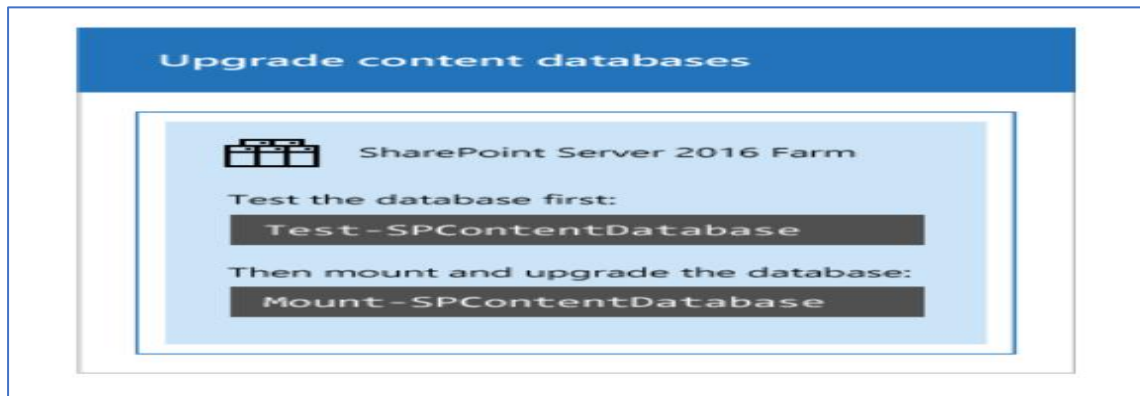


3. Upgrade Service Application

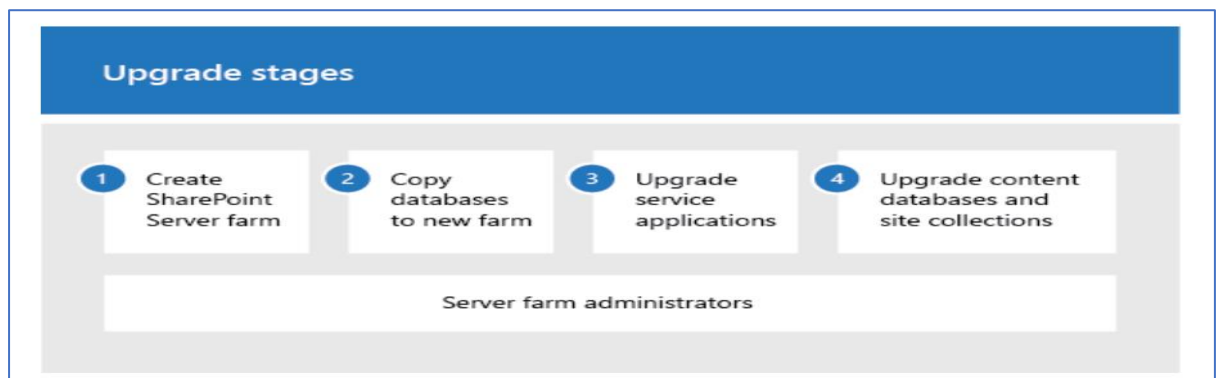




4. Upgrade Content databases and site collection



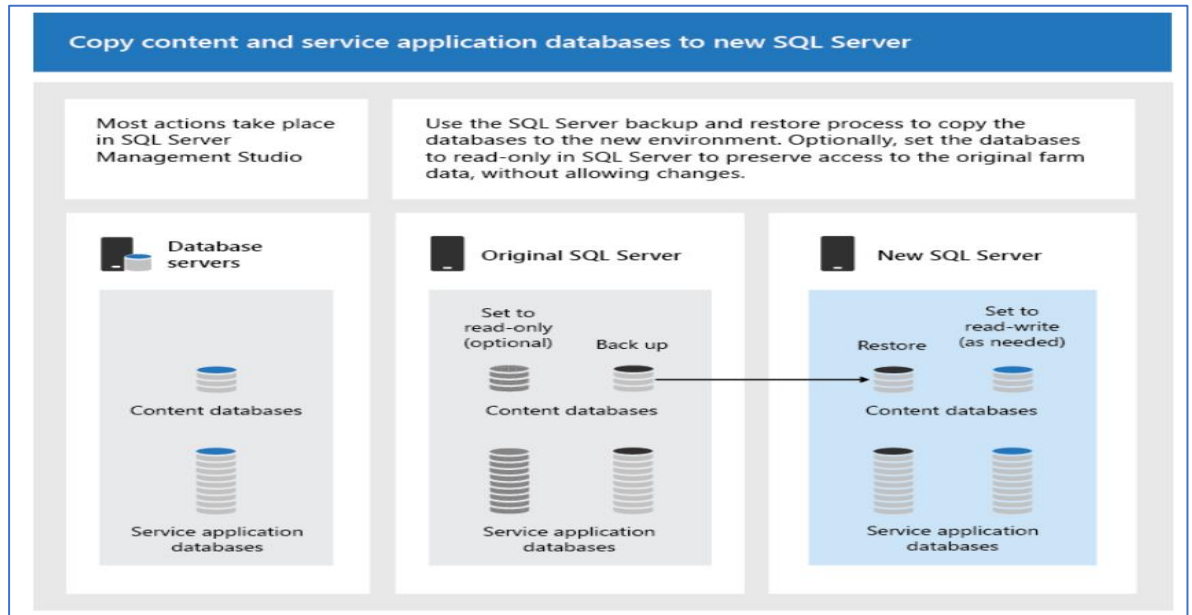
3. Upgrade process to SharePoint Server 2019 from SharePoint 2016



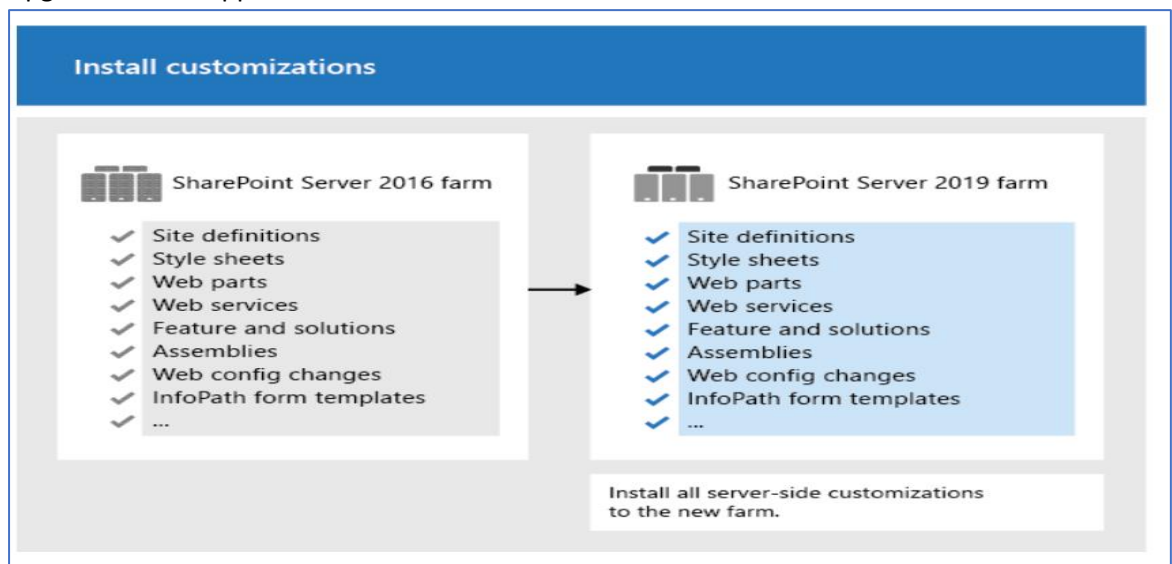
1. Create SharePoint Server Farm



2. Copy Databases to new farm



3. Upgrade Service application



4. Upgrade Content database and Site Collection

