



Online Request for Proposal (e-RFP)
For
selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.

e-RFP Ref No. JKB/CHQ/T&D/Selection-AMC-Servers/2025-1333
Dated: 28-02-2025

Issued by
J&K Bank
Technology & Development Department,
Ground Floor, Air India Building,
Residency Road, Srinagar
Phone No :+91-9596338800
email id - mir.farhat@jkbmail.com

SCHEDULE OF RFP

e-RFP Reference No.	JKB/CHQ/T&D/Selection-AMC-Servers/2025-1333 Dated: 28-02-2025
Date of Issue of RFP	28-02-2025
RFP Description	Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.
Issuer of the RFP-Department	Technology & Development Department
Bank's Communication Details	J&K Bank Technology & Development, 5 th Floor , Corporate Headquarters M.A Road , Srinagar Mr. Mir Farhat Naseem Phone No :+ 91-9596338800 email id - mir.farhat@jkbmail.com
RFP Application Fee (Non - Refundable)	Rs.2,500/--(Rupees Two Thousand Five Hundred Only) to be deposited through Transfer / NEFT to the below detailed A/c: Account Name: Tender Fee/ Cost Account 16-digit Account No : 9931530300000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters
Earnest Money Deposit (EMD) (Refundable)	Rs.20,00,000/- (Rupees Twenty Lacs Only) to be deposited through Transfer / NEFT only to below A/c: Account Name: Earnest Money Deposit (EMD) 16-digit Account No : 9931070690000001 IFSC Code: JAKA0HRDCHQ (0 denotes zero) Bank: The J&K Bank Ltd Branch: Corporate Headquarters MA Road Srinagar J&K – 190001 (EMD is exempted for all Start-ups as recognized by DPIIT/DIPP)
Performance Bank Guarantee	5% of total contract Value

Bid Document Availability including changes/amendments, if any to be issued	NIT can be downloaded from and submitted on Bank's e-Tendering Services Provider's Portal https://jkbank.abcprocure.com from February 28, 2025, 16.00 Hrs. To March 21, 2025, 17.00 Hrs.										
Last Date for Pre-Bid Queries & submission Mode	All Clarifications / Queries shall be raised online only through e-Tendering Portal https://jkbank.abcprocure.com by or before March 07, 2025 17.00 Hrs.										
Pre-bid Queries Response date	All communications regarding points / queries requiring clarifications shall be given online through prescribed e-Tendering Portal on March 13, 2025										
Last Date of Submission of RFP Bid	March 21, 2025, 17.00 Hrs.										
Submission of online Bids	As prescribed in Bank's online tender portal https://jkbank.abcprocure.com										
Date and time of opening of technical bid	To be notified separately										
Corrigendum	All the Corrigendum will be uploaded on online tender portal https://jkbank.abcprocure.com only										
For e-Tender related Queries	<p><u>Service Provider:</u></p> <p>M/s. E-procurement Technologies Limited (Auction Tiger) , B-705, Wall Street- II, Opp. Orient Club, Ellis Bridge, Near Gujarat College, Ahmedabad- 380006, Gujarat</p> <p><u>Help Desk:</u></p> <table border="1"> <thead> <tr> <th>Sr. No</th><th>Name</th></tr> </thead> <tbody> <tr> <td>1</td><td>Sandhya Vekariya - 6352631968</td></tr> <tr> <td>2</td><td>Suraj Gupta - 6352632310</td></tr> <tr> <td>3</td><td>Ijlalaeahmad Pathan - 6352631902</td></tr> <tr> <td>4</td><td>Imran Sodagar - 9328931942</td></tr> </tbody> </table>	Sr. No	Name	1	Sandhya Vekariya - 6352631968	2	Suraj Gupta - 6352632310	3	Ijlalaeahmad Pathan - 6352631902	4	Imran Sodagar - 9328931942
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DISCLAIMER

The information contained in this RFP document or any information provided subsequently to bidder(s) whether verbally or in documentary form/email by or on behalf of the J&K Bank is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by the J&K Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advices/clarifications. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. The Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on it.

The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.

The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

The Bidder shall, by responding to the Bank with a bid/proposal, be deemed to have accepted the terms of this document in totality without any condition whatsoever and accepts the selection and evaluation process mentioned in this RFP document. The Bidder ceases to have any option to object against any of these processes at any stage subsequent to submission of its responses to this RFP. All costs and expenses incurred by interested bidders in any way associated with the development, preparation, and submission of responses, including but not limited to the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by J&K BANK, will be borne entirely and exclusively by the Bidder.

The bidder shall not assign or outsource the works undertaken by them under this RFP assignment awarded by the Bank without the written consent of the Bank. The Bidder hereby agrees and

undertakes to Indemnify the Bank and keep it indemnified against any losses, damages suffered and claims, action/ suits brought against the Bank on account of any act or omission on part of the Bidder, its agent, representative, employees and sub-contractors in relation to the performance or otherwise of the Services to be provided under the RFP. The bidders shall not assign or outsource the works undertaken by them under this RFP awarded by the Bank, without the written consent of the Bank.



List of Abbreviations

DC	Data Centre
DR	Disaster Recovery
HA	High Availability
BG	Bank Guarantee
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
SP	Service Provider
EMD	Earnest Money Deposit
SLA	Service Level Agreement
NDA	Non-Disclosure Agreement
SI	System Integrator
TCO	Total Cost of Ownership
PO	Purchase Order
RFP	Request For Proposal
KYC	Know Your Customer
RoI	Rest of India
OS	Operating System
IP	Internet Protocol
CBS	Core Banking Solution
NLS	Bank's Near Line Site
EOL	End of Life
EoS	End of Support
TAT	Turn Around Time
SPOC	Single Point of Contact
NAP	Network Access Point
PM	Preventive Maintenance
RMA	Return Merchandise Authorization

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A-INTRODUCTION

1. Brief About Bank:

The Jammu and Kashmir Bank Limited (J&K Bank / Bank) having its Corporate Headquarters at M.A Road Srinagar, J&K -19001 has its presence throughout the country with 1000+ Branches and more than 1400 ATMs. The Bank uses Information Technology in all spheres of its functioning by connecting all its branches and offices through its WAN. J&K Bank functions as a universal Bank in Jammu & Kashmir and as a specialized Bank in the rest of the country. Bank functions as a leading bank in the Union Territories of Jammu & Kashmir and Ladakh and is designated by Reserve Bank of India as its exclusive agent for carrying out banking business for the Government of Jammu & Kashmir and Ladakh. J&K bank caters to banking requirements of various customer segments which includes Business enterprises, employees of government, semi-government and autonomous bodies, farmers, artisans, public sector organizations and corporate clients. The bank also offers a wide range of retail credit products, including home, personal loans, education loan, agriculture, trade credit and consumer lending, a number of unique financial products tailored to the needs of various customer segments. The Bank, incorporated in 1938, is listed on the NSE and the BSE. Further details of Bank including profile, products and services are available on Bank's website at <https://www.jkbank.com>

2. Purpose of RFP

The purpose of this RFP is to invite bids for selecting a vendor to provide Comprehensive Annual Maintenance Services (AMC) of all in-scope components to the Bank for 3 years as per the Scope of Work stipulated in the RFP under back-to-back OEM arrangement. The vendor shall be responsible for providing the Onsite maintenance support (during breakdowns, breakfixes, RMAs and any other issues) to all infrastructure components of the Bank under scope at its Data Center in Noida, Near Data Center in Noida-Phase2, Disaster Recovery Center at CtrlS Datacentres Mumbai and NAP locations in Srinagar and Jammu and covering all IT equipment (Servers/Storages/SAN Switches/Allied Equipments etc) as given in **Annexure "M"**. The current scope of the RFP constitutes for nearly 290 assets (servers/equipments/Load balancers/HSMsetc) of different make & model like DELL, HPE, CISCO, WIPRO, Solaris, Thales, Radware, IBM Power (in standalone or cluster configuration) with Hyper-V & VMWare hypervization used. Different OS & DB installations on these servers & allied equipments include Microsoft Windows, Oracle Solaris, IBM-AIX, RHEL, Oracle, MY-SQL, MS-SQL, DB2 etc spread across DC, NLS, CHQ, ZOJ and DR Sites of the Bank.

The existing contract on "Annexure-M" servers is valid till 31-Mar-2025. The comprehensive support period on Servers, Storages, SAN Switches, HSMs, Load Balancers & allied hardware/equipment etc shall be effective for a period of 3 years from the date as mentioned against each equipment/hardware/software line item in Annexure-M & Annexure-N of this RFP.

The entire server list shall be reviewed at the end of each year and assets/servers having achieved End-of-Life during that year or not discontinued by the Bank shall be excluded from the subsequent year PO.

From the assets shown in the annexures, if any equipment is end-of-support on which comprehensive warranty can't be extended through OEM, those equipments/assets should be clearly highlighted during pre-bid for any clarification/rectification. Such assets shall be then kept under support through the bidder with the uptime commitment as per the term defined in SLA. Challenges if any need to be highlighted during pre-bid period only.

The Support level expected (L1, L2, L3) against each asset is shown in the Annexure along with the Contract Uptime shown against each Support Level in the relevant section of RFP.

J&K Bank has an owned subsidiary Bank namely, J&K Grameen Bank with Head Office at Narwal, Jammu, J&K-180001. All the servers and assets of Grameen bank are hosted in J&K Bank cage areas both at DC & DR locations. To effectively manage the server support through same partner as shortlisted by Sponsor J&K Bank, **AMC renewal on the list of servers shown in "Annexure-N" shall also be carried by the bidder in this RFP along with assets shown in "Annexure-M"**. The existing contract on "Annexure-N" servers is valid till 31-Mar-2025. The bidder has to ensure that the support on these servers/assets is also finalized on same lines as with J&K Bank with same scope of work and uptime commitments.

While the commercials of assets shown in Annexure-N shall be finalized in this RFP along with J&K Bank assets, the PO against these 26 Servers (Annexure-N) along with **Signing of the Service Level Agreement/NDA and issuance of all the necessary payments** shall be carried by J&K Grameen Bank directly to the L1 bidder.

AMC contract shall be renewed for the following quarter/year only if the Support services delivered by the L1 bidder for the current quarter/year is found satisfactory and delivered as per contract SLA terms.

The gap (if any) in the support start date as shown against the assets in the annexures should be highlighted by the bidder during the pre-bid for any rectification/clarity. All the parts of items would be covered under comprehensive AMC support for complete 3 years unless declared End-of-Support by SI/OEM. If there is any gap between Bank's requirement and OEM warranty, it will be the responsibility of bidder to fill up the gap.

3. Eligibility Criteria

J&K Bank shall scrutinize the Eligibility-cum-Technical Bids submitted by the bidder. A thorough examination of supporting documents to meet each eligibility criteria (Annexure D) & Technical Bid (Annexure-E) shall be conducted to determine the Eligible bidders. Bidders not complying with the Eligibility-cum-Technical criteria are liable to be rejected and shall not be considered for Commercial Evaluation.

The bidders meeting the Eligibility Criteria as per Annexure D will be considered for further evaluation. Any credential/supporting detail mentioned in "Annexure D - Compliance to Eligibility Criteria" and Technical Bid (Annexure-E) and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

4. Scope of Work

The current scope of the RFP constitutes providing comprehensive AMC under back-to-back OEM arrangement for nearly 275 servers/equipments of different make & model like DELL, HPE, CISCO, WIPRO, Solaris, Thales HSM, Radware Load Balancers, IBM Power (in standalone or cluster configuration) with Hyper-V & VMWare hypervization used. Different OS & DB installations on these servers & allied equipments include Microsoft Windows, Oracle Solaris, IBM-AIX, RHEL, Oracle, MY-SQL, MS-SQL, DB2 etc spread across DC, NLS, CHQ, ZOJ and DR Sites of the Bank. The scope of work includes the following but is not limited to:

4.1. The bidder shall be responsible for providing the Onsite comprehensive maintenance support (during breakdowns, breakfixes, RMAs and any other issues) covering replacement of all parts/components for all equipment (Hardware and Software) of the Bank at its Data Center in Noida, Near Data Center in Noida-Phase2, Disaster Recovery Center at CtrlS Datacentres Mumbai and NAP locations in Srinagar and Jammu and covering all IT equipment (Servers/Storages/SAN Switches/Allied Equipments etc) for a period of 3 years on Y-o-Y basis as given in Annexure “L”.

4.2. During the AMC contract, it will be mandatory on the part of the bidder to attend and resolve breakdown calls, RMAs as per the parameters/ time-frame defined in the Service Management Section of this document. Penalty (if any) will be charged as per the terms defined in RFP.

4.3. The bidder should have adequate arrangement for back-end support and spares so as to provide the support services like repair, replacement to resolve the problem as per the service levels described. Any replacement call raised by the Bank must be resolved within the resolution time specified in the RFP to avoid penalty.

4.4. During the AMC contract, the bidder will have to undertake system maintenance and replacement or repair of defective equipments/parts (like Motherboards, HDDs, Power Supplies, Cables-Fibre, Copper including all Passives etc). Upon receipt of such notice the bidder shall, repair or replace the parts thereof, without any cost to the Bank.

4.5. Post replacement the setup/server/equipment shall be kept under observation for atleast 48 hours before giving a go-ahead to close the ticket/call with the OEM.

4.6. The Vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport. The parts replaced shall be updated by the bidder with the OEM and in no way shall that part replacement or upgrade cease the AMC support on the servers/equipments.

4.7. The bidder shall be responsible for arranging of permits including road permits for delivery of spares / parts to the specified bank location. The delivery of the spares shall be done so that uptime contract is not breached.

4.8. If during the Contract Period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the Vendor at no cost to the Bank. The migration, restoration, installation and configuration on the new hardware in that case shall all lie under the scope of the bidder only (with proper coordination with the Bank team).

4.9. The bidder shall have an adequate arrangement with all OEMs as per the list of items mentioned in Annexure “M” & Annexure “N” for back-end support and spares (availability &

delivery) to ensure uptime as per the requirement of the Bank. The equipment's which are end of support through the OEM, those equipments shall be kept under support through the bidder with the uptime commitment as per the term defined in SLA. Challenges if any need to be highlighted during pre-bid period only.

4.10. The AMC would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will provide support for Operating Systems and other preinstalled software components also during the AMC period for the hardware on which these software & operating system are/will be installed.

4.11. All product updates, upgrades & patches should be provided by the Vendor free of cost and installed as per Bank's requirement.

4.12. The Bank reserves the right to shift any of its equipment to any of its suitable location as per its requirement. In such a case the PM of the server/equipment shall be carried at the new location without any additional cost to the bank. In no way shall that shifting affect the AMC terms against that asset nor shall take that out of support or support level defined.

4.13. Bidder should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 3 years for the servers & equipments.

4.14. AMC Support shall not become void, if Bank buys, any other supplemental Hardware from a third party and installs it within these machines under intimation to the Vendor.

4.15. During the AMC contract, in case any hardware fails or gets degraded, it will be the responsibility of the bidder for Rack Un-mounting, Mounting, Installation & configuration of the Servers/Equipments under scope along with installation and configuration of required operating system (along with Virtualization and Clustering). The number of Cores, memory and Storage to be allocated to each VM shall be as per the requirement of the Bank.

4.16. The bidder shall provide Onsite support for issues of software (Operating Systems, Application Servers, Web servers and Databases) including but not limited to installation & re-installation of OS, applying software patches/ service packs, Upgrade/Downgrade of OS, VAPT Closures, Patching, Hardening (at Hardware and OS Level) etc and keep the hardware & software updated or upgraded with the functionalities to latest version without any additional cost to the Bank.

4.17. The patches/bug fixes released by OEM should be installed on all equipment under scope within 1 week of intimation from the Bank. Onsite deployment of the engineer in that case shall be mandatory.

4.18. Bank carries the vulnerability assessment of the OS and Server Hardware quarterly. During the AMC contract, it will be responsibility of the bidder to carry the time bound VAPT Closure and Hardening of the Servers / VMs (Hypervisor/VM Ware) under scope within the timelines as specified by the Bank. Onsite deployment of the engineer in that case shall be mandatory for such closures.

4.19. The bidder shall provide for installation/re-installation of OS as per the requirement of the Bank. Trouble shooting for OS related issues and support for the same are under the scope of the bidder.

4.20. The Bank will not be liable to pay any additional amounts in respect of any sort of maintenance covered under the scope of this tender during the tenure of the contract. The bidder shall provide free on-site maintenance services during the period of AMC.

4.21. The bidder shall provide Onsite Support during change management activities including configuration changes on OS including cluster creation (Windows cluster, RHEL cluster, Solaris cluster), Rack, Virtualization as per requirement of the Bank.

4.22. Bidder needs to align his Own/OEM resources during all Change Management Activities and DC-DR Drills for all support & immediate resolution of issues (if any) on the servers (Hardware & OS) under his comprehensive support. Minimum two persons- one from hardware side and One from OS/Software Side needs to be onsite during such activities.

4.23. To resolve the breakdown issues, the resource aligned to provide support to the Bank should be a qualified Engineer with the ability to resolve any severity issues that has arisen or may arise during the resolution period. The engineers deployed for the job must have suitable qualifications, experience, certification and skills for the assigned job. Onsite support required only for all AMC call logs & resolution.

To maintain the Uptime, the bidders own resources also should mandatorily have extensive system skills particularly on installation, configuration and troubleshooting of following Hardware/Softwares:

- Supply, Rack Mount and Installation of the Servers (Rack/Blade/IBM Power/Oracle SPARC and other types of servers) with the required operating system along with Virtualization (Hyper-V or VMWare) and Clustering, Server Configuration, Firmware Upgrade, Patching, VAPT Closure etc.
- Operating Systems (Solaris, AIX, RHEL, Windows, Hyper-V, VMware, OKE/OCP etc.) installation & configuration, Upgrade/Downgrade, Patching, VAPT Closure etc.
- SAN Switches (Cisco SAN, Brocade SAN)
- Databases (Oracle, MS-Sql, MY-SQL, DB2)
- Cluster Deployment and formation (2 or 3 node, Active/Passive) on Windows or RHEL OS.
- Load Balancers (Radware make) troubleshooting & configuration.
- Thales Network/PCIe HSM troubleshooting & configuration.

4.24. The bidder should ensure the assets/equipment under the scope are properly supervised and guided such that these assets/equipment are optimally configured for peak performance. Any degradation in performance should be rectified / brought to the notice of the Bank by the vendor and suitable suggestion for performance tuning should be done by the SI/OEM whenever and wherever it is required.

4.25. The bidder has to provide onsite support for resolving configuration related issues as per the requirement of the bank. Bidder has to resolve access/connection/performance issues, if any, during the contract period. Any issue faced has to be resolved as per SLA.

4.26. In case of server breakdown, aligned Engineers/Resources should provide adequate and best practice support to ensure a flawless migration (OS, Infra or Data) if any, from any assigned setup to new setup in their domain or as required by the Bank at all sites of the Bank under scope.

4.27. Bidder has to ensure 24x7 comprehensive support for a period of Three (3) Year and maintain the uptime as specified. Post intimation of any issue through the call logging procedure/mail communication bidder has to ensure alignment of engineers is carried promptly for minimizing the downtime on the setups. All logs needed to be submitted to the OEM as part of the issue resolution or Part Replacement shall be captured by the bidder only and shared with the OEM.

4.28. Bidder shall raise any operational issues and any hardware related issues with the respective OEM urgently and resolve the same within uptime to ensure closing the same within

the stipulated time period.

4.29. The Bidder on award of the contract should provide the Bank the Points of Contact, Escalation Matrix for taking up issues with respect to the scope of work defined in the contract and the details of support engineers as and when required.

4.30. During Server troubleshooting, reinstallation and configuration due to incident, bidder shall ensure:

- Installations/Re-installation of OS along with OS Hardening/OS Troubleshooting as per requirement
- Restoring OS or server from VHDX/Backup
- Volume Management, File System Management
- Console Management
- Cluster Administration/Installation/Re-installation

4.31. In order to ensure smooth functioning of the operations, personnel with appropriate skills, aptitude and experience shall be aligned by the bidder and deputed at the Banks sites to handle breakdown calls.

4.32. Bidder shall adhere to the Information Technology Information Library (ITIL) practices for the support & services and shall provide support to all software/application of assigned servers of the Bank including installation and troubleshooting under B-2-B OEM arrangement.

4.33. The deployed resources should apply all software updates / version upgrades released by the respective OEM as per Bank's requirement.

- For Windows Servers:
Bank has Windows Server Update Services (WSUS) Server.
- For Non-Windows Servers: Patches are downloaded manually from OEM sites and deployed resources in coordination with the Bank Team deploys the same in servers.

4.34. The Bank reserves the right to stop the RFP process at any stage and go in for fresh RFP without assigning any reasons OR to modify the requirements in RFP during the process of evaluation at any time.

4.35. In case the contract is further extended beyond the contract period to a maximum of 1 years, such extension will be on the cost arrived in this RFP after Reverse Auction without any escalation. An addendum needs to be signed for the extension period after issuance of PO.

4.36. Preventive Maintenance during AMC Contract:

Preventive Maintenance shall be provided to ensure that the AMC equipment's are maintained in good operating condition as per the AMC equipment's Performance Specifications during the term of the Agreement, and includes the provision of labor, service parts and traveling time as deemed necessary by "bidder" at no extra charges to the "Bank".

- i. The preventive maintenance shall be at least once in Three months on Quarterly basis. In exceptional cases, the "bidder" shall determine the frequency and duration of Preventive Maintenance where same is required more than once in a quarter, in accordance with the AMC equipment's Specifications.

- ii. The preventive maintenance & support to the AMC equipment's shall include checking the health of all the AMC equipment's prescribed performance including the scheduled /agreed backup support & shall enumerate the steps taken /required to be taken by each party to ensure the stated performance of the system.
- iii. During preventive maintenance the "bidder" shall replace the system components as per the prescribed schedule for wear and tear and other usage factors if any, as defined by OEM's from time to time.
- iv. The "bidder" shall coordinate in advance with the concerned officers/ officials of the concerned site for the suitable day and time for such preventive maintenance.
- v. During preventive maintenance bidder shall Monitor CPU, Kernel, disk, memory, I/O and all other important system parameters, server/storage usage and utilization statistics and resolve the same wherever needed.
- vi. During preventive maintenance bidder has to check for bad blocks and bad processes, check for crash dumps / panics, verify system/storage logs and periodically clean up log files and resolve any issues arising of them
- vii. During preventive maintenance bidder shall carry event log analysis at regular interval for maintaining the integrity of servers

4.37. Configuration/Patch Management during AMC Contract:

- Proactive deployment of OS service packs & critical OS/Security patches.
- Testing of Patches & Hot fixes in UAT & deployment of same in production environments.
- Bidder shall implement patches / upgrades / updates for Hardware / Software / OS / Middleware etc. as and when released by the OEM or as per requirements of the Bank on the hardware/equipments under scope, post approval by the Bank.
- Bidder should also bring to notice of the Bank all release /version change. Bidder should obtain a written permission from the Bank before applying any of the patches / upgrades / updates.
- Bidder has to support older versions of the software / Hardware / OS/ Middleware etc. in the assets under support, in case the Bank chooses not to upgrade to latest version.
- Security settings, Server hardening, vulnerability assessment, Server access control. Operating System/Application Hardening as per industry standard best practices and as per Banks' Information Security guidelines.
- Follow agreed security policy remote logins & access policy.
- The Bidder must install /re-install the operating system (if required), other software in the servers and support the same during the support period without any extra cost.

4.38. Bidder should confirm that below scope of work shall be carried by the bidder whenever asked by the Bank during the whole contract period for the assets under scope:

- Version and firmware upgrade as and when needed by the Bank.
- Upgrade/Downgrade of OS and firmware from Lower to Higher Stable Version (or vice versa) on servers and hardware under scope during the contract period.
- Hardening of Servers, Hardware, assets, Server Configurations and hardening of OS at the time of re-Installation and re-configuration as well as during the whole

contract period (as per Bank's requirement), so that it complies with Bank's security policy & Audit observations.

- Extra VM/LPAR/LDOM creation and/or Deletion during whole period of contract by the experienced SI/OEM Engineer.
- Cluster Deployment and Formation (2 or 3 node, Active/Passive) on Windows, Solaris or RHEL OS.
- PDOMs/LDOMs/Control Domains/Base Machine Configurations etc in Standalone and RAC Architecture servers/PDOMs along with integration and configuration of Solaris, RHEL and Windows Operating System softwares onto these machines/servers.

May note that the OS Licenses installed in the supplied hardware may or may not be supplied by the bidder along with hardware, however above scope shall lie under the scope of bidder.

4.39. Compliance with IS Security Policy:

The bidder shall have to comply with Bank's IT & IS Security policy and Cyber Security Policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- Responsibilities for data and application privacy and confidentiality.
- Responsibilities on system and software access control and administration.
- Custodial responsibilities for data, software, system and other assets of the Bank being managed by or assigned to the Vendor/Resident Engineer.
- Physical Security of the facilities.
- Physical and logical separation from other customers of the Vendor.
- Incident response and reporting procedures.
- Password Policy of the Bank.
- Data Encryption/Protection requirements of the Bank.
- In general, confidentiality, integrity and availability must be ensured.

5. Location of Work

Data Center-Noida

Jammu & Kashmir Bank Ltd.
 Sify Technologies Ltd.
 Green Fort Data Center,
 Plot B7, Sector 132,
 Noida U.P.-201301

DR Mumbai

Jammu & Kashmir Bank Ltd.
 CtrlS Datacentres Ltd. EL/72/1/A
 TTC Industrial Area, MIDC Mahape, Navi Mumbai
 Maharashtra- 400701

Near DC Noida Phase -2

J&K Bank Ltd.
 Nxtra Data Center

Plot B-192, Phase II, Sector 81
Noida- 201305

CHQ, Srinagar

The J&K Bank Ltd.
Technology & Development Department,
5th Floor, Corporate Headquarters,
M. A Road, Srinagar, 190 001 Kashmir

ZOJ, Jammu

The J&K Bank Ltd.
Zonal Office Jammu, Rail Head Complex, Jammu

6. Invitation for Tender Offer

J&K Bank invites tenders for bid (online) and Commercial bid (online) from suitable bidders. In this RFP, the term “bidder / prospective bidder” refers to the bidder delivering products / services mentioned in this RFP.

The prospective bidders are advised to note the following: The interested bidders are required to submit the Non-refundable Application Fees of **₹2,500** by way of NEFT, details of which are mentioned at clause of Earnest Money Deposit in Part C

1. Representatives of bidders who attend the pre-bid meeting are required to carry an authorization document from the company, an identity card for attending the meeting.
2. Bidders are required to submit Bank guarantee drawn in favor of “J&K BANK LTD” payable at Srinagar, towards Earnest money Deposit (EMD) for **₹ 20, 00,000/- (Rupees Twenty Lacs only)**. Offers made without EMD will be rejected.
3. Eligibility Specifications, Price Bid, Terms and Conditions and various formats for submitting the tender offer are described in the tender document and Annexures.

The bidder must strictly adhere to the RFP guidelines, as specified in the purchase contract executed between the Parties for performance of the obligations, arising out of the purchase contract and any delay in completion of the obligations by the bidder will enable Bank to resort to any or all of the following provided that the bidder is first given a 30 days” written cure period to remedy the breach/delay:

- a. Claiming Liquidated Damages
- b. Termination of the purchase agreement fully or partly and claim liquidated damages.
- c. Forfeiting of Earnest Money Deposit / Invoking EMD Bank Guarantee/Performance Guarantee.

However, Bank will have the absolute right to charge penalty and/or liquidated damages as per Tender /contract without giving any cure period, at its sole discretion besides taking any other appropriate action.



B-EVALUATION PROCESS

The endeavor of the evaluation process is to find the best fit Solutions/Vendors as per the Bank's requirement at the best possible price. The evaluation shall be done by the Bank's internal committees formed for this purpose. Through this RFP, Bank aims to select bidder(s) /Service provider(s) who would undertake for **Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.** The bidder shall be entrusted with end to end responsibility for the execution of the project under the scope of this RFP. The bidder is expected to commit for the delivery of services with performance levels set out in this RFP.

Responses from Bidders will be evaluated in three stages, sequentially, as below:

Stage A. Evaluation of Eligibility

Stage B: Technical Evaluation

Stage C. Commercial Evaluation

The three stage evaluation shall be done sequentially on knock-out basis. This implies that those Bidders qualifying in Stage A will only be considered for Stage B and those qualifying Stage B will be considered for Stage C. Please note that the criteria mentioned in this section are only indicative and Bank, at its discretion, may alter these criteria without assigning any reasons. Bank also reserves the right to reject any / all proposal(s) without providing any specific reasons. All deliberations and evaluations performed by Bank will be strictly confidential and will be maintained as property of Bank exclusively and will not be available for discussion to any Bidder of this RFP.

Stage A-Evaluation of Eligibility Criteria

The Bidders of this RFP will present their responses as detailed in this document. The Response includes details / evidences in respect of the Bidder for meeting the eligibility criteria, leading the Bank to evaluate the Bidder on eligibility criteria. The Bidder will meet the eligibility criteria mentioned in Annexure D in this document individually. Bank will evaluate the Bidders on each criterion severally and satisfy itself beyond doubt on the Bidders ability / position to meet the criteria. Those Bidders who qualify on all the criteria will only be considered as "Qualified under Stage A" of evaluation and will be considered for evaluation under Stage B. Those Bidders who do not qualify at this Stage A will not be considered for any further processing. The EMD money in respect of such Bidders will be returned on completion of the Stage A evaluation. Bank, therefore, requests that only those Bidders who are sure of meeting all the eligibility criteria only need to respond to this RFP process.

Stage B-Evaluation of Technical Bid

All technical bids of bidders who have Qualified Stage A shall be evaluated in this stage and a technical score would be arrived at. The bidder should meet the technical requirements as mentioned in the Annexure E. The Bank will scrutinize the offers to determine their completeness (including signatures from the relevant personnel), errors, omissions in the technical & commercial offers of respective bidders. The Bank plans to, at its sole discretion, waive any minor non-

conformity or any minor deficiency in an offer. The Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

Bank may seek clarifications from the any or each bidder as a part of technical evaluation. All clarifications received within stipulated time shall be considered for evaluation. In case a clarification is not received within the stipulated time, the respective technical parameter would be treated as non-compliant and decision to qualify the bidder shall be accordingly taken by the Bank. Those Bidders who meet the threshold score of 70 or more will be considered as "Qualified under Stage B" and will be considered for evaluation under Stage C. Those who do not meet the above threshold will not be considered for further evaluation and their EMD will be returned.

The bidders will submit the Technical Bid in the format as per Annexure E. A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

Stage C-Evaluation of Commercial Bid

The Commercial Bid may be submitted as per the format in **Annexure F**.

Only those Bidders meeting the technical evaluation criteria as per Annexure E will be short-listed for commercial evaluation.

The bank at its own discretion may undertake reverse auction.

C-RFP SUBMISSION

e-Tendering Process

This RFP will follow e-Tendering Process (e-Bids) as under which will be conducted by Bank's authorized e-Tendering Vendor M/s. e-Procurement Technologies Ltd. through the website <https://jkbank.abcpocure.com>

- a) Publishing of RFP
- b) Vendor Registration
- c) Pre Bid Queries
- d) Online Response of Pre-Bid Queries
- e) Corrigendum/Amendment (if required)
- f) Bid Submission
- g) Bids Opening
- h) Pre-Qualification
- i) Bids Evaluation
- j) Commercial Evaluation
- k) Contract Award

Representative of bidder may contact the Help Desk of e-Tendering agency M/s. e-Procurement Technologies Ltd for clarifications on e-Tendering process:

Service Provider:

M/s. E-procurement Technologies Limited
(Auction Tiger), B-705, Wall Street- II, Opp. Orient Club, Ellis
Bridge, Near Gujarat College,
Ahmedabad- 380006, Gujarat

Help Desk:

Contact Persons: Sandhya Vekariya - 6352631968
Suraj Gupta - 6352632310
Ijlalaehmad Pathan - 6352631902
Imran Sodagar - 9328931942

No consideration will be given to e-Bids received after the date and time stipulated in this RFP and no extension of time will normally be permitted for submission of e-Bids.

Bank reserves the right to accept in part or in full or extend or reject the bids received from the bidders participating in the RFP.

Bidders will have to abide by e-Business Rules framed by the Bank in consultation with M/s. e-Procurement Technologies Ltd.

RFP Fees

The non- refundable RFP application fee of Rs. 2,500/- is required to be paid by the prospective bidders through NEFT as per the following details:

Bank Details for RFP Fees	
Account Number	9931530300000001
Account Name	Tender Fee / Cost Account
Bank Name	The J&K Bank Ltd
Branch Name	Corporate Headquarters MA Road Srinagar J&K - 190001
IFSC Code	JAKA0HRDCHQ
Amount	INR 2,500/=

The Bidder shall solely bear all expenses whatsoever associated with or incidental to the preparation and submission of its Bid and the Bank shall in no case be held responsible or liable for such expenses, regardless of the conduct or outcome of the bidding process including but not limited to cancellation / abandonment / annulment of the bidding process.

Earnest Money Deposit

Prospective bidders are required to submit Earnest Money Deposit (EMD) of ₹ 20,00,000(Rupees Twenty lacs Only).The Bank may accept Bank guarantee in lieu of EMD for an equivalent amount valid for 180 days from the last date of bid submission and issued by any scheduled commercial Bank in India (other than Jammu & Kashmir Bank). The Bank will not pay any interest on the EMD. The bidder can also submit the EMD through NEFT as per the following details:

Bank Details for Earnest Money Deposit	
Account Number	9931070690000001
Account Name	Earnest Money Deposit (EMD)
Bank Name	The J&K Bank Ltd
Branch Name	Corporate Headquarters MA Road Srinagar J&K - 190001
IFSC Code	JAKA0HRDCHQ
Amount	INR 20,00,000/-

In case of a Bank Guarantee from a Foreign Bank, prior permission of the Bank is essential. The format of Bank Guarantee is enclosed in Annexure F.

EMD submitted through Bank Guarantee/Demand Draft should be physically send in an envelope mentioning the RFP Subject, RFP No. and date to the following address:

Address:	Technology & Development Department, J&K Bank Ltd. 5 Th Floor Corporate Headquarters , M.A Road Srinagar, J&K Pin- 190001
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Note: EMD is exempted for all Start-ups as recognized by DPIIT/DIPP. In case of such exemption, relevant documents/proof is to be submitted with Bid.

The EMD made by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.
- The bidder withdraws his tender after processing but before acceptance of the PO issued by Bank.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to:

- The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (other than Jammu & Kashmir Bank) from any scheduled commercial bank in India for 5% of the total project cost for 3 years and valid for 3 year+6 months including claim period of 6 months, validity starting from its date of issuance. The PBG shall be submitted within 30 days of the PO issued from the Bank.
- The Unsuccessful Bidder, only after acceptance of the PO by the selected bidder.

Performance Bank Guarantee (PBG)

The successful bidder will furnish unconditional performance bank guarantees (other than Jammu & Kashmir Bank) from any scheduled commercial bank in India, for 5 % of the total Purchase order cost for a period 3 years + 6 months. The format of the PBG is given as per Annexure G. The PBG shall be submitted within 30 days from the date of issuance of Purchase order by the Bank. The PBG shall be denominated in Indian Rupees. All charges whatsoever such as premium, commission etc. with respect to the PBG shall be borne by the Successful Bidder. The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing Bank on the printed letterhead of the issuing Bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents. Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number. In the event of delays by Successful Bidder in implementation of project beyond the schedules given in the RFP, the Bank may invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract. The Bank

shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by the Bank due to inadvertence, error, collusion, misconstruction or misstatement. The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.

Tender Process

- i. Three-stage bidding process will be followed. The response to the tender should be submitted in three parts: Eligibility, Technical Bid and Commercial Bid through online e-tendering portal with a tender document fee and EMD details mentioned above.
- ii. The Bidder shall submit their offers strictly in accordance with the terms and conditions of the RFP. Any Bid, which stipulates conditions contrary to the terms and conditions given in the RFP, is liable for rejection. Any decision of Bank in this regard shall be final, conclusive and binding on the Vendor.
- iii. L1 vendor will be arrived at through Online Reverse Auction (ORA). After ORA, if there is a large variance in the prices quoted, Bank reserves the right to call the successful bidder for a price negotiation.
- iv. On conclusion of ORA, the Successful Bidder (L1) shall submit to the Bank the price breakup for the ORA amount in the format as provided by the Bank. If the price breakup is not submitted to the Bank within 3 days from the date of the ORA, the Bank reserve.
- v. Bank will enter in to contract with the L1 bidder (in normal cases). Rates fixed at the time of contract will be non-negotiable for the whole contract/SLA period and no revision will be permitted. This includes changes in taxes or similar government decisions.
- vi. This contract will be awarded initially for a period of three (3) years from date of signing the contract & shall be further extended if both parties wish to continue on the same terms of service.
- vii. If the service provided by the vendor is found to be unsatisfactory or if at any time it is found that the information provided by the vendor is false, the Bank reserves the right to revoke the awarded contract by giving any 30 days' notice to the vendor. Bank's decision in this regard will be final. In the event of termination Bank shall pay the Bidder for services rendered till the date of termination.
- viii. If any of the shortlisted Vendors are unable to fulfil the orders within the stipulated period, then the Bank will have the right to allot those unfulfilled orders to other participating vendors after giving 15-days" notice to the defaulting Vendor. Also during the period of the contract due to unsatisfactory service, Bank will have the right to cancel the contract and award the contract to other participating vendors.

Bidding Process

- i. The bids in response to this RFP must be submitted in three parts:
 - a. Confirmation of Eligibility Criteria
 - b. Technical Bid" (TB) including and
 - c. Commercial Bid" (CB).

- i. The mode of submission of Confirmation of Eligibility Criteria, Technical Bid (TB) and Commercial Bid (CB) shall be online.
- ii. Bidders are permitted to submit only one Technical Bid and relevant Commercial Bid. More than one Technical and Commercial Bid should not be submitted.
- iii. The Bidders who qualify the Eligibility Criteria & Technical Evaluation will be qualified for commercial bid evaluation. The successful Bidder will be determined based on the Lowest Commercial Quote (L1) after reverse auction as per the stated Commercial Evaluation process.
- iv. Receipt of the bids shall be closed as mentioned in the bid schedule. Bid received after the scheduled closing time will not be accepted by the Bank under any circumstances.
- v. Earnest Money Deposit must accompany all tender offers as specified in this tender document. EMD amount / Bank Guarantee in lieu of the same should accompany the Technical Bid. Bidders, who have not paid Cost of RFP and Security Deposit (EMD amount) will not be permitted to participate in the bid and bid shall be summarily rejected.
- vi. All Schedules, Formats, Forms and Annexures should be stamped and signed by an authorized official of the bidder'.
- vii. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of the bid.
- viii. No rows or columns of the tender should be left blank. Offers with insufficient information are liable to rejection.
- ix. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.
- x. Bank reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of the Bank in this regard shall be final, conclusive and binding on the Bidder.
- xi. Modification to the Bid Document, if any, will be made available as an addendum/corrigendum on the Bank's website and Online tendering portal.
- xii. All notices regarding corrigenda, addenda, amendments, time-extension, clarification, response to bidders' queries etc., if any to this RFP, will not be published through any advertisement in newspapers or any other mass media. Prospective bidders shall regularly visit Bank's website or online tendering portal to get themselves updated on changes / development in relation to this RFP.
- xiii. Prices quoted should be exclusive of GST.
- xiv. Applicable taxes would be deducted at source, if any, as per prevailing rates.

- xv. The price (“Bid Price”) quoted by the Bidder cannot be altered or changed due to escalation on account of any variation in taxes, levies, and cost of material.
- xvi. During the period of evaluation, Bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking the explanation.
- xvii. The Bank’s decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
- xviii. The Bidder shall bear all the costs associated with the preparation and submission of its bid and the bank, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Deadline for Submission of Bids:

- i. Bids must be received at the portal and by the date and time mentioned in the “Schedule of Events”.
- ii. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted at the portal by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.
- iii. Any Bid received after the deadline for submission of Bids prescribed at the portal, will be rejected.

Bid Validity Period

- i. Bid shall remain valid for duration of 6 calendar months from Bid submission date.
- ii. Price quoted by the Bidder in Reverse Auction shall remain valid for duration of 6 calendar months from the date of conclusion of RA/ORR.
- iii. Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

Bid Integrity

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

Cost of Bid Document

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank or any other costs incurred in connection with or relating to their Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

Contents of Bid Document

- i. The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility of Bidders and shall be summarily rejected.
- iii. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.
- iv. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in **English**.

Modification and Withdrawal of Bids

- i. The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received at the portal, prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.

Payment Terms

The Bidder must accept the payment terms proposed by the Bank as proposed in this section.

- No advance payment will be made on award of the contract.
- Quarterly in arrears on submission of invoices and preventive maintenance reports duly signed by the official of the concerned after deduction of charges / Liquidated damages (if any) mentioned in the agreement.
- All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.

- Payments will be withheld in case of Non-compliance of the terms and condition of this RFP.

Payments shall be released on acceptance of the purchase order and:

- a. Post Signing of Service Level Agreement (SLA) between Bank and Successful bidder.
- b. Post Signing of Non-Disclosure Agreement (NDA) between Bank and Successful bidder.
- c. All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.
- d. No Payment shall be made for the transaction processed beyond the timelines.

D - GENERAL TERMS & CONDITIONS

Standard of Performance

The bidder shall perform the service(s) and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in industry and with professional engineering standards recognized by the international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technologies, procedures and methods. The Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to J&K Bank and shall, at all times, support and safeguard J&K Bank's legitimate interests.

Indemnity

Successful bidder undertakes to keep the J&K Bank indemnified in case of any loss or damage howsoever arising out of or related to breach of contract, statutory duty or negligence by the successful bidder in performance of the contract. The Successful Bidder shall indemnify and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings (including attorney fees), relating to or resulting from: -

- i. Intellectual Property infringement or misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project.
- ii. Claims made by the employees who are deployed by the Successful Bidder.
- iii. Breach of confidentiality obligations by the Successful Bidder.
- iv. Negligence (including but not limited to any acts or omissions of the Successful Bidder, its officers, principals or employees) or misconduct attributable to the Successful Bidder or any of the employees deployed for the purpose of any or all of the its obligations,
- v. Any loss or damage arising out of loss of data;
- vi. Bonafide use of deliverables and or services provided by the Successful Bidder;
- vii. Non-compliance by the Successful Bidder with applicable Laws/Governmental/Regulatory Requirements.

The Successful Bidder shall be responsible for any loss of data, loss of life etc. due to acts of its representatives, and not just arising out of negligence or misconduct, as such liabilities pose significant risk.

It is hereby agreed that the above said indemnity obligations shall apply notwithstanding anything to the contrary contained in this RFP/subsequent Agreement.

Cancellation of Contract and Compensation

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances. The Bank would provide 30 days' notice to rectify any breach/ unsatisfactory progress:

- a. The selected Bidder commits a breach of any of the terms and conditions of the RFP/contract.
- b. The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise.
- c. Delay in completion of Supply, Installation of Project Deliverables.
- d. Serious discrepancies noted in the inspection.
- e. Breaches in the terms and conditions of the Order.
- f. Non submission of acceptance of order within 7 days of order.
- g. Excessive delay in execution of order placed by the Bank.
- h. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- i. If the selected Bidder fails to complete the due performance of the contract in accordance with the agreed terms and conditions.

Liquidated Damages

If successful bidder fails to make delivery or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 1% of the total project cost for delay of every 1 week or part thereof maximum up to 10% of contract price. Once the maximum is reached, Bank may consider termination of Contract pursuant to the conditions of contract. However, the bank reserves the right to impose / waive any such penalty.

Fixed Price

The Commercial Offer shall be on a fixed price basis, inclusive of all taxes and levies. No price increase due to increases in customs duty, excise, tax, dollar price variation etc. will be permitted.

Right to Audit

Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Bidder. The Selected Bidder shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or authorized personnel by RBI or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Bidder is required to submit such certification by such Auditors to the Bank.

Bidder should allow the J&K Bank or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by Bidder within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. Bidder should allow the J&K Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or

employees or other persons duly authorized by the Bank.

Force Majeure

- i. The Selected Bidder shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- ii. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractors fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, pandemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.
- iii. Unless otherwise directed by the Bank in writing, the selected contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the contractor shall hold consultations in an endeavor to find a solution to the problem.
- v. Notwithstanding above, the decision of the Bank shall be final and binding on the successful bidder regarding termination of contract or otherwise.

Publicity

Bidders, either by itself or through its group companies or Associates, shall not use the name and/or trademark/logo of Bank, in any sales or marketing publication or advertisement, or in any other manner.

Amendments

Any provision of hereof may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each Party, or in the case of a waiver, by the Party against whom the waiver is to be effective.

Assignment

The Selected Bidder shall not assign, in whole or in part, the benefits or obligations of the contract to any other person. However, the Bank may assign any of its rights and obligations under the Contract to any of its affiliates without prior consent of Bidder.

Applicable law and jurisdictions of court

The Contract with the selected Bidder shall be governed in accordance with the Laws of UT Of J&K read with laws of India so far as they are applicable to the UT of J&K for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Srinagar (with the exclusion of all other Courts). However, the services from the bidder during the period of dispute or pending resolution shall continue as far as is reasonably practical.

Resolution of Disputes and Arbitration clause

The Bank and the Bidder shall make every effort to resolve any disagreement or dispute amicably, arising in connection with the Contract, by direct and informal negotiation between the designated Officer of the Bank and designated representative of the Bidder. If designated Officer of the Bank and representative of Bidder, for **Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu** are unable to resolve the dispute within reasonable period, which in any case shall not exceed 30 days, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bank and Bidder respectively. If even after elapse of reasonable period, which in any case shall not exceed 30 days, the senior authorized personnel designated by the Bank and Bidder are unable to resolve the dispute amicably OR any party fails to designate its officer/representative/ senior authorized personnel within 30 days from the date of request in writing for the same by the other party for amicable settlement of dispute, the same shall be referred to a sole arbitrator to be appointed by Bank. The Arbitration and Conciliation Act, 1996 will be applicable to the arbitration proceeding and the venue of the arbitration shall be at Srinagar. The language of the arbitration proceedings shall be in English. The award of the arbitrator shall be final and binding. The courts at Srinagar shall have exclusive jurisdiction at Srinagar.

Execution of Service Level Agreement (SLA)/ Non-Disclosure Agreement (NDA)

The Successful Bidder shall have to execute service level agreement for deliverables and successful execution of the projects to meet Banks requirement to its satisfaction. The Bank would stipulate strict penalty clauses for nonperformance or any failure in the implementation/efficient performance of the project. The Bidder should execute the Agreement within 30 days from the date of acceptance of Work Order. The date of agreement shall be treated as date of engagement and the time-line for completion of the assignment shall be worked out in reference to this date. The Bidder hereby acknowledges and undertakes that terms and conditions of this RFP may be varied by the Bank in its absolute and sole discretion. The SLA/NDA to be executed with the successful bidder shall accordingly be executed in accordance with such varied terms.

'NO CLAIM' Certificate

The Bidder shall not be entitled to make any claim(s) whatsoever, against J&K Bank, under or by virtue of or arising out of, the Contract/Agreement, nor shall J&K Bank entertain or consider any

such claim, if made by the Bidder after he has signed a 'No Claim' Certificate in favor of J&K Bank in such form as shall be required by J&K Bank after the works are finally accepted.

Cost and Currency

The Offer must be made in Indian Rupees only, including the following:

- a) Cost of the equipment/software/licenses specified if any.
- b) Installation, commissioning, maintenance, migration charges, hosting charges, if any.
- c) Comprehensive on-site software support.
- d) Packing, Forwarding and Transportation charges up to the sites to be inclusive.
- e) All taxes and levies are for Destinations.
- f) Bidder have to make their own arrangements for obtaining road permits wherever needed.

No Agency

The Service(s) of the Bidder herein shall not be construed as any agency of J&K Bank and there shall be no Principal - Agency relationship between J&K Bank and the Bidder in this regard.

Project Risk Management

The selected bidder shall develop a process & help Bank to identify various risks, threats & opportunities within the project. This includes identifying, analyzing & planning for potential risks, both positive & negative, that might impact the project & minimizing the probability of & impact of positive risks so that project performance is improved for attainment of business goals.

Information Security:

- a. The Successful Bidder and its personnel shall not carry any written material, layout, diagrams, hard disk, flash / pen drives, storage tapes or any other media out of J&K Bank's premises without written permission from J&K Bank.
- b. The Successful Bidder's personnel shall follow J&K Bank's information security policy and instructions in this regard.
- c. The Successful Bidder acknowledges that J&K Bank 's business data and other proprietary information or materials, whether developed by J&K Bank or being used by J&K Bank pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to J&K Bank; and the Successful Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Successful Bidder to protect its own proprietary information. Successful Bidder recognizes that the goodwill of J&K Bank depends, among other things, upon the Successful Bidder keeping

- such proprietary information confidential and that unauthorized disclosure of the same by Successful Bidder could damage J&K Bank. By reason of Successful Bidder's duties and obligations hereunder, Successful Bidder may come into possession of such proprietary information, even though the Successful Bidder does not take any direct part in or furnish the Service(s) performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by the Contract/Agreement. Successful Bidder shall use such information only for the purpose of performing the Service(s) under the Contract/Agreement.
- d. Successful Bidder shall, upon termination of the Contract/Agreement for any reason, or upon demand by J&K Bank, whichever is earliest, return any and all information provided to Successful Bidder by J&K Bank, including any copies or reproductions, both hardcopy and electronic.
- e. That the Successful Bidder and each of its subsidiaries have taken all technical and organizational measures necessary to protect the information technology systems and Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses. Without limiting the foregoing, the Successful Bidder and its subsidiaries have used reasonable efforts to establish and maintain, and have established, maintained, implemented and complied with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses.
- f. The Successful Bidder shall certify that to the knowledge of the Successful Bidder, there has been no security breach or other compromise of or relating to any information technology and computer systems, networks, hardware, software, data, or equipment owned by the Successful Bidder or its subsidiaries or of any data of the Successful Bidder's, the Operating Partnership's or the Subsidiaries' respective customers, employees, suppliers, vendors that they maintain or that, to their knowledge, any third party maintains on their behalf (collectively, "IT Systems and Data") that had, or would reasonably be expected to have had, individually or in the aggregate, a Material Adverse Effect, and
- g. That the Successful Bidder has not been notified of, and has no knowledge of any event or condition that would reasonably be expected to result in, any security breach or other compromise to its IT Systems and Data;
- h. That the Successful Bidder is presently in compliance with all applicable laws, statutes, rules or regulations relating to the privacy and security of IT Systems and Data and to the protection of such IT Systems and Data from unauthorized use, access, misappropriation or modification. Besides the Successful Bidder confirms the compliance with Banks Supplier Security Policy.
- i. That the Successful Bidder has implemented backup and disaster recovery technology consistent with generally accepted industry standards and practices.
- j. That the Successful Bidder and its subsidiaries IT Assets and equipment, computers, Systems, Software's, Networks, hardware, websites, applications and Databases (Collectively called IT systems) are adequate for, and operate and perform in all material respects as required in connection with the operation of business of the Successful Bidder and its subsidiaries as

- currently conducted, free and clear of all material bugs, errors, defects, Trojan horses, time bombs, malware and other corruptants.
- k. That the Successful Bidder shall be responsible for establishing and maintaining an information security program that is designed to:
 - Ensure the security and confidentiality of Customer Data, Protect against any anticipated threats or hazards to the security or integrity of Customer Data, and
 - That the Successful Bidder will notify Customer of breaches in Successful Bidder's security that materially affect Customer or Customer's customers. Either party may change its security procedures from time to time as commercially reasonable to address operations risks and concerns in compliance with the requirements of this section.
 - l. The Successful Bidder shall establish, employ and at all times maintain physical, technical and administrative security safeguards and procedures sufficient to prevent any unauthorized processing of Personal Data and/or use, access, copying, exhibition, transmission or removal of Bank's Confidential Information from Companies facilities. Successful Bidder shall promptly provide Bank with written descriptions of such procedures and policies upon request. Bank shall have the right, upon reasonable prior written notice to Successful Bidder and during normal business hours, to conduct on-site security audits or otherwise inspect Companies facilities to confirm compliance with such security requirements.
 - m. That Successful Bidder shall establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, corruption, loss or alteration of the Client Data, and to prevent access, intrusion, alteration or other interference by any unauthorized third parties of the same, that are no less rigorous than those maintained by Successful Bidder for its own information or the information of its customers of a similar nature.
 - n. That the Successful Bidder shall perform, at its own expense, a security audit no less frequently than annually. This audit shall test the compliance with the agreed-upon security standards and procedures. If the audit shows any matter that may adversely affect Bank, Successful Bidder shall disclose such matter to Bank and provide a detailed plan to remedy such matter. If the audit does not show any matter that may adversely affect Bank, Bidder shall provide the audit or a reasonable summary thereof to Bank. Any such summary may be limited to the extent necessary to avoid a breach of Successful Bidder's security by virtue of providing such summary.
 - o. That Bank may use a third party or its own internal staff for an independent audit or to monitor the Successful Bidder's audit. If Bank chooses to conduct its own security audit, such audit shall be at its own expense. Successful Bidder shall promptly correct any deficiency found in a security audit.
 - p. That after providing 30 days prior notice to Successful Bidder, Bank shall have the right to conduct a security audit during normal business hours to ensure compliance with the foregoing security provisions no more frequently than once per year. Notwithstanding the foregoing, if Bank has a good faith belief that there may have been a material breach of the agreed security protections, Bank shall meet with Successful Bidder to discuss the perceived breach and attempt to resolve the matter as soon as reasonably possible. If the matter cannot be resolved within a thirty (30) day period, the parties may initiate an audit to be conducted and completed within thirty (30) days thereafter. A report of the audit findings shall be issued within such

- thirty (30) day period, or as soon thereafter as is practicable. Such audit shall be conducted by Successful Bidder's auditors, or the successors to their role in the event of a corporate reorganization, at Successful Bidder's cost.
- q. Successful Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful Bidder. Successful Bidders should ensure Data Security and protection of facilities/application managed by them.
 - r. The deputed persons should aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised / disclosed/ misused/misappropriated then bank would take suitable action as deemed fit and selected vendor would be required to compensate the bank to the fullest extent of loss incurred by the bank. Besides bank will be at liberty to blacklist the bidder and take appropriate legal action against bidder.
 - s. The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Successful Bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third party vendors/service providers & partners.
 - t. Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

No Set-Off, Counter-Claim and Cross Claims:

In case the Bidder has any other business relationship(s) with J&K Bank, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract/Agreement to the Bidder for any payments receivable under and in accordance with that business.

Statutory Requirements

During the tenure of the Contract/Agreement nothing shall be done by the Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and the Bidder shall keep J&K Bank, its directors, officers, employees, representatives, agents and consultants indemnified in this regard.

Bidder Utilization of Know-how:

J&K Bank will request a clause that prohibits the finally selected bidder from using any information or know-how gained in this contract for another organization whose business activities are similar in part or in whole to any of those of the Bank anywhere in the world without prior written consent of the Bank during the period of the contract and one year thereafter.

Corrupt and Fraudulent practice:

- i. It is required that Successful Bidder observe the highest standard of ethics during the procurement and execution of such contracts and not to indulge in any corrupt and fraudulent practice.
- ii. “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
- iii. “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- iv. The Bank reserves the right to reject a proposal for award if it determines that the Successful Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- v. The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it becomes known that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

Solicitation of Employees

Bidder will not hire employees of J&K Bank or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of the J&K Bank directly involved in this contract during the period of the contract and one year thereafter.

Proposal Process Management

The Bank reserves the right to accept or reject any/all proposal/ to revise the RFP, to request one or more re-submissions or clarifications from one or more BIDDERS, or to cancel the process in part or whole. No bidder is obligated to respond to or to continue to respond to the RFP. Additionally, the Bank reserves the right to alter the requirements, in part or whole, during the RFP process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentation and contract negotiation processes.

Confidentiality Provision

- a) The bidder shall hold in confidence all the information, documentation, etc which shall come to their knowledge (Confidential Information) and shall not disclose or divulge confidential information to any third party or use Confidential Information or any part thereof without written consent of the Bank.
- b) Confidential Information means information which is by its nature confidential or is designated by the bank and confidential information and includes:
 - i. All information marked or otherwise designated as confident.
 - ii. Information which relates to the financial position, the internal management structure, the Personnel , policies and strategies of the Bank

- iii. Data of the bank, customer lists, customer information, account information, and business information regarding business planning and operation of the Bank or otherwise information or data whether such data is permanent or otherwise

The restriction imposed in this clause does not apply to any disclosure or information:

- i. Which at the material time was in public domain other than breach of this clause; or
- ii. Which is required to be disclosed on account of order of any competent court or tribunal provided that while disclosing any information, Bank shall be informed about the same vide prior notice unless such notice is prohibited by applicable law.

Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the bidder/ directly employing their employees, and there shall not be any sub-contracting. All the resources deployed by the bidder should be on the bidder's payroll.

Reverse Auction

In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire procurement process through a single Reverse Auction or in multiple Reverse Auctions. The Bank shall however, be entitled to cancel the Reverse Auction process, if in its view procurement or Reverse Auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

Award Notification

The Bank will award the contract to the successful Bidder, out of the Bidders who have responded to Bank's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the lowest commercial Bid.

The Bank reserves the right at the time of award of contract to increase or decrease of the quantity or change in location where services are required from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.

Suspension of Work:

The Bank reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The Bank will issue orders for suspension or reinstatement of the work to the Successful Bidder in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

Taxes and Duties:

- i. Successful Bidder will be entirely responsible for all duties, levies, imposts, costs, charges, license fees, road permit etc., in connection with delivery of equipment at site including incidental services and commissioning.

- ii. Income/Corporate taxes in India: The Successful Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.
- iii. Tax Deduction at Source: Wherever the laws and regulations require deduction of such taxes at source of payment, Bank shall effect such deductions from the payment due to the Successful Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Successful Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by Bidder in respect of this contract.
- iv. The Bank shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Successful Bidder at the rates in force, from the amount due to the Successful Bidder and pay to the concerned tax authority directly.

Annexure A: Confirmation of Terms and Conditions

The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank MA Road, Srinagar

Dear Sir,

Sub: RFP No Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.

Dated

Further to our proposal dated, in response to the Request for Proposal for Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu hereinafter referred to as "RFP") issued by Jammu & Kashmir Bank (J&K BANK) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations, payment terms, scope, SLAs etc. as contained in the RFP and the related addendums and other documents issued by the Bank.

Place:

Date: Seal and signature of the bidder

Annexure B: Tender Offer Cover Letter

The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar

Dear Sir,

Sub: RFP no: _____ Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.

, dated _____

Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer **Comprehensive Annual Maintenance Contract(AMC) for Out of warranty Servers, Storages, SAN Switches and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu** to Bank as mentioned in RFP document in conformity with the said tender documents in accordance with the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by the Bank is a confidential document and we shall not disclose, reproduce, transmit or made available it to any other person.

We have read, understood and accepted the terms/ conditions/ rules mentioned in the RFP, proposed to be followed by the Bank.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India and the UT of J&K.

We have never been barred/black-listed by any regulatory / statutory authority in India.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We certify that we have provided all the information requested by the Bank in the format requested for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and the Bank reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the bidder

Annexure C: Details of Service Provider

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate the Bank to verify the correctness of the information.

S. No.	PARTICULARS	DETAILS
1	Name of the Company	
2	Postal Address	
3	Telephone / Mobile / Fax Numbers	
4	Constitution of Company	
5	Name & Designation of the Person Authorized to make commitments to the Bank	
6	Email Address	
7	Year of Commencement of Business	
8	Sales Tax Registration No	
9	Income Tax PAN No	
10	Service Tax / GST Registration No	
11	Whether OEM or System Integrator	
12	Name & Address of OEM/s.	
13	Brief Description of after sales services facilities available with the SI/OEM	
14	Web Site address of the Company	

Date:

Seal and signature of the bidder

Annexure D: Compliance to Eligibility Criteria

The bidder needs to comply with all the eligibility criteria mentioned below. 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 criteria. Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a bidder can provide.

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 what so ever.

The bidder must meet the following criteria to become eligible for bidding:

S.No.	Eligibility Criteria	Documents Required
General and Financial Criteria		
1	The Bidder must be registered with Registrar of Companies /a Govt Organization/ PSU /PSE/ Private/ Public Limited Company under applicable Act in India with presence in India for minimum of five years as on date of RFP.	Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office to be submitted.
2	The Bidder must have an average turnover of minimum Rs.75 crore during last 3 Financial year(s). Current year Financial turnover shall be considered only after submission of proper documents & it will be Bank's discretion to accept or reject the current year Financials.	Copy of the audited Balance Sheet and or Certificate of the Chartered Accountant for preceding three years.
3	The Bidder should have an positive net worth in the last three Financial years 21-22, 22-23, 23-24.	Copy of the audited balance sheets along with profit and loss statement for corresponding years and / or Certificate of the Chartered
4	The bidder should have atleast two of the following certifications/ accreditations which is valid as on date of issue of this RFP: ISO 9001:2008, ISO 20000/1/2, ISO 27001, SEICMMiLevel3 and latest.	Copy of the relevant certifications.

5	<p>The Bidder should have executed at least 2 Annual Maintenance Contracts (AMCs) for (servers, storages, SAN switches, Load Balancers and other allied equipment) in the last 4 years in India for Scheduled Commercial Banks/Private Banks/Public Sector Banks/Central Government Organization/BFSI with minimum contract period of 1 year in each organization. Running contracts (if any) will be accepted. (Any network AMC or maintenance Contract shall not be accounted)</p> <p>AMC Contracts of Storages only or SAN Switches only or Load Balancers only shall not be considered. Minimum 2 AMC contracts of Server in last 4 years is mandatory</p>	<p>The documentary evidence to support the claim should be provided along with Copy of the order and / or Certificate from Customer.</p>
6	<p>The Bidder should have a valid PAN, TIN No, GST No and the latest clearance certificate</p>	<p>Self-attested copies of PAN CARD, TIN NO, GST NO and latest income tax return to be submitted.</p>
7	<p>The bidder or OEM should have exclusive country-wide service/ support infrastructure for the servers & systems / hardware / software items spread across all the major Indian cities particularly in Delhi NCR and Mumbai under back-to-back OEM Support.</p>	<p>An undertaking to this effect (specifying the location of such center(s)) must be submitted on bidder's letterhead.</p> <p>Details of service/support network (addresses, names of contact persons, phone numbers, e- mail etc.) must be furnished as part of the bid</p>
8	<p>The bidder should have a fully functional Customer Service Centre with 24/7 accessibility in India for logging calls and deployment of onsite resources to Banks site for breakdown calls, replacements, troubleshooting and collecting logs for submission to OEM/for resolution. The centralized trouble-ticketing tool for call logging, monitoring and troubleshooting purpose should have 24/7 access via a published number and email ID.</p>	<p>Details of the support center like office address, name of the contact persons, their phone numbers and email id and the escalation matrix, should be provided. Call logging procedure should be clearly detailed in the self-attested letter by the Bidder on company letter head.</p>
9	<p>The Bidder should not have been blacklisted by any Public Sector Bank, RBI, any PSU or IBA or regulator for any reason viz. delay in supply & replacement of equipment, delay in providing in-time support at the site, or frequent breakdown of the hardware under support, etc. as on date of RFP submission.</p>	<p>Self- Declaration to this effect must be Submitted on the bidder's letterhead.</p>

10	The SI/OEM should not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or by any Public Sector Organization, RBI or IBA or any other Government agencies. SI/OEM must certify to that effect.	Self-declaration by the Bidder on company letter head.
11	The bidder should not be involved in any legal case that may affect the solvency / existence of firm or in any other way affect the bidder's capability to provide / continue the services and support to the Bank.	Self-declaration by the Bidder on company letter head.
12	The bidder has to give undertaking that they agree to all the RFP terms and conditions without any pre-condition and any assumptions, presumptions, deviations given or attached as part of technical bid be treated as null and void.	Bidder to submit the same as per format provided in the RFP.

All documentary evidence/certificates confirming compliance criteria should be part of eligibility criteria.

Please enclose documentary proof for all the above criteria. In absence of these, the bids will not be considered for further evaluation. No further correspondence will be entertained in this case. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

1. Bidders need to ensure compliance to all the eligibility criteria points.
2. All documents must be signed by the authorized signatory of the Bidder. ***Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.***
3. Bidder should be the OEM or authorized partner of OEM.
4. Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.
5. Bank shall not consider the bids of bidders having poor or unsatisfactory past experience in execution or providing support to any project in past.
6. Scheduled commercial Banks do not include Regional Rural Banks and Cooperative Banks.

Annexure E Technical Bid Form

Compliance to below Scope of Work is mandatory to be submitted by the bidders. May note that bidders bidding to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMS and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu should comply to all below points along with proper submission of relevant documents:

Technical Eligibility Criteria		Compliance (YES/NO) & Supporting Documents										
1	<p>The Bidder should be an authorized partner and should have backend tie-ups with below OEMs to provide required Technical support (As per SOW) and Spares for the Server Hardware, Software, SAN Switches & allied equipment under support:</p> <table><tr><td>1. Oracle</td><td>6. DELL</td></tr><tr><td>2. IBM</td><td>7. Hitachi</td></tr><tr><td>3. Microsoft</td><td>8. Radware</td></tr><tr><td>4. Red Hat</td><td>9. Brocade</td></tr><tr><td>5. Cisco</td><td>10. Thales</td></tr></table> <p>Note: Authorization or Partnership letter from each OEM to be submitted confirming that the bidder has the B-2-B OEM Support aligned for the scope of work and provision of spares to be carried against this AMC Contract.</p>	1. Oracle	6. DELL	2. IBM	7. Hitachi	3. Microsoft	8. Radware	4. Red Hat	9. Brocade	5. Cisco	10. Thales	
1. Oracle	6. DELL											
2. IBM	7. Hitachi											
3. Microsoft	8. Radware											
4. Red Hat	9. Brocade											
5. Cisco	10. Thales											
2	<p>The Bidder should have been in the business of providing Annual Maintenance Contract Services (AMC) for servers, storages, switches and other allied equipment in India for the last 4 years as on date of RFP.</p> <p>Note: The documentary evidence to support the claim should be provided along with Copy of the order and / or Certificate from Customer</p>											

4	<p>The bidder should have atleast 100 engineers (PAN India) on its own payroll with extensive system integration skills particularly on installation, configuration and troubleshooting of following Hardware/Softwares/OS:</p> <ul style="list-style-type: none"> • Supply, Rack Mount and Installation of the Servers (Rack/Blade/IBM Power/Oracle SPARC and other types of servers) with the required operating system along with Virtualization (Hyper-V or VMWare) and Clustering, Server Configuration, Firmware Upgrade, Patching, VAPT Closure etc. • Operating Systems (Solaris, AIX, RHEL, Windows, Hyper-V, VMware etc.) installation & configuration, Upgrade/Downgrade, Patching, VAPT Closure etc. • SAN Switches (Cisco SAN, Brocade SAN) • Databases (Oracle, MS-Sql, MY-SQL, DB2) • Cluster Deployment and formation (2 or 3 node, Active/Passive) on Windows or RHEL OS shall lie under bidders scope. • Radware Load Balancer Troubleshooting & Configuration, creation of vADCs. • HSM Troubleshooting & Configuration <p>Note: Signed certificate against the 100 engineers (PAN India) being on-roll of the bidder should be provided along with details of particular resources with above skill sets to be provided on Bidder's Letterhead duly signed by the Signatory Authority of the bidder.</p>	
5	<p>Bidder must have an experience of providing IT Facility Management services especially for Servers and Databases at Data centers at least for a period of one (1) year within last 5 years from the date of RFP in any of the Public Sector Bank Data Centre/ Public Sector Undertaking Data Centre/FI Data Centre/State Data Centre/ Central/ Government Organization Data Centre/Private Sector Bank Data centre /BFSI Data Centre in India (excluding the Bank inviting this RFP).</p> <p>Note: Copy of the work order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report and/or installation report against the order. Work order with a credential letter shall add to the authenticity.</p>	
6	<p>The bidder should be engaged in supplying and providing installation & maintenance support services for Server business in India at least for last 4 years and should have supplied & maintained Standalone, Rack and Blade servers (of different make and model like DELL, CISCO, Hitachi, HPE, Oracle, Wipro Etc) along with OS installation & configuration in at least one public/private sector banks/scheduled commercial banks/BFSI in India in last 4 years.</p> <p>Note: Copy of Purchase Order/s and Relevant Credential Letter from the two public sector banks/ scheduled commercial banks/BFSI to be submitted as proof.</p>	

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of technical criteria, should be highlighted. The bidder must give compliance statement of all the above items along with all terms and conditions. Bidder not complying with above conditions or not providing complete information/ documentary proof as described, shall not be considered. No further correspondence will be entertained in this case.

Note: Please write description of items in brief instead of writing words like “Offered”, “Complied with” etc.

Annexure F: Commercial Bid Format

1. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
2. Do not change structure of format nor add any extra items.
3. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

The Commercial Bid shall be submitted in the following format:

(Table A)

(Quantity under different categories of equipment's/software is mentioned against each)

S.No	Description	Make	Serial Number	Qty	Location	Start Date	End Date	Support Level	AMC Year 1	AMC Year 2	AMC Year 3
1	SE T5220	Oracle	BDL1011107	1	DC Noida	01-04-2025	31-03-2028	L3			
2	SE M5000	Oracle	BEF1012AFA	1	DC Noida	01-04-2025	31-03-2028	L3			
3	T5120 (HRMS)	Oracle	BEL08035FG	1	DC Noida	01-04-2025	31-03-2028	L3			
4	T5120	Oracle	BEL08035FB	1	DC Noida	01-04-2025	31-03-2028	L2			
5	T5120	Oracle	BEL08035ES	1	DC Noida	01-04-2025	31-03-2028	L3			
6	T5120	Oracle	BEL08035FK	1	DC Noida	01-04-2025	31-03-2028	L3			
7	SUN-T4-1	Oracle	1312BDY1DF	1	DC Noida	01-04-2025	31-03-2028	L2			
8	SUN-T3	Oracle	1312FM505F	1	DC Noida	01-04-2025	31-03-2028	L2			
9	SUN-T3	Oracle	1312FM505G	1	DC Noida	01-04-2025	31-03-2028	L2			
10	DELL POWER EDGE R710- Intel® Xeon(R) X-5672, 3.2 Ghz, 16 GB Memory	Dell	9G8DTS1	1	DC Noida	01-04-2025	31-03-2028	L3			
11	DELL POWER EDGE R710 - Intel® Xeon(R) X-5672, 3.2 Ghz, 16 GB Memory	Dell	FG8DTS1	1	DC Noida	01-04-2025	31-03-2028	L3			
12	WIPRO NET POWER Intel(R) Xeon(R) CPU X5677 @	Wipro	11HBUX11500 007-CPU	1	DC Noida	01-04-2025	31-03-2028	L3			

	3.47GHz 24GB										
13	Wipro Netpower- Intel(R) Xeon(R) CPU X5677@3.47G Hz 3.47 GHz (8 core) 24GB	Wipro	11HBUX11500 002-CPU	1	DC Noida	01-04-2025	31-03-2028	L3			
14	Wipro Netpower- Intel(R) Xeon(R) CPU X5677@3.47G Hz 3.47 GHz (8 core) 24GB	Wipro	11HBUX11500 005-CPU	1	DC Noida	01-04-2025	31-03-2028	L3			
15	Wipro Netpower- Intel(R) Xeon(R) CPU X5677@3.47G Hz 3.47 GHz (8 core) 24GB	Wipro	09LBTN03100 003-CPU	1	DC Noida	01-04-2025	31-03-2028	L3			
16	WIPRO NET POWER RZ2262-Intel Xeon E5-2630, 2.3 Ghz, 12 Core 32 GB Memy	Wipro	13AGKF02600 002-CPU	1	DC Noida	01-04-2025	31-03-2028	L3			
17	Wipro Netpower- Z2204 Intel Xeon X5450 2.83 GHz , 4 core 4 GB RAM, 300 GB (RAID1)	Wipro	10CBVY04000 002	1	DC Noida	01-04-2025	31-03-2028	L3			
18	DELL POWER EDGE R720, Intel Xeon (12core) 2.10GHz, 48 GB RAM, HBA	Dell	3NCLQ12	1	DC Noida	01-04-2025	31-03-2028	L1			
19	DELL POWER EDGE R720, Intel Xeon (12core) 2.10GHz, 48 Gb RAM, HBA	Dell	2NCLQ12	1	DC Noida	01-04-2025	31-03-2028	L1			
20	DELL POWER EDGE R510- Intel® Xeon(R) CPU E5620@	Dell	BPWHTS1	1	DC Noida	01-04-2025	31-03-2028	L2			

	2.40GHz (4 core) 16GB										
21	DELL POWER EDGE R510- Intel® Xeon(R) CPU E5620@ 2.40GHz (4 core) 16GB	Dell	FNWHTS1	1	DC Noida	01-04-2025	31-03-2028	L2			
22	CISCO UCS	Cisco	FCH1650V1C W	1	DC Noida	01-04-2025	31-03-2028	L2			
23	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32 GB Memory)	Cisco	FCH1650V1D 1	1	DC Noida	01-04-2025	31-03-2028	L2			
24	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32GB Memory)	Cisco	FCH1650V1C X	1	Noida Ph 2	01-04-2025	31-03-2028	L2			
25	DELL Power Edge 430 (E-5 2620, 2*6 Core, 32 GB, HBA Dual Port)	Dell	DBCK542	1	DC Noida	01-04-2025	31-03-2028	L2			
26	DELL Power Edge 430 (E-5 2620, 2*6 Core, 32 GB, HBA Dual Port)	Dell	6DCK542	1	DC Noida	01-04-2025	31-03-2028	L3			
27	DELL Power Edge 430 (E-5 2620, 2*6 Core, 32 GB, HBA Dual Port)	Dell	2FCK542	1	DC Noida	01-04-2025	31-03-2028	L1			
28	SPARC T5-2 SPARC T5 16-core 3.6 GHz	Oracle	AK00286149	1	DC Noida	01-04-2025	31-03-2028	L2			
29	SPARC T5-2 SPARC T5 16-core 3.6 GHz	Oracle	AK00286150	1	DC Noida	01-04-2025	31-03-2028	L2			
30	DELL Power Edge 630, Intel Xeon E5-2643 v3 3.4GHz, 6 Core , 24 GB	Dell	9CCJ882	1	DC Noida	01-04-2025	31-03-2028	L1			

31	DELL Power Edge 630, Intel Xeon E5-2643 v3 3.4GHz, 6 Core , 32 GB	Dell	9CR5T72	1	DC Noida	01-04-2025	31-03-2028	L1			
32	DELL Power Edge 630, Intel Xeon E5-2640 v3 2.6GHz, 24 GB RAM	Dell	9CJG882	1	DC Noida	01-04-2025	31-03-2028	L1			
33	DELL Power Edge 630, 2*Intel Xeon E5-2640 v3 2.6GHz, 32 GB	Dell	9CKH882	1	DC Noida	01-04-2025	31-03-2028	L1			
34	DELL PowerEdge R630, 2*Intel Xeon E5-2640 , 48 GB RAM, HBA Dual Port	Dell	DVPHH92	1	DC Noida	01-04-2025	31-03-2028	L1			
35	Wipro Net Power Z2272 (2* Intel® Xeon ® processor X5-677,2C), 24 GB	Wipro	11HFJT00400 002-CPU	1	DC Noida	01-04-2025	31-03-2028	L1			
36	DELL Power Edge R430	Dell	DWFGH92	1	DC Noida	01-04-2025	31-03-2028	L1			
37	DELL Power Edge R630	Dell	F9KBH92	1	DC Noida	01-04-2025	31-03-2028	L1			
38	DELL Power Edge R630	Dell	DVWDH92	1	DC Noida	01-04-2025	31-03-2028	L3			
39	DELL POWER EDGE R430/R530, Intel Xeon E5-2640, 32 GB, HBA Dual Port	Dell	BPRRFD2	1	DC Noida	01-04-2025	31-03-2028	L1			
40	DELL POWER EDGE R430/R530, 2 * Intel Xeon E5-2620, 32 GB, HBA Dual Port	Dell	BRWYFD2	1	DC Noida	01-04-2025	31-03-2028	L1			
41	DELL Power Edge 630, Intel Xeon E5-	Dell	9H6K882	1	DC Noida	01-04-2025	31-03-2028	L2			

	2643 v3 3.4GHz,20M Cache/ 32 GB										
42	Cisco UCS (2* Intel(R) Xeon® CPU E5-2620 0 @ 2.00GHz, 32 GB Memory, HBA 2 ports)	Cisco	FCH1649V130	1	DC Noida	01-04-2025	31-03-2028	L1			
43	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32 GB Memory)	Cisco	FCH1650V1C Z	1	DC Noida	01-04-2025	31-03-2028	L3			
44	App Svr Ent Pro Ed per Sock 1 1YST for Cluster	Oracle	IASD9-JEPE1- 1ST	1	DC Noida	01-04-2025	31-03-2028	L2			
45	SE M5000	Oracle	BEF1012B0E	1	DC Noida	01-04-2025	31-03-2028	L3			
46	Sun Cluster 3.2	Oracle	17685776/169 82371	1	DC Noida	01-04-2025	31-03-2028	L2			
47	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32 GB Memory)	Cisco	FCH1647V1K 6	1	DC Noida	01-04-2025	31-03-2028	L3			
48	SMA Device	Cisco	FCH2047V0L7	1	DC Noida	01-04-2025	31-03-2028	L1			
49	Cisco UCS	Cisco	FCH1647V1J Q	1	DC Noida	01-04-2025	31-03-2028	L2			
50	Cisco UCS	Cisco	FCH1801V15 A	1	DC Noida	01-04-2025	31-03-2028	L1			
51	SE T5220	Oracle	BDL1012120	5	Mumbai	01-04-2025	31-03-2028	L2			
52	SE T5220	Oracle	BDL1012121	1	Mumbai	01-04-2025	31-03-2028	L2			
53	SE M5000	Oracle	BEF1012B0D	1	Mumbai	01-04-2025	31-03-2028	L2			
54	DELL PowerEdge R630 Intel® Xeon® CPU E5-2643 v3 @ 3.40 GHz (6 cores)/48GB	Dell	F9RJH92	1	Mumbai	01-04-2025	31-03-2028	L1			

55	Cisco UCS C240 M3 Intel® Xeon® CPU E52620 v2 @ 2.00 GHz (8 cores)/32 GB	Cisco	FCH1829V2Y 2	1	Mumbai	01-04-2025	31-03-2028	L1			
56	Cisco UCS C240 M3 with 32 GB RAM, Intel® Xeon® CPU E5-2620 0 @ 2.00 GHz (12 cores)	Cisco	FCH1647V1J R	1	Mumbai	01-04-2025	31-03-2028	L1			
57	Cisco UCS C240 M3 with 32 GB RAM, Intel® Xeon® CPU E5-2620 0 @ 2.00 GHz (12 cores)	Cisco	FCH1649V137	1	Mumbai	01-04-2025	31-03-2028	L1			
58	DELL Power Edge 430Intel® Xeon® CPU E5-2640 v3 @ 2.60 GHz (16 cores)/64 GB	Dell	CCCK542	1	Mumbai	01-04-2025	31-03-2028	L1			
59	DELL Power Edge 430Intel® Xeon® CPU E5-2640 v3 @ 2.60 GHz (16 cores)/32 GB	Dell	HDCK542	1	Mumbai	01-04-2025	31-03-2028	L1			
60	DELL Power Edge 430Intel® Xeon® CPU E5-2640 v3 @ 2.60 GHz (16 cores)/32 GB	Dell	3DCK542	1	Mumbai	01-04-2025	31-03-2028	L1			
61	WIPRO NET POWER RZ2241 Intel® Xeon(R), 12 Core 3.4 Ghz, 16GB memory	Wipro	BUX20300004	1	Mumbai	01-04-2025	31-03-2028	L1			
62	IBM x3650 M2 16GB RAM,INTEL XEON CPU E5502(2	IBM	99V2287	1	Mumbai	01-04-2025	31-03-2028	L2			

	processors) 1.86 GHZ										
63	IBM x3650 M2 16GB RAM,INTEL XEON CPU E5502(2 processors) 1.86 GHZ	IBM	99V0925	1	Mumbai	01-04-2025	31-03-2028	L1			
64	IBM x3650 M2 16GB RAM,INTEL XEON CPU E5502(2 processors) 1.86 GHZ	IBM	99V0924	1	Mumbai	01-04-2025	31-03-2028	L1			
65	Sun Server X3-2L	Oracle	1312FM5058	1	Mumbai	01-04-2025	31-03-2028	L2			
66	Sun Server X3-2L	Oracle	1312FM5059	1	Mumbai	01-04-2025	31-03-2028	L1			
67	Sun Sparc T4	Oracle	1312BDY1DE	1	Mumbai	01-04-2025	31-03-2028	L2			
68	CHI Delhi (North) Intel® Xeon® CPU E5-2637 v4 @ 3.50 GHz (2 cores)/32 GB	Wipro	CCT6VG2	1	Mumbai	01-04-2025	31-03-2028	L1			
69	Dell Power Edge R430 Intel® Xeon® CPU E5-2620 v3 @ 2.40 GHz (2 cores)/32 GB	DELL	BRTZFD2	1	Mumbai	01-04-2025	31-03-2028	L1			
70	Dell Power Edge R630 Intel® Xeon® CPU E5-2637 v4 @ 3.50 GHz (2 cores)/64 GB	DELL	BPHYFD2	1	Mumbai	01-04-2025	31-03-2028	L1			
71	Wipro Netpower- Intel(R) Xeon(R) CPU X5677 @3.47Ghz	Wipro	11HFJT00400 003	1	Mumbai	01-04-2025	31-03-2028	L1			
72	DELL POWER EDGE R720- Intel(R) Xeon(R) E5-	Dell	2F9TVS1	1	Mumbai	01-04-2025	31-03-2028	L1			

	2660, *C, 24GB										
73	DELL POWER EDGE R720- Intel(R) Xeon(R) E5- 2660, *C, 24GB	Dell	9TDPVS1	1	Mumbai	01-04-2025	31-03-2028	L1			
74	DELLR720 PowerEdge Intel® Xeon® CPU E5-2620 v2 @ 2.10 GHz (12 cores)/56GB	Dell	DMBLQ12	1	Mumbai	01-04-2025	31-03-2028	L1			
75	DELL POWER EDGE R720- Intel(R) Xeon(R) E5- 2660, *C, 24GB	Dell	HOBTVS1	1	Mumbai	01-04-2025	31-03-2028	L1			
76	DELLR720 PowerEdge Intel® Xeon® CPU E5-2640 v2 @ 2.00 GHz (16 cores)/24 GB	Dell	3LBLQ12	1	Mumbai	01-04-2025	31-03-2028	L1			
77	DELL POWER EDGE R510- Intel® Xeon(R) CPU E5620@ 2.40GHz (4 core) 6GB	Dell	GZHV8R1	1	Mumbai	01-04-2025	31-03-2028	L1			
78	DELL POWER EDGE R510- Intel® Xeon(R) CPU E5620@ 2.40GHz (4 core) 6GB	Dell	DOMR8R1	1	Mumbai	01-04-2025	31-03-2028	L1			
79	DELL POWER EDGE R510- Intel® Xeon(R) CPU E5620@ 2.40GHz (4 core) 6GB	Dell	9WFZ8R1	1	Mumbai	01-04-2025	31-03-2028	L2			
80	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32 GB Memory	Cisco	FCH1650V1C R	1	Mumbai	01-04-2025	31-03-2028	L1			

81	Oracle Webtier - Processor - Licensing Metric of - Perpetual Term - Full Use License (4 Nos)	Oracle	CSI 17052264/ 16982371/ 17685776/ 17052264	1	Mumbai	01-04-2025	31-03-2028	L1			
82	Sun Rack II 1242/1242E	Oracle	2047RTN-1011RF0013	1	Mumbai	01-04-2025	31-03-2028	L2			
83	Oracle ha agent	Oracle	CLAIS-XR-9999-1PR	1	Mumbai	01-04-2025	31-03-2028	L2			
84	Wipro Net Power Z-2272 (Intel E-5 2643, 16 GB)	Wipro	13FGUS01500004	1	ZOJ	01-04-2025	31-03-2028	L2			
85	DELL POWEREDGE R720 INTEL XEON E52620 V2 2.1 GHZ 24GB MEMORY	Dell	5Q80122	1	CHQ	01-04-2025	31-03-2028	L2			
86	DELL POWEREDGE R720 INTEL XEON E52620 V2 2.1 GHZ 24GB MEMORY	Dell	FP80122	1	CHQ	01-04-2025	31-03-2028	L2			
87	SPARC M7-8 SPARC M7 4.13 GHz	Oracle	AK00365916	1	DC Noida	01-04-2025	31-03-2028	L2			
88	SPARC M7-8 SPARC M7 4.13 GHz	Oracle	AK00367298	1	DC Noida	01-04-2025	31-03-2028	L2			
89	SPARC M7-8 server S.no AK00365916,AK00367298	Oracle	2047RTN – 1617RB0045	1	DC Noida	01-04-2025	31-03-2028	L2			
90	SUN Sparc T7-1	Oracle	AK00380791	4	Mumbai	01-04-2025	31-03-2028	L2			
91	SUN Sparc T7-1	Oracle	AK00366932	1	Mumbai	01-04-2025	31-03-2028	L2			
92	SUN Sparc M7-8	Oracle	AK00365915	1	Mumbai	01-04-2025	31-03-2028	L2			

93	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	F1X5NK2	1	DC Noida	01-04-2025	31-03-2028	L1			
94	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	F1W8NK2	1	DC Noida	01-04-2025	31-03-2028	L1			
95	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	F1Y5NK2	1	DC Noida	01-04-2025	31-03-2028	L1			
96	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	F1X8NK2	1	DC Noida	01-04-2025	31-03-2028	L1			
97	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	GMPFNK2	1	DC Noida	01-04-2025	31-03-2028	L1			
98	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	GMP5NK2	1	DC Noida	01-04-2025	31-03-2028	L1			
99	DELL PowerEdge R730 Intel Xeon E5-2640 v4@ 3.00GHz	DELL	GTQ5NK2	1	DC Noida	01-04-2025	31-03-2028	L1			
100	SUN SPARC T7 SUN SPARC T7 -1, 4.13 GHz	Oracle	1734NN72K6	1	DC Noida	01-04-2025	31-03-2028	L2			
101	SUN SPARC T7 SUN SPARC T7 -1, 4.13 GHz	Oracle	1734NN72K5	1	DC Noida	01-04-2025	31-03-2028	L2			
102	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHz	Oracle	1733NNT1L7	1	DC Noida	01-04-2025	31-03-2028	L2			

103	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHz	Oracle	1733NNT1LA	1	DC Noida	01-04-2025	31-03-2028	L2			
104	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHz	Oracle	1733NNT1L8	1	DC Noida	01-04-2025	31-03-2028	L2			
105	DELL R730	DELL	4VM8FN2	1	Mumbai	01-04-2025	31-03-2028	L1			
106	DELL R730	DELL	4VL9FN2	1	Mumbai	01-04-2025	31-03-2028	L1			
107	SUN Sparc S7 -2	Oracle	1733NNT1L9	1	Mumbai	01-04-2025	31-03-2028	L2			
108	Oracle Solaris Cluster Enterprise Edition-processor perpetual (36 Nos)	Oracle	AK00367298/CSI 20665199	1	DC Noida	01-04-2025	31-03-2028	L2			
109	Oracle Solaris Cluster Enterprise Edition-processor perpetual (13 Nos)	Oracle	AK00286150/CSI 19881447	1	DC Noida	01-04-2025	31-03-2028	L2			
110	Oracle Solaris Cluster Enterprise Edition-processor perpetual (40 Nos)	Oracle	1733NNT1LA/CSI 21330038	1	DC Noida	01-04-2025	31-03-2028	L2			
111	SPARC M8-8 Server Model Family 1 pdom (Along with Licenses)	Oracle	AK00441379	1	DC Noida	01-04-2025	31-03-2028	L3			
112	SPARC M8-8 Server Model Family 2 pdoms (Along with Licenses)	Oracle	AK00438459	1	DC Noida	01-04-2025	31-03-2028	L3			
113	SPARC M8-8 Server Model Family 1 pdom (Along with Licenses)	Oracle	AK00438458	1	Mumbai	01-04-2025	31-03-2028	L3			
114	SPARC M8-8 Server Model Family 2 pdoms (Along with Licenses)	Oracle	AK00441378	1	Mumbai	01-04-2025	31-03-2028	L3			

115	SAN SWITCH-2 MDS 9710 along with Licenses	Cisco	JAE2246005B/J PG225000JC	1	DC Noida	22-03-2025	31-03-2028	L1			
116	SAN SWITCH-1 MDS 9710 along with Licenses	Cisco	JAE22480W82/J PG225000JF	1	DC Noida	22-03-2025	31-03-2028	L1			
117	Dell Power Edge 740 3.2G, 8C	DELL	36ZXDV2	36	DC Noida	01-04-2025	31-03-2028	L2			
118	Dell Power Edge 740 3.2G, 8C	DELL	36ZZDV2	13	DC Noida	01-04-2025	31-03-2028	L2			
119	Dell Power Edge 740 3.2G, 8C	DELL	371TDV2	40	DC Noida	01-04-2025	31-03-2028	L2			
120	Dell Power Edge 740 3.2G, 8C	DELL	371XDV2	1	DC Noida	01-04-2025	31-03-2028	L2			
121	Dell Power Edge 740 3.2G, 8C	DELL	370RDV2	1	DC Noida	01-04-2025	31-03-2028	L2			
122	Dell Power Edge 740 3.2G, 8C	DELL	370TDV2	1	DC Noida	01-04-2025	31-03-2028	L2			
123	Dell PowerEdge R740 3.2G	DELL	HRNX6T2	1	Mumbai	01-04-2025	31-03-2028	L2			
124	Dell PowerEdge R740 3.2G	DELL	HRQZ6T2	1	Mumbai	01-04-2025	31-03-2028	L2			
125	Dell PowerEdge R740 3.2G	DELL	HRQT6T2	1	Mumbai	01-04-2025	31-03-2028	L2			
126	Dell PowerEdge R740 3.2G	DELL	HRSS6T2	1	Mumbai	01-04-2025	31-03-2028	L2			
127	Dell PowerEdge R740 3.2G	DELL	370SDV2	1	Mumbai	01-04-2025	31-03-2028	L2			
128	Dell PowerEdge R740 3.2G	DELL	HRRV6T2	1	Mumbai	01-04-2025	31-03-2028	L2			
129	Dell PowerEdge R740 3.2G	DELL	HRSV6T2	1	Mumbai	01-04-2025	31-03-2028	L2			
130	CISCO MDS 9148 along with Licenses	Cisco	JPG200400E G	1	DC Noida	01-04-2025	31-03-2028	L2			
131	CISCO MDS 9148 along with Licenses	Cisco	JPG200400F1	1	DC Noida	01-04-2025	31-03-2028	L2			
132	SUN SPARC T5-2	Oracle	AK00286148	1	Mumbai	01-04-2025	31-03-2028	L2			
133	DELL R730	DELL	4VM6FN2	1	Mumbai	01-04-2025	31-03-2028	L1			
134	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VQ7FN2	1	DC Noida	01-04-2025	31-03-2028	L1			
135	DELL PowerEdge	DELL	4VQDFN2	1	DC Noida	01-04-2025	31-03-2028	L1			

	R730 Intel Xeon E5-2667 v4 3.2GHz										
136	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VR8FN2	1	DC Noida	01-04-2025	31-03-2028	L1			
137	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VPBFN2	1	DC Noida	01-04-2025	31-03-2028	L1			
138	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VR6FN2	1	DC Noida	01-04-2025	31-03-2028	L1			
139	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VR7FN2	1	DC Noida	01-04-2025	31-03-2028	L1			
140	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	8MV5MP2	1	DC Noida	01-04-2025	31-03-2028	L3			
141	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	8L76MP2	1	DC Noida	01-04-2025	31-03-2028	L1			
142	SYMANTEC ATP 8880 Symantec ATP 8880-30 Appliance	SEP	FS158P2	1	DC Noida	01-04-2025	31-03-2028	L1			
143	Sparc S7 -2 server	Oracle	1816NNT5GU	1	Mumbai	01-04-2025	31-03-2028	L2			
144	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHz	Oracle	1816NNT5H1	1	DC Noida	01-04-2025	31-03-2028	L2			
145	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHz	Oracle	1816NNT5H3	1	DC Noida	01-04-2025	31-03-2028	L2			
146	Dell PowerEdge R730	DELL	GN3CNK2	1	Mumbai	01-04-2025	31-03-2028	L1			

147	Dell PowerEdge R730	DELL	F4Y9NK2	1	Mumbai	01-04-2025	31-03-2028	L1			
148	Dell PowerEdge R730	DELL	GMP6NK2	1	Mumbai	01-04-2025	31-03-2028	L1			
149	Dell PowerEdge R730	DELL	F21DNK2	1	Mumbai	01-04-2025	31-03-2028	L1			
150	Dell Power Edge 640 3.4GHz 16 Core, 64Gb	Dell	F37B9R2	1	DC Noida	01-04-2025	31-03-2028	L3			
151	Dell Power Edge 640 Intel Xeon Gold 6134 3.20GHz	Dell	F37C9R2	1	DC Noida	01-04-2025	31-03-2028	L1			
152	Dell Power Edge 640 Intel Xeon Gold 6134 3.20GHz	Dell	F3799R2	1	DC Noida	01-04-2025	31-03-2028	L3			
153	Dell Power Edge 640 Intel Xeon Gold 6134 3.20GHz	Dell	F37D9R2	1	DC Noida	01-04-2025	31-03-2028	L1			
154	Dell Power Edge 640 Intel Xeon Gold 6134 3.20GHz	Dell	F37F9R2	1	DC Noida	01-04-2025	31-03-2028	L1			
155	DELL R640 3.4G	Dell	4C882S2	1	Mumbai	01-04-2025	31-03-2028	L1			
156	Dell Power Edge 740 Intel Xeon Gold 6134	Dell	4C662S2	1	DC Noida	01-04-2025	31-03-2028	L1			
157	Dell Power Edge 640 Intel Xeon Gold 6134 3.2G, 8C/16T	Dell	4CC72S2	1	DC Noida	01-04-2025	31-03-2028	L3			
158	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4CH12S2	1	DC Noida	01-04-2025	31-03-2028	L1			
159	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4CH42S2	1	DC Noida	01-04-2025	31-03-2028	L1			

160	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4CH92S2	1	DC Noida	01-04-2025	31-03-2028	L1			
161	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4BJ32S2	1	DC Noida	01-04-2025	31-03-2028	L3			
162	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4BJ42S2	1	DC Noida	01-04-2025	31-03-2028	L1			
163	Dell Power Edge 740 Intel Xeon Gold 6180 3.0GHz 28 Cores	Dell	63S22S2	1	DC Noida	01-04-2025	31-03-2028	L1			
164	Dell Power Edge 740 Intel Xeon Gold 6180 3.0GHz 28 Cores	Dell	63S52S2	1	DC Noida	01-04-2025	31-03-2028	L1			
165	Dell Power Edge 740 Intel Xeon Gold 6180 3.0GHz 28 Cores	Dell	63S42S2	1	DC Noida	01-04-2025	31-03-2028	L1			
166	SUN Sparc T7-1	Oracle	1734NN72K4	1	Mumbai	01-04-2025	31-03-2028	L2			
167	DELL Poweredge R740 3.2G, 8C	Dell	GX582S2	1	Mumbai	01-04-2025	31-03-2028	L1			
168	DELL R740 Intel Xeon Gold 6134 3.2G, 8C	DELL	GQQ62S2	1	DC Noida	01-04-2025	31-03-2028	L1			
169	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZW22S2	1	DC Noida	01-04-2025	31-03-2028	L1			
170	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZW72S2	1	DC Noida	01-04-2025	31-03-2028	L1			
171	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZC52S2	1	DC Noida	01-04-2025	31-03-2028	L1			
172	Dell Power Edge 740 Intel Xeon	Dell	FZD82S2	1	DC Noida	01-04-2025	31-03-2028	L1			

	Gold 6134 3.2G, 8C										
173	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	Dell	GX742S2	1	DC Noida	01-04-2025	31-03-2028	L1			
174	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	Dell	GXN42S2	1	DC Noida	01-04-2025	31-03-2028	L1			
175	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	Dell	GX782S2	1	DC Noida	01-04-2025	31-03-2028	L1			
176	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	Dell	GXP32S2	1	DC Noida	01-04-2025	31-03-2028	L1			
177	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZ662S2	1	DC Noida	01-04-2025	31-03-2028	L2			
178	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZ872S2	1	DC Noida	01-04-2025	31-03-2028	L1			
179	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	FZV62S2	1	DC Noida	01-04-2025	31-03-2028	L1			
180	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	FZT82S2	1	DC Noida	01-04-2025	31-03-2028	L1			
181	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	FZX22S2	1	DC Noida	01-04-2025	31-03-2028	L1			
182	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	DELL	GXP82S2	1	DC Noida	01-04-2025	31-03-2028	L3			
183	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	G6G32S2	1	DC Noida	01-04-2025	31-03-2028	L3			
184	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	DELL	GXQ32S2	1	DC Noida	01-04-2025	31-03-2028	L1			
185	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	DELL	GXQ62S2	1	DC Noida	01-04-2025	31-03-2028	L1			
186	Dell Power Edge 740 Intel Xeon	DELL	GQR62S2	1	DC Noida	01-04-2025	31-03-2028	L3			

	Gold 6134 3.2G, 8C										
187	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	GRN82S2	1	DC Noida	01-04-2025	31-03-2028	L1			
188	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	GRP42S2	1	DC Noida	01-04-2025	31-03-2028	L1			
189	Oracle Solaris Cluster Enterprise Edition-processor perpetual (9 Nos)	Oracle	1816NNT5H3/CSI 21755693	1	DC Noida	01-04-2025	31-03-2028	L2			
190	HPE DL360 Gen10 Xeon-S 4208 Kit	HPE	SGH009SQ5Y	1	DC Noida	01-04-2025	31-03-2028	L1			
191	HPE DL360 Gen10 Xeon-S 4208 Kit	HPE	SGH009SQ67	1	DC Noida	01-04-2025	31-03-2028	L1			
192	HPE DL360 Gen10 Xeon-S 4208 Kit	HPE	SGH009SQ66	1	DC Noida	01-04-2025	31-03-2028	L1			
193	HP ProLiant DL360 Gen10	HPE	SGH009SQ5Q	1	Mumbai	01-04-2025	31-03-2028	L1			
194	HP ProLiant DL360 Gen10	HPE	SGH009SQ5M	1	Mumbai	01-04-2025	31-03-2028	L1			
195	DELL PowerEdge R510	DELL	GZCX4V1 (DOMR8R1)	1	Mumbai	01-04-2025	31-03-2028	L1			
196	UCS 5108 Blade Server AC2 Chassis	CISCO	FOX2444PA2B	1	DC Noida	20-09-2025	31-03-2028	L1			
197	UCS 5108 Blade Server AC2 Chassis	CISCO	FOX2444PFGL	1	DC Noida	20-09-2025	31-03-2028	L1			
198	UCS 5108 Blade Server AC2 Chassis	CISCO	FOX2525P7BK	1	DC Noida	20-09-2025	31-03-2028	L1			
199	UCS 5108 Blade Server AC2 Chassis	CISCO	FOX2524P9U5	9	DC Noida	20-09-2025	31-03-2028	L1			
200	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FLM2438048L	1	DC Noida	20-09-2025	31-03-2028	L1			
201	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FLM24390C23	1	DC Noida	20-09-2025	31-03-2028	L1			

202	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FLM24390050	1	DC Noida	20-09-2025	31-03-2028	L1			
203	UCS B200 M5 Blade Intel Xeon Gold 6248@ 2.50GHz	CISCO	FLM243601NG	1	DC Noida	20-09-2025	31-03-2028	L1			
204	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FLM2438027H	1	DC Noida	20-09-2025	31-03-2028	L1			
205	UCS B200 M5 Blade Intel Xeon Gold 6242@ 2.80GHz	CISCO	FLM2439056G	1	DC Noida	20-09-2025	31-03-2028	L1			
206	UCS B200 M5 Blade Intel Xeon Gold 5217@ 3.00GHz	CISCO	FLM244003BN	1	DC Noida	20-09-2025	31-03-2028	L1			
207	UCS B200 M5 Blade Intel Xeon Gold 5217@ 3.00GHz	CISCO	FLM24390BKH	1	DC Noida	20-09-2025	31-03-2028	L1			
208	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FLM24390CPQ	1	DC Noida	20-09-2025	31-03-2028	L1			
209	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FLM24380194	1	DC Noida	20-09-2025	31-03-2028	L1			
210	UCS B200 M5 Blade Intel Xeon Gold 5217@ 3.00GHz	CISCO	FLM243904FK	1	DC Noida	20-09-2025	31-03-2028	L1			
211	UCS B200 M5 Blade Intel Xeon Gold 5217@ 3.00GHz	CISCO	FLM24380144	1	DC Noida	20-09-2025	31-03-2028	L1			
212	UCS B200 M5 Blade Intel Xeon Silver 4214@ 2.20GHz	CISCO	FLM24390C2F	1	DC Noida	20-09-2025	31-03-2028	L1			
213	UCSC-C220- M5SX Intel® Xeon® Gold 4210	CISCO	WZP2442010Z	1	DC Noida	20-09-2025	31-03-2028	L1			
214	UCSC-C220- M5SX 2 * Intel® Xeon® Gold 4215	CISCO	WZP2442015W	1	DC Noida	20-09-2025	31-03-2028	L1			
215	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252678V0	1	DC Noida	22-06-2026	31-03-2028	L1			

216	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH2528754E	1	DC Noida	22-06-2026	31-03-2028	L1			
217	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252679Q9	1	DC Noida	22-06-2026	31-03-2028	L1			
218	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252678XU	1	DC Noida	22-06-2026	31-03-2028	L1			
219	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252679G8	1	DC Noida	22-06-2026	31-03-2028	L1			
220	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252679AQ	1	DC Noida	22-06-2026	31-03-2028	L1			
221	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252679TD	1	DC Noida	22-06-2026	31-03-2028	L1			
222	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH2526794M	1	DC Noida	22-06-2026	31-03-2028	L1			
223	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH2526791Z	1	DC Noida	22-06-2026	31-03-2028	L1			
224	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252678YB	1	DC Noida	22-06-2026	31-03-2028	L1			
225	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH25267985	1	DC Noida	22-06-2026	31-03-2028	L1			
226	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252678QM	1	DC Noida	22-06-2026	31-03-2028	L1			
227	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH2526798M	1	DC Noida	22-06-2026	31-03-2028	L1			
228	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252679YG	1	DC Noida	22-06-2026	31-03-2028	L1			
229	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252678NC	1	DC Noida	22-06-2026	31-03-2028	L1			

230	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252675J2	1	DC Noida	22-06-2026	31-03-2028	L1			
231	Cisco UCSC-C220-M5SX Intel 4215 2.5 GHz	CISCO	WZP25240N74	1	DC Noida	22-06-2026	31-03-2028	L1			
232	Cisco UCSC-C220-M5SX Intel 4210 2.2 GHz	CISCO	WZP251403RT	1	DC Noida	22-06-2026	31-03-2028	L1			
233	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	6MZ3NF3	1	DC Noida	23-06-2026	31-03-2028	L1			
234	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	JCW3NF3	1	DC Noida	23-06-2026	31-03-2028	L1			
235	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	6MZ3NF3	1	DC Noida	23-06-2026	31-03-2028	L1			
236	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	7MZ3NF3	1	DC Noida	23-06-2026	31-03-2028	L1			
237	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	8MZ3NF3	1	DC Noida	23-06-2026	31-03-2028	L1			
238	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	G6LXMF3	1	Mumbai	23-06-2026	31-03-2028	L1			
239	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	F6LXMF3	1	Mumbai	23-06-2026	31-03-2028	L1			
240	HSM 10K Payshield Thales 2500TPS	THALES	D0246399233U	1	DC Noida	28-10-2026	31-03-2028	L1			
241	HSM 10K Payshield Thales 2500TPS	THALES	D0246399264F	1	DC Noida	28-10-2026	31-03-2028	L1			
242	HSM 10K Payshield Thales 2500TPS	THALES	D0251440367D	1	Mumbai	24-11-2026	31-03-2028	L1			

243	Apsolute Vision	Radware	81710023	1	DC Noida	12-10-2025	31-03-2028	L1			
244	Radware Alton7612	Radware	91812014	1	DC Noida	12-10-2025	31-03-2028	L1			
245	Radware Alton7612	Radware	91812032	1	DC Noida	12-10-2025	31-03-2028	L1			
246	R13AS09 RADWARE ALTEON 7612	Radware	91810009	1	Mumbai	12-10-2025	31-03-2028	L1			
247	R13AS01 RADWARE ALTEON 7612	Radware	91812026	1	Mumbai	12-10-2025	31-03-2028	L1			
248	IBM P7	IBM	062E56T	1	DC Noida	01-04-2025	31-03-2028	L2			
249	IBM P7	IBM	062E51T	1	DC Noida	01-04-2025	31-03-2028	L2			
250	IBM P7	IBM	062E51T	1	DC Noida	01-04-2025	31-03-2028	L2			
251	IBM/Power710	IBM	06ECBDT	1	Mumbai	01-04-2025	31-03-2028	L2			
252	IBM/Power740	IBM	06ECBCT	1	Mumbai	01-04-2025	31-03-2028	L2			
253	Dell Power Edge 640	DELL	CLY5813	1	DC Noida	01-04-2025	31-03-2028	L2			
254	Dell Power Edge R740XD	DELL	9DNJJ13	1	DC Noida	01-04-2025	31-03-2028	L2			
255	Dell Power Edge R740XD	DELL	CDNJJ13	1	DC Noida	01-04-2025	31-03-2028	L2			
256	Dell Power Edge R740XD	DELL	BDNJJ13	1	DC Noida	01-04-2025	31-03-2028	L2			
257	DELL PowerEdge R740xd	DELL	6DNJJ13	1	Mumbai	01-04-2025	31-03-2028	L2			
258	DELL PowerEdge R740xd	DELL	7DNJJ13	1	Mumbai	01-04-2025	31-03-2028	L2			
259	DELL PowerEdge R740xd	DELL	8DNJJ13	1	Mumbai	01-04-2025	31-03-2028	L2			
260	DELL PowerEdge R640	DELL	BLY5813	1	Mumbai	01-04-2025	31-03-2028	L2			
261	NETWORK HSM 750	Thales LUNA	FB088101	1	DC Noida	01-01-2028	31-03-2028	L2			
262	NETWORK HSM 750	Thales LUNA	FB088099	1	Mumbai	01-01-2028	31-03-2028	L2			
263	NETWORK HSM 700	Thales LUNA	FB088039	1	DC Noida	01-01-2028	31-03-2028	L2			

264	NETWORK HSM 700	Thales LUNA	FB088040	1	DC Noida	01-01-2028	31-03-2028	L2			
265	NETWORK HSM 700	Thales LUNA	FB088041	1	Mumbai	01-01-2028	31-03-2028	L2			
Total Year Wise (In INR) (Excl GST)											
Grand Total for 3 years (In INR) (Excl GST)									A		

Table B

(Quantity under different categories of equipment's/software is mentioned against each)

S.NO	Server	Sernial Number	Location	Qty	Start Date	End Date	Support Level	AMC Year 1	AMC Year 2	AMC Year 3
1	Cisco UCS-220-M3S	FCH1915V0FT	DC Noida	1	01-04-2025	31-03-2026	L1			
2	Cisco UCS-220-M3S	FCH1915V0FU	DC Noida	1	01-04-2025	31-03-2026	L1			
3	Cisco UCS-220-M3S	FCH1832V0US	DC Noida	1	01-04-2025	31-03-2026	L1			
4	DELL R330	FVM3QM2	DC Noida	1	01-04-2025	31-03-2026	L1			
5	DELL R730	9JRQQM2	DC Noida	1	01-04-2025	31-03-2026	L1			
6	UCS-C240-M5SX	WZP23450C81	DC Noida	1	01-04-2025	31-03-2026	L1			
7	R380 F2	USRAASI02711242562	DC Noida	1	01-04-2025	31-03-2026	L1			
8	R380 F2	USRAASI02411242556	DC Noida	1	01-04-2025	31-03-2026	L1			
9	R380 F2	USRAASI02511242559	DC Noida	1	01-04-2025	31-03-2026	L1			
10	R380 F2	USRAASI02611242561	DC Noida	1	01-04-2025	31-03-2026	L1			
11	SPARC S7-2	1918NNTA09	DC Noida	1	01-04-2025	31-03-2026	L1			
12	SPARC S7-2	1915NNT9VV	DC Noida	1	01-04-2025	31-03-2026	L1			
13	SPARC T7	1918NN77DD	DC Noida	1	01-04-2025	31-03-2026	L1			
14	SPARC T7	1918NN77DE	DC Noida	1	01-04-2025	31-03-2026	L1			
15	Rack II	2047RTN-1206RI0006	DR Mumbai	1	01-04-2025	31-03-2026	L1			
16	Cisco UCS-220-M3S	FCH1826V0TX	DR Mumbai	1	01-04-2025	31-03-2026	L1			

17	Cisco UCS-220-M3S	FCH1826V0U9	DR Mumbai	1	01-04-2025	31-03-2026	L1			
18	Cisco UCS-220-M3S	FCH1839V1JG	DR Mumbai	1	01-04-2025	31-03-2026	L1			
19	DELL R730	9JRLQM2	DR Mumbai	1	01-04-2025	31-03-2026	L1			
20	UCS-C240-M5SX	WZP234411NZ	DR Mumbai	1	01-04-2025	31-03-2026	L1			
21	R380 F2	USRAASI027I1242563	DR Mumbai	1	01-04-2025	31-03-2026	L1			
22	R380 F2	USRAASI024I1242557	DR Mumbai	1	01-04-2025	31-03-2026	L1			
23	R380 F2	USRAASI025I1242558	DR Mumbai	1	01-04-2025	31-03-2026	L1			
24	R380 F2	USRAASI026I1242560	DR Mumbai	1	01-04-2025	31-03-2026	L1			
25	SPARC S7-2	1915NNT9VU	DR Mumbai	1	01-04-2025	31-03-2026	L1			
26	SPACR T7	1918NN77CL	DR Mumbai	1	01-04-2025	31-03-2026	L1			
Total Year Wise (In INR) (Excl GST)										
Grand Total for 3 years (In INR) (Excl GST)								B		

(Total Cost for 3 years = A + B)

Note:- While L1 bidder shall be arrived on (A+B) pricing, however, the PO against the 26 Servers (Table-B above) along with Signing of the Service Level Agreement/NDA and issuance of all the necessary payments shall be carried by J&K Grameen Bank directly to the L1 bidder.

- Prices quoted should be **exclusive** of GST.
- All other Taxes / Duties / levies and charges for packing, forwarding, freight, transit insurance, loading and unloading, shall be borne by bidder.
- Applicable taxes would be deducted at source, if any, as per prevailing rates.
- The Bank reserves the right to removed items from the List of AMC at any time during the tenure of the contract however the details of the items to be removed shall be informed before start of each year.
- The Bank reserves the right to add items to the List of AMC at any time during the tenure of the contract however commercial involvement for addition of new items shall be based on the prices arrived in the ORA.
- The quantity mentioned above is indicative only and the actual number may change based as per the requirements of the Bank. In case there is any change in the quantity or asset make & model, the same shall be communicated in pre-bid response/corrigendum.

Annexure G: Bank Guarantee Format

Offer Reference No.:
Bank Guarantee No: _____
Dated: _____
Bank: _____

To
Jammu & Kashmir Bank M.A. Road, Srinagar,
190 001 J&K.

WHEREAS..... (Company Name) and
having its Registered Office
at..... India (hereinafter
referred to as “the Bidder”) proposes to respond to RFP No,
dated of Jammu and Kashmir Bank Ltd for **Selection of vendor to
provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN
Switches, Load Balancers, HSMs and other allied equipment installed at Bank’s DC Noida, DR
Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.** (Herein after called the “RFP”)
AND WHEREAS, in terms of the conditions as stipulated in the RFP, the bidder is required to furnish
a Bank Guarantee in lieu of the Earnest Money Deposit (EMD), issued by a scheduled commercial
bank in India in your favour to secure the order under the RFP Document (which guarantee is
hereinafter called as “BANK GUARANTEE”) AND WHEREAS the bidder has approached us,
..... for providing the BANK GUARANTEE.

AND WHEREAS at the request of the bidder and in consideration of the proposed RFP to you, We,
..... having Branch
Office/Unit amongst others
at....., India and
registered office/Headquarter
at.....have agreed to issue the BANK
GUARANTEE.

THEREFORE, We,, through our local office
at..... India furnish you the Bank GUARANTEE in manner
hereinafter contained and agree with you as follows:

1. We....., undertake to pay
the amounts due and payable under this Guarantee without any demur, merely on demand from
you and undertake to indemnify you and keep you indemnified from time to time to the extent
of Rs..... (Rupees
.....only) an amount equivalent to the EMD against any loss or damage
caused to or suffered by or that may be caused to or suffered by you on account of any breach
or breaches on the part of the bidder of any of the terms and conditions contained in the RFP
and in the event of the bidder commits default or defaults in carrying out any of the work or
discharging any obligation in relation thereto under the RFP or otherwise in the observance and
performance of any of the terms and conditions relating thereto in accordance with the true
intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not
exceeding the sum of
Rs.....(Rupees.....
..... only) as may be claimed by you on account of breach on the part of the

bidder of their obligations in terms of the RFP. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this guarantee.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the bidder has committed any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the bidder after expiry of the relative guarantee period of the RFP and after the bidder had discharged all his obligations under the RFP and produced a certificate of due completion of work under the said RFP and submitted a “ No Demand Certificate “ provided always that the guarantee shall in no event remain in force after the day ofwithout prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of Bank Guarantee on your request under intimation to the SI/OEM till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without affecting Bank Guarantee from time to time to vary any of the terms and conditions of the RFP or extend the time of performance of the RFP or to postpone any time or from time to time any of your rights or powers against the bidder and either to enforce or forbear to enforce any of the terms and conditions of the said RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the bidder or any other forbearance, act or omission on your part or any indulgence by you to the bidder or by any variation or modification of the RFP or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs.....(Rupees.....only) as aforesaid or extend the period of the guarantee beyond the said day of unless expressly agreed to by us in writing.
6. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the bidder or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the bidder
7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the bidder hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.
8. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the bidder from time to time arising out of or in relation to the said RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
10. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees here before given to you by us (whether jointly with others or alone) and that Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. The Bank Guarantee shall not be affected by any change in the constitution of the bidder or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
12. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
13. We undertake to pay to you any money so demanded notwithstanding any dispute or disputes raised by the bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.
14. The Bank Guarantee needs to be submitted in online form also via SFMS Application.
15. Notwithstanding anything contained herein above;
 - i. our liability under this Guarantee shall not exceed Rs.....(Rupees.....only) ;
 - ii. this Bank Guarantee shall be valid up to and including the date and claim period shall be up to..... ; and
 - iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of the claim period.
16. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

For and on behalf of BANK
Authorized Signatory
Seal
Address

Annexure H: Performance Bank Guarantee Format

To
Jammu & Kashmir Bank M.A. Road, Srinagar,
190 001 J&K.

WHEREAS.....
..... (Company Name) registered under the and
having its Registered Office at
hereinafter referred to as the Bidder has for taken up **to provide Comprehensive Annual Maintenance Contract (AMC) for Out of warranty Servers, Storages, SAN Switches and other allied equipment installed at Bank’s DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.** in terms of the Purchase Order bearing No.
..... Dated
hereinafter referred to as the Contract. And Whereas in terms of the Conditions stipulated in the said Contract, the bidder is required to furnish, performance Bank Guarantee issued by a Scheduled Commercial Bank in your favor to secure due and satisfactory compliance of the obligations of the Bidder in accordance with the Contract; Therefore, We,
through our local office at
Furnish you this Performance Guarantee in the manner hereinafter contained and agree with you as follows:

1. We, do hereby undertake to pay the amounts of Rs..... and payable under this Guarantee without any demur, merely on a demand, which has to be served on us before the expiry of this guarantee, time being essence of the contract, from you stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by you by reason of breach by the said Bidder of any of the terms and conditions contained in the Contract or by reason of the vendor’s failure to perform the said contract. Any such demand made on us within the time stipulated above shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding..... (Rupees Only).
2. We undertake to pay to you any money so demanded notwithstanding any dispute/s raised by the Bidder in any suit or proceeding before any Court or Tribunal relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.
3. We further agree that, if demand, as stated above, is made on us within the stipulated period, the guarantee herein contained shall remain in full force and effect and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully paid and your claims satisfied or discharged or till you certify that the terms and conditions of the said contract have been fully and properly carried out by the said Bidder and accordingly discharge this guarantee. Provided, however, serving of a written claim / demand in terms hereof on us for payment under this guarantee on or before the stipulated period, time being the essence of contract, shall be a condition precedent for accrual of our liability / your rights under this guarantee.
4. We further agree with you that you shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Contract or to extend time for performance by the said vendor from time to time or to postpone for any time or from time to time any of the powers exercisable by us against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of such variation, or extension being granted to the said Vendor or for any forbearance, act or

omission on our part or any indulgence by us to the said Bidder or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. This Guarantee will not be discharged due to the change in the constitution of our Bank or the Bidder

6. We further agree and undertake unconditionally without demur and protest to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the Bidder

7. We lastly undertake not to revoke this guarantee during its currency except with your written Consent. Notwithstanding anything contained herein above;

(i) Our liability under this Guarantee shall not exceed..... Rupees.....only);

(ii) This Guarantee shall be valid up to; and claim period of this Bank Guarantee shall be year/s after expiry of the validity period i.e., up to.....; and

(iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of the claim period.

Dated the..... Day of20.....

For.....

BANK Authorized Signatory

Annexure I: Non-disclosure Agreement (NDA)

THIS NON DISCLOSURE AGREEMENT (the “Agreement”) is made and entered into as of (____/____/2025) by and between

_____, a company incorporated under the laws of India, having its registered address at _____ (the “Receiving party/Company”)

and

“Jammu and Kashmir Bank Ltd, a Banking Company under Indian Companies Act, 2013 having corporate and registered office at M.A. Road, Srinagar, J&K, India-190001 represented herein by Authorized Signatory (hereinafter referred as Bank/Disclosing Party which unless the context requires include its successors in interests and permitted assigns). (the “Bank/Disclosing Party”).

The Company/Receiving party and Bank/Disclosing Party are hereinafter collectively referred to as parties and individually as a party.

Whereas the parties have entered into contract and for performance of contract, the parties may share/discard certain proprietary/confidential information to each other. To protect the confidentiality of the confidential information shared/disclosed, the parties hereto have entered into this NDA.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. Purpose J&K Bank/Disclosing Party has engaged or wishes to engage the Company/Receiving party for undertaking the project to provide **Comprehensive Annual Maintenance Contract (AMC) for Out of warranty Servers, Storages, SAN Switches and other allied equipment installed at Bank’s DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu** and each party may disclose or may come to know during the course of the project certain confidential technical and business information which the disclosing party desires the receiving party to treat as confidential.

2. Confidential Information means any information disclosed or acquired by other party during the course of the projects, either directly or indirectly, in writing, orally or by inspection of tangible objects (including without limitation documents, prototypes, samples, technical data, trade secrets, know-how, research, product plans, services, customers, markets, software, inventions, processes, designs, drawings, marketing plans, financial condition and the Company’s plant and equipment), which is designated as “Confidential,” “Proprietary” or some similar designation. Information communicated orally shall be considered Confidential Information if such information is confirmed in writing as being Confidential Information within a reasonable time after the initial disclosure. Confidential Information may also include information disclosed to a disclosing party by third parties. Confidential Information shall not, however, include any information which

- i. was publicly known and made generally available in the public domain prior to the time of disclosure by the disclosing party;
- ii. becomes publicly known and made generally available after disclosure by the disclosing party to the receiving party through no action or inaction of the receiving party;

- iii. is already in the possession of the receiving party at the time of disclosure by the disclosing party as shown by the receiving party's files and records immediately prior to the time of disclosure;
- iv. is obtained by the receiving party from a third party without a breach of such third party's obligations of confidentiality;
- v. is independently developed by the receiving party without use of or reference to the disclosing party's Confidential Information, as shown by documents and other competent evidence in the receiving party's possession; or
- vi. Is required by law to be disclosed by the receiving party, provided that the receiving party gives the disclosing party prompt written notice of such requirement prior to such disclosure and assistance in obtaining an order protecting the information from public disclosure.

3. Non-use and Non-disclosure. Each party agrees not to use any Confidential Information of the other party for any purpose except to evaluate and engage in discussions concerning a potential business relationship between the parties. Each party agrees not to disclose any Confidential Information of the other party to third parties or to such party's employees, except to those employees of the receiving party who are required to have the information in order to evaluate or engage in discussions concerning the contemplated business relationship. Neither party shall reverse engineer, disassemble, or decompile any prototypes, software or other tangible objects which embody the other party's Confidential Information and which are provided to the party hereunder.

4. Maintenance of Confidentiality. Each party agrees that it shall take reasonable measures to protect the secrecy of and avoid disclosure and unauthorized use of the Confidential Information of the other party. Each party shall take at least those measures that it takes to protect its own most highly confidential information and shall ensure that its employees who have access to Confidential Information of the other party have signed a non-use and non-disclosures agreement in content similar to the provisions hereof, prior to any disclosure of Confidential Information to such employees. Neither party shall make any copies of the Confidential Information of the other party unless the same are previously approved in writing by the other party. Each party shall reproduce the other party's proprietary rights notices on any such approved copies, in the same manner in which such notices were set forth in or on the original. Each party shall immediately notify the other party in the event of any unauthorized use or disclosure of the Confidential Information.

5. No Obligation. Nothing herein shall obligate either party to proceed with any transaction between them and each party reserves the right, in its sole discretion, to terminate the discussions contemplated by this Agreement concerning the business opportunity. This Agreement does not constitute a joint venture or other such business agreement.

6. No Warranty. All Confidential Information is provided by Bank as "AS IS." Bank/Disclosing Party makes no warranties, expressed, implied or otherwise, regarding its accuracy, completeness or performance.

7. Return of Materials. All documents and other tangible objects containing or representing Confidential Information which have been disclosed by either party to the other party, and all copies thereof which are in the possession of the other party, shall be and remain the property of the disclosing party and shall be promptly returned to the disclosing party upon the disclosing party's written request.

Receiving Party shall immediately return and redeliver to Disclosing Party/ Bank all tangible material embodying the Confidential Information provided hereunder and all notes, summaries,

memoranda, , records, excerpts or derivative information deriving there from and all other documents or materials (“Notes”) (and all copies of any of the foregoing, including “copies” that have been converted to computerized media in the form of image, data or word processing files either manually or by image capture) based on or including any Confidential Information, in whatever form of storage or retrieval, upon the earlier of (i) the completion or termination of the dealings between the parties contemplated hereunder; (ii) the termination of the Master Agreement; or (iii) at such time as the Disclosing Party/ Bank may so request.

The receiving party shall destroy /dispose off the confidential information provided by the disclosing party together with its copies upon written request of the disclosing party, as per the directions issued by the disclosing party and such destruction shall be confirmed in writing by receiving party.

8. No License. Nothing in this Agreement is intended to grant any rights to either party under any patent, mask work right or copyright of the other party, nor shall this Agreement grant any party any rights in or to the Confidential Information of the other party except as expressly set forth herein.

9. Term. The Obligations of each receiving party hereunder shall survive even after this agreement except as provided herein above.

10. Adherence. The content of the agreement is subject to adherence audit by J&K Bank. It shall be the responsibility of the Company/Receiving party to fully cooperate and make available the requisite resources/evidences as mandated by J&K Bank Supplier Security policy.

11. Remedies. Each party agrees that any violation or threatened violation of this Agreement may cause irreparable injury to the other party, entitling the other party to seek injunctive relief in addition to all legal remedies.

12. Arbitration, Governing Law & Jurisdiction. In the case of any dispute arising upon or in relation to or in connection with this Agreement between parties, the disputes shall at the first instance be resolved through negotiations. If the dispute cannot be settled amicably within fourteen (14) days from the date on which either Party has served written notice on the other of the dispute then any party can submit the dispute for arbitration under Arbitration and conciliation Act, 1996 through sole arbitrator to be appointed mutually by the parties.

The place of Arbitration shall be Srinagar, India and the language of the arbitration proceedings and that of all the documents and communications between the parties shall be English.

The decision of the arbitrator shall be final and binding upon the parties. The expenses of the arbitrator as determined by the arbitrator shall be borne equally.

The parties shall continue to be performing their respective obligations under this Agreement, despite the continuance of the arbitration proceedings, except for the disputed part under arbitration. This agreement shall, in all respects, be governed by, and construed in accordance with the Laws of the UT of J&K read with applicable Laws of India. The Courts in Srinagar India shall have exclusive jurisdiction in relation to this agreement.

All notices or other communication under or in connection with this agreement shall be given in writing and may be sent by personal delivery, or post or courier or facsimile or email. Any such notice or other communication will be deemed to be effective if sent by personal delivery, when delivered, if sent by post, five days after being deposited in the post office and if sent by courier, three days after being deposited with the courier, if sent by facsimile, when sent (on receipt of

a confirmation of having been sent to correct facsimile number) and if sent my mail (on receipt of confirmation).

_____ (Contact details of Company/Receiving party)

_____ (Contact details of Bank/Disclosing Party).

13. Miscellaneous. This Agreement shall bind and intended for the benefit of the parties hereto and their successors and assigns. This document contains the entire Agreement between the parties with respect to the subject matter hereof, and neither party shall have any obligation, express or implied by law, with respect to trade secret or propriety information of the other party except as set forth herein. Any failure to enforce any provision of this Agreement shall not constitute a waiver thereof or of any other provision.

Any provision of this Agreement may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of amendment by each Party, or in the case of a waiver, by the party against whom the waiver is to be effective”.

The undersigned represent that they have the authority to enter into this Agreement on behalf of the person, entity or corporation listed above their names.

Annexure J: Service Level Agreement

This Service Level agreement (“Agreement”) is made at Srinagar (J&K) on thisday of2025 (“effective date”) between

- i. “Jammu and Kashmir Bank Ltd, a Banking Company under Indian Companies Act,2013 having corporate and registered office at **M.A. Road, Srinagar, J&K, India-190001** represented herein by Authorized Signatory (hereinafter referred as Bank which unless the context requires include its successors in interests and permitted assigns) of the ONE PART, through its authorized signatory Mr.....

and

- ii. M/S , registered under the Act, having its Registered Office at (Hereinafter referred to as the "Successful Bidder" which expression shall unless it be repugnant to the context or meaning thereof, include its successors and assigns) of the OTHER PART, through its authorized signatory Mr.....

The Bank and Company are hereinafter collectively referred to as ‘Parties’ and individually as a ‘Party’.

Now therefore, this Agreement is witnessed as under:



COMPANY NAME

Bank

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Address: _____

Address: _____

Company Seal

Company Seal



Definitions of the terms

The Bank/J&K Bank:	Reference to the “the Bank”, “Bank” and “Purchaser” shall be determined in context and may mean without limitation “Jammu & Kashmir Bank”.
Bidder/Vendor/Successful Bidder/Company/ Service Provider :	An eligible entity/firm submitting a Proposal/Bid in response to this RFP.
Proposal/Bid:	The Bidder’s written reply or submission in response to this RFP.
SLA:	This document in its entirety, inclusive of any addenda that may be issued by the Bank.
The Contract:	The agreement entered into between the Bank and the Company, as recorded in this Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
The Contract Price:	The price payable to the Company under the Contract for the full and proper performance of its contractual obligations.
System:	A Computer System consisting of all Hardware, Software, etc., which should work together to provide the services as mentioned in the Bid and to satisfy the Technical and Functional Specifications mentioned in the Bid.
Specified Bank Location:	Banks Data Centre located at Noida and Banks Disaster Recovery Site Located at Mumbai.
PBG:	Performance Bank Guarantee.
Material Breach:	Company failure to perform a major part of this Agreement.
Charges:	Commercials as per Purchase Order.
Confidential Information:	It includes all types of Information that will be found on BANK systems that the Company may support or have access to including, but are not limited to, Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.

Scope of Work

The current scope of the RFP constitutes providing comprehensive AMC under back-to-back OEM arrangement for nearly 275 servers/equipments of different make & model like DELL, HPE, CISCO, WIPRO, Solaris, Thales HSM, Radware Load Balancers, IBM Power (in standalone or cluster configuration) with Hyper-V & VMWare hypervization used. Different OS & DB installations on these servers & allied equipments include Microsoft Windows, Oracle Solaris, IBM-AIX, RHEL, Oracle, MY-SQL, MS-SQL, DB2 etc spread across DC, NLS, CHQ, ZOJ and DR Sites of the Bank. The scope of work includes the following but is not limited to:

- 4.1. The bidder shall be responsible for providing the Onsite comprehensive maintenance support (during breakdowns, breakfixes, RMAs and any other issues) covering replacement of all parts/components for all equipment (Hardware and Software) of the Bank at its Data Center in Noida, Near Data Center in Noida-Phase2, Disaster Recovery Center at CtrlS Datacentres Mumbai and NAP locations in Srinagar and Jammu and covering all IT equipment (Servers/Storages/SAN Switches/Allied Equipments etc) for a period of 3 years on Y-o-Y basis as given in Annexure “L”.
- 4.2. During the AMC contract, it will be mandatory on the part of the bidder to attend and resolve breakdown calls, RMAs as per the parameters/ time-frame defined in the Service Management Section of this document. Penalty (if any) will be charged as per the terms defined in RFP.
- 4.3. The bidder should have adequate arrangement for back-end support and spares so as to provide the support services like repair, replacement to resolve the problem as per the service levels described. Any replacement call raised by the Bank must be resolved within the resolution time specified in the RFP to avoid penalty.
- 4.4. During the AMC contract, the bidder will have to undertake system maintenance and replacement or repair of defective equipments/parts (like Motherboards, HDDs, Power Supplies, Cables-Fibre, Copper including all Passives etc). Upon receipt of such notice the bidder shall, repair or replace the parts thereof, without any cost to the Bank.
- 4.5. Post replacement the setup/server/equipment shall be kept under observation for atleast 48 hours before giving a go-ahead to close the ticket/call with the OEM.
- 4.6. The Vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport. The parts replaced shall be updated by the bidder with the OEM and in no way shall that part replacement or upgrade cease the AMC support on the servers/equipments.
- 4.7. The bidder shall be responsible for arranging of permits including road permits for delivery of spares / parts to the specified bank location. The delivery of the spares shall be done so that uptime contract is not breached.
- 4.8. If during the Contract Period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the Vendor at no cost to the Bank. The migration, restoration, installation and configuration on the new hardware in that case shall all lie under the scope of the bidder only (with proper coordination with the Bank team).
- 4.9. The bidder shall have an adequate arrangement with all OEMs as per the list of items mentioned in Annexure “M” & Annexure “N” for back-end support and spares (availability & delivery) to ensure uptime as per the requirement of the Bank. The equipment’s which are end of support through the OEM, those equipments shall be kept under support through the bidder with the uptime commitment as per the term defined in SLA. Challenges if any need to be highlighted during pre-bid period only.
- 4.10. The AMC would be on-site and comprehensive in nature and back to back support from the OEM. **The vendor will provide support for Operating Systems and other preinstalled software components also during the AMC period for the hardware on which these software & operating system are/will be installed.**

- 4.11. All product updates, upgrades & patches should be provided by the Vendor free of cost and installed as per Bank's requirement.
- 4.12. The Bank reserves the right to shift any of its equipment to any of its suitable location as per its requirement. In such a case the PM of the server/equipment shall be carried at the new location without any additional cost to the bank. In no way shall that shifting affect the AMC terms against that asset nor shall take that out of support or support level defined.
- 4.13. Bidder should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 3 years for the servers & equipments.
- 4.14. AMC Support shall not become void, if Bank buys, any other supplemental Hardware from a third party and installs it within these machines under intimation to the Vendor.
- 4.15. During the AMC contract, in case any hardware fails or gets degraded, it will be the responsibility of the bidder for Rack Un-mounting, Mounting, Installation & configuration of the Servers/Equipments under scope along with installation and configuration of required operating system (along with Virtualization and Clustering). The number of Cores, memory and Storage to be allocated to each VM shall be as per the requirement of the Bank.
- 4.16. The bidder shall provide Onsite support for issues of software (Operating Systems, Application Servers, Web servers and Databases) including but not limited to installation & re-installation of OS, applying software patches/ service packs, Upgrade/Downgrade of OS, VAPT Closures, Patching, Hardening (at Hardware and OS Level) etc and keep the hardware & software updated or upgraded with the functionalities to latest version without any additional cost to the Bank.
- 4.17. The patches/bug fixes released by OEM should be installed on all equipment under scope within 1 week of intimation from the Bank. Onsite deployment of the engineer in that case shall be mandatory.
- 4.18. **Bank carries the vulnerability assessment of the OS and Server Hardware quarterly. During the AMC contract, it will be responsibility of the bidder to carry the time bound VAPT Closure and Hardening of the Servers / VMs (Hypervisor/VM Ware) under scope within the timelines as specified by the Bank. Onsite deployment of the engineer in that case shall be mandatory for such closures.**
- 4.19. The bidder shall provide for installation/re-installation of OS as per the requirement of the Bank. Trouble shooting for OS related issues and support for the same are under the scope of the bidder.
- 4.20. The Bank will not be liable to pay any additional amounts in respect of any sort of maintenance covered under the scope of this tender during the tenure of the contract. The bidder shall provide free on-site maintenance services during the period of AMC.
- 4.21. The bidder shall provide Onsite Support during change management activities including configuration changes on OS including cluster creation (Windows cluster, RHEL cluster, Solaris cluster), Rack, Virtualization as per requirement of the Bank.
- 4.22. Bidder needs to align his Own/OEM resources during all Change Management Activities and DC-DR Drills for all support & immediate resolution of issues (if any) on the servers (Hardware & OS) under his comprehensive support. Minimum two persons- one from hardware side and One from OS/Software Side needs to be onsite during such activities.

4.23. To resolve the breakdown issues, the resource aligned to provide support to the Bank should be a qualified Engineer with the ability to resolve any severity issues that has arisen or may arise during the resolution period. The engineers deployed for the job must have suitable qualifications, experience, certification and skills for the assigned job. Onsite support required only for all AMC call logs & resolution.

To maintain the Uptime, the bidders own resources also should mandatorily have extensive system skills particularly on installation, configuration and troubleshooting of following Hardware/Softwares:

- Supply, Rack Mount and Installation of the Servers (Rack/Blade/IBM Power/Oracle SPARC and other types of servers) with the required operating system along with Virtualization (Hyper-V or VMWare) and Clustering, Server Configuration, Firmware Upgrade, Patching, VAPT Closure etc.
- Operating Systems (Solaris, AIX, RHEL, Windows, Hyper-V, VMware, OKE/OCP etc.) installation & configuration, Upgrade/Downgrade, Patching, VAPT Closure etc.
- SAN Switches (Cisco SAN, Brocade SAN)
- Databases (Oracle, MS-Sql, MY-SQL, DB2)
- Cluster Deployment and formation (2 or 3 node, Active/Passive) on Windows or RHEL OS.
- Load Balancers (Radware make) troubleshooting & configuration.
- Thales Network/PCIe HSM troubleshooting & configuration.

4.24. The bidder should ensure the assets/equipment under the scope are properly supervised and guided such that these assets/equipment are optimally configured for peak performance. Any degradation in performance should be rectified / brought to the notice of the Bank by the vendor and suitable suggestion for performance tuning should be done by the SI/OEM whenever and wherever it is required.

4.25. The bidder has to provide onsite support for resolving configuration related issues as per the requirement of the bank. Bidder has to resolve access/connection/performance issues, if any, during the contract period. Any issue faced has to be resolved as per SLA.

4.26. In case of server breakdown, aligned Engineers/Resources should provide adequate and best practice support to ensure a flawless migration (OS, Infra or Data) if any, from any assigned setup to new setup in their domain or as required by the Bank at all sites of the Bank under scope.

4.27. Bidder has to ensure 24x7 comprehensive support for a period of Three (3) Year and maintain the uptime as specified. Post intimation of any issue through the call logging procedure/mail communication bidder has to ensure alignment of engineers is carried promptly for minimizing the downtime on the setups. All logs needed to be submitted to the OEM as part of the issue resolution or Part Replacement shall be captured by the bidder only and shared with the OEM.

4.28. Bidder shall raise any operational issues and any hardware related issues with the respective OEM urgently and resolve the same within uptime to ensure closing the same within the stipulated time period.

4.29. The Bidder on award of the contract should provide the Bank the Points of Contact, Escalation Matrix for taking up issues with respect to the scope of work defined in the contract and the details of support engineers as and when required.

4.30. During Server troubleshooting, reinstallation and configuration due to incident, bidder shall ensure:

- Installations/Re-installation of OS along with OS Hardening/OS Troubleshooting as per requirement

- Restoring OS or server from VHDX/Backup
- Volume Management, File System Management
- Console Management
- Cluster Administration/Installation/Re-installation

4.31. In order to ensure smooth functioning of the operations, personnel with appropriate skills, aptitude and experience shall be aligned by the bidder and deputed at the Banks sites to handle breakdown calls.

4.32. Bidder shall adhere to the Information Technology Information Library (ITIL) practices for the support & services and shall provide support to all software/application of assigned servers of the Bank including installation and troubleshooting under B-2-B OEM arrangement.

4.33. The deployed resources should apply all software updates / version upgrades released by the respective OEM as per Bank's requirement.

- For Windows Servers:
Bank has Windows Server Update Services (WSUS) Server.
- For Non-Windows Servers: Patches are downloaded manually from OEM sites and deployed resources in coordination with the Bank Team deploys the same in servers.

4.34. The Bank reserves the right to stop the RFP process at any stage and go in for fresh RFP without assigning any reasons OR to modify the requirements in RFP during the process of evaluation at any time.

4.35. In case the contract is further extended beyond the contract period to a maximum of 1 years, such extension will be on the cost arrived in this RFP after Reverse Auction without any escalation. An addendum needs to be signed for the extension period after issuance of PO.

4.36. Preventive Maintenance during AMC Contract:

Preventive Maintenance shall be provided to ensure that the AMC equipment's are maintained in good operating condition as per the AMC equipment's Performance Specifications during the term of the Agreement, and includes the provision of labor, service parts and traveling time as deemed necessary by "bidder" at no extra charges to the "Bank".

- viii. The preventive maintenance shall be at least once in Three months on Quarterly basis. In exceptional cases, the "bidder" shall determine the frequency and duration of Preventive Maintenance where same is required more than once in a quarter, in accordance with the AMC equipment's Specifications.
- ix. The preventive maintenance & support to the AMC equipment's shall include checking the health of all the AMC equipment's prescribed performance including the scheduled /agreed backup support & shall enumerate the steps taken /required to be taken by each party to ensure the stated performance of the system.
- x. During preventive maintenance the "bidder" shall replace the system components as per the prescribed schedule for wear and tear and other usage factors if any, as defined by OEM's from time to time.
- xi. The "bidder" shall coordinate in advance with the concerned officers/ officials of the concerned site for the suitable day and time for such

preventive maintenance.

- xii. During preventive maintenance bidder shall Monitor CPU, Kernel, disk, memory, I/O and all other important system parameters, server/storage usage and utilization statistics and resolve the same wherever needed.
- xiii. During preventive maintenance bidder has to check for bad blocks and bad processes, check for crash dumps / panics, verify system/storage logs and periodically clean up log files and resolve any issues arising of them
- xiv. During preventive maintenance bidder shall carry event log analysis at regular interval for maintaining the integrity of servers

4.37. Configuration/Patch Management during AMC Contract:

- Proactive deployment of OS service packs & critical OS/Security patches.
- Testing of Patches & Hot fixes in UAT & deployment of same in production environments.
- Bidder shall implement patches / upgrades / updates for Hardware / Software / OS / Middleware etc. as and when released by the OEM or as per requirements of the Bank on the hardware/equipments under scope, post approval by the Bank.
- Bidder should also bring to notice of the Bank all release /version change. Bidder should obtain a written permission from the Bank before applying any of the patches / upgrades / updates.
- Bidder has to support older versions of the software / Hardware / OS/ Middleware etc. in the assets under support, in case the Bank chooses not to upgrade to latest version.
- Security settings, Server hardening, vulnerability assessment, Server access control. Operating System/Application Hardening as per industry standard best practices and as per Banks' Information Security guidelines.
- Follow agreed security policy remote logins & access policy.
- The Bidder must install /re-install the operating system (if required), other software in the servers and support the same during the support period without any extra cost.

4.38. Bidder should confirm that below scope of work shall be carried by the bidder whenever asked by the Bank during the whole contract period for the assets under scope:

- Version and firmware upgrade as and when needed by the Bank.
- Upgrade/Downgrade of OS and firmware from Lower to Higher Stable Version (or vice versa) on servers and hardware under scope during the contract period.
- Hardening of Servers, Hardware, assets, Server Configurations and hardening of OS at the time of re-Installation and re-configuration as well as during the whole contract period (as per Bank's requirement), so that it complies with Bank's security policy & Audit observations.
- Extra VM/LPAR/LDOM creation and/or Deletion during whole period of contract by the experienced SI/OEM Engineer.
- Cluster Deployment and Formation (2 or 3 node, Active/Passive) on Windows, Solaris or RHEL OS.
- PDOMs/LDOMs/Control Domains/Base Machine Configurations etc in Standalone and RAC Architecture servers/PDOMs along with integration and configuration of Solaris, RHEL and Windows Operating System softwares onto these machines/servers.

May note that the OS Licenses installed in the supplied hardware may or may not be supplied by the bidder along with hardware, however above scope shall lie under the scope of bidder.

4.39. Compliance with IS Security Policy:

The bidder shall have to comply with Bank's IT & IS Security policy and Cyber Security Policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- Responsibilities for data and application privacy and confidentiality.
- Responsibilities on system and software access control and administration.
- Custodial responsibilities for data, software, system and other assets of the Bank being managed by or assigned to the Vendor/Resident Engineer.
- Physical Security of the facilities.
- Physical and logical separation from other customers of the Vendor.
- Incident response and reporting procedures.
- Password Policy of the Bank.
- Data Encryption/Protection requirements of the Bank.
- In general, confidentiality, integrity and availability must be ensured.

Location of Work

Data Center-Noida

Jammu & Kashmir Bank Ltd.
Sify Technologies Ltd.
Green Fort Data Center,
Plot B7, Sector 132,
Noida U.P.-201301

DR Mumbai

Jammu & Kashmir Bank Ltd.
CtrlS Datacentres Ltd. EL/72/1/A
TTC Industrial Area, MIDC Mahape, Navi Mumbai
Maharashtra- 400701

Near DC Noida Phase -2

J&K Bank Ltd.
Nxtra Data Center
Plot B-192, Phase II, Sector 81
Noida- 201305

CHQ, Srinagar

The J&K Bank Ltd.
Technology & Development Department,
5th Floor, Corporate Headquarters,
M. A Road, Srinagar, 190 001 Kashmir

ZOJ, Jammu

The J&K Bank Ltd.

Zonal Office Jammu, Rail Head Complex, Jammu

Contract Uptime:

During Period of contract, Service Provider will maintain the services as per SLAs.

- i. Any bugs and enhancement in services shall be rectified immediately. During Period of contract, bidder will maintain the services as per SLAs.
- ii. Any requirements amendments/modifications required by bank will have to be carried out by the L1 bidder during the contract.
- iii. The maximum response time for a support/complaint from the site shall not exceed time defined, else it will fall under penalty clause.
- iv. Any rectification required in the supplied system due to inherent bugs in the System Software/ off-the-shelf software shall also be rectified by the Service Provider, at no additional cost with timelines as defined in the SLA.
- v. The maximum response time for a support/complaint from the site shall not exceed time defined, else it will fall under penalty clause.
- vi. Bidder shall solve the Hardware/software problem immediately after reporting of the problem by the Bank to the bidder.
- vii. The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 2 (two) hours.
- viii. The Service Provider shall ensure that faults and failures intimated by Bank as above are set right within 4 (Four) hours of being informed of the same. In any case the equipment should be made workable and available not later than the Next Business Day.

The Service Provider shall guarantee an uptime of 99.90% quarterly during the contract period which shall be calculated on quarterly basis. For calculation purpose of up time, Bank will consider business hours 24 hrs x 7 day basis. The "Uptime", for calculation purposes, equals to the Total number of hours of the day in a quarter, less Downtime in number of hours. Any part of hour is treated as full hour. Bank will charge penalty in case of not meeting the uptime requirement of minimum 99.90%.

The "**Downtime**" is the time between the Time of Report by the Bank and Time of Restoration/Rectification within the contracted hours. "**Failure**" is the condition that renders the solution not available to customers. "**Restoration**" is the condition when the Service Provider demonstrates that the solution is in working order and the Bank acknowledges the same.

The percentage uptime is calculated on quarterly basis as follows:

(Total hours in a quarter - downtime hours within the quarter)

----- * 100

Total hours in a quarter

(A quarter is taken as a calendar quarter and number of days are actually number of days in each quarter)

Service Management

- a) The "Uptime", for calculation purposes, equals to the Total number of hours of the day in a quarter, less Downtime in number of hours. Any part of hour is treated as full hour.

The percentage uptime is calculated on quarterly basis as follows:

$$\frac{(\text{Total hours in a quarter} - \text{downtime hours within the quarter})}{\text{Total hours in a quarter}} \times 100$$

(A quarter is taken as a calendar quarter and number of days are actually number of days in each quarter)

- b) The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration/Rectification within the contracted hours. "Failure" is the condition that renders the solution not available to customers. "Restoration" is the condition when the Company demonstrates that the solution is in working order and the Bank acknowledges the same.
- c) "Percentage down time" shall mean the aggregate of downtime of the particular system during the quarter expressed as a percentage of total available time in a year i.e. 90 * 24 hours. Thus, if the aggregate downtime of System works out to 2 hours during a year then the percentage downtime shall be calculated as follows:

$$\frac{2 \times 100}{90 \times 24} = 0.09\% \text{ (Considering days in a quarter as 90)}$$

(A quarter is taken as a calendar quarter and number of days are actually number of days in each quarter)

- d) "Response Time" shall mean the interval from receipt of first information from Bank to the company, or to the local contact person of the Company by way of any means of communication informing them of the malfunction in System/Solution to the time Company Engineer attends the problem.
- e) "Restoration Time" shall mean the period of time from the problem occurrence to the time in which the service returns to operational status. This may include temporary problem circumvention / workaround and does not necessarily include root cause removal.
- f) "Resolution Time" shall mean the period of time from the problem occurrence to the time in which the root cause of the problem is removed and a permanent fix has been applied to avoid problem reoccurrence.
- a) "Down Time" shall mean the period when the Application is not available due to the problem in it and shall be the interval between the times of reporting of failure to the time of completion of repair. **Down Time is the sum of response time and restoration time with the following exclusions:**
- i. Period when Bank denies access to the Spare Equipment sent by the bidder or
 - ii. Period when Bank denies access to the bidder's Engineer for carrying out repair activities.

Uptime

“Uptime”: The bidder shall ensure the following SLA’s are met during AMC contract period:

Service Window	24*7
Response Time	On-site within 2 hours
Resolution Time	On-site within 4 hours
Uptime Commitment	99.90%

“Uptime” of the solution/each component shall be calculated using a standard formula as:

Uptime %age of the Solution = $(X-Y)/X$ where X is the number of Hours within the quarter, Y is the downtime Hours.

- b) **“Response Time”** shall mean the interval from receipt of first information from Bank to the bidder, or to the local contact person of the bidder by way of any means of communication informing them of the malfunction in System/Solution to the time bidder Engineer attends the problem.
- c) **“Restoration Time”** shall mean the period of time from the problem occurrence to the time in which the service returns to operational status. This may include temporary problem circumvention / workaround and does not necessarily include root cause removal.
- d) **“Resolution Time”** shall mean the period of time from the problem occurrence to the time in which the root cause of the problem is removed and a permanent fix has been applied to avoid problem reoccurrence.
- e) **“Down Time”** shall mean the period when the Application is not available due to the problem in it and shall be the interval between the times of reporting of failure to the time of completion of repair. **Down Time is the sum of response time and restoration time with the following exclusions:**
 - iii. Period when Bank denies access to the Spare Equipment sent by the bidder or
 - iv. Period when Bank denies access to the bidder’s Engineer for carrying out repair activities.

f) Call Response/Resolution and uptime commitments:

Call Response/Resolution and Uptime commitments required against each of the Service & Support Levels (L1, L2 & L3) as mentioned in the Annexure-L and Annexure-M against each asset is tabulated below:

Service/Type	Level-3	Level-2	Level-1
Service Window	24x7	24x7	24x7
Response Time	Within 4hours	Within 2 hrs	Within 2 hr
Resolution Time	Within 6 hrs	Within 4 hrs	Within 4hrs

Uptime Commitment	98%	99.50%	99.90%
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1) Penalties

In case the uptime falls below the levels as tabulated below, Bank shall impose a penalty on AMC charges for the specific equipment for each percent of loss of uptime below the guaranteed level as per details below:

Equipment Level-1

Uptime (%)	Penalty as (%) of total quarterly payment of the equipment
= 99.9	0
>=99.5 and < 99.9	10
>=99.0 and < 99.5	20
>=98.5 and < 99	40
>=98 and < 98.5	60
< 98	No Payment for the quarter for the said equipment

Equipment Level-2

Uptime (%)	Penalty as (%) of total quarterly payment of the equipment
>=99 and < 99.5	10
>=98.5 and < 99	20
>=98 and < 98.5	30
>=97.5 and < 98	40
>=97 and < 97.5	50
>=96.5 and < 97	60
>=96 and < 96.5	70
>=95.5 and < 96	80
>=95 and < 95.5	90
< 95	No Payment for the quarter for the said equipment

Equipment Level-3

Uptime (%)	Penalty as (%) of total quarterly payment of the equipment
>=97 and < 98	5
>=96 and < 97	10
>=95 and < 96	15
>=94 and < 95	20
>=93 and < 94	30
>=92 and < 93	40

≥ 91 and < 92	50
≥ 90 and < 91	70
< 90	No Payment for the quarter for the said equipment

Notwithstanding the above the maximum penalty shall be limited to 10% of the complete value of the Purchase Order and the Bank reserves the right to cancel the Purchase Order in case the downtime exceeds 5% for Level 1 or 10% for Level 2 or 15% for Level 3.

Duration of SLA

The SLA shall be valid for the period of Three (3) years commencing from Financial year 2025-26

Contract Period

The tenure of the Contract will be for a period of 3 years, effective from 1st April 2025 till 31st March 2028 unless or until terminated by Bank in accordance with the terms of this SLA. The contract may be extended for a further period at mutually agreed terms and conditions.

Payment Terms

- No advance payment will be made on award of the contract.
- Quarterly in arrears on submission of invoices and preventive maintenance reports duly signed by the official of the concerned after deduction of charges / Liquidated damages (if any) mentioned in the agreement.
- All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.
- Payments will be withheld in case of Non-compliance of the terms and condition of this RFP.

Payments shall be released on acceptance of the purchase order and:

- Post Signing of Service Level Agreement (SLA) between Bank and Successful bidder.
- Post Signing of Non-Disclosure Agreement (NDA) between Bank and Successful bidder.
- All taxes, if any, applicable shall be deducted at source as per current rate while making any payment.
- No Payment shall be made for the transaction processed beyond the timelines

Relocation and Shifting

The relocation / Shifting, if any required, of all the quoted components shall be done by the Bank at its own cost and responsibility. However the Company shall supervise the de-installation and packing at the original site and re-installation at the new sites free of cost. The quoted components shall continue to remain within the scope of warranty/AMC for the transit period.

Assignment

The Selected Bidder shall not assign, in whole or in part, the benefits or obligations of the contract to any other person. However, the Bank may assign any of its rights and obligations under the Contract to any of its affiliates without prior consent of Company.

Entire Agreement, Amendments, Waivers.

- i. This Master Agreement and each Service Attachment contains the sole and entire agreement of the parties with respect to the entire subject matter hereof, and supersede any and all prior oral or written agreements, discussions, negotiations, commitment, understanding, marketing brochures, and sales correspondence and relating thereto. In entering into this Master Agreement and each Service Attachment each party acknowledges and agrees that it has not relied on any express or implied representation, or other assurance (whether negligently or innocently made), out in this Master Agreement and each Service Attachment. Each party waives all rights and remedies which, but for this Section, might otherwise be available to it in respect of any such representation (whether negligently or innocently made), warranty, collateral contract or other assurance.
- ii. Neither this Master Agreement nor any Service Attachment may be modified or amended except in writing and signed by the parties.
- iii. No waiver of any provisions of this Master Agreement or any Service Attachment and no consent to any default under this Master Agreement or any Service Attachment shall be effective unless the same shall be in writing and signed by or on behalf of the party against whom such waiver or consent is claimed. No course of dealing or failure of any party to strictly enforce any term, right or condition of this Master Agreement or any Service Attachment shall be construed as a waiver of such term, right or condition. Waiver by either party of any default other party shall not be deemed a waiver of any other default.

Severability

If any or more of the provisions contained herein shall for any reason be held to be unenforceable in any respect under law, such unenforceability shall not affect any other provision of this Master Agreement, but this Master Agreement shall be construed as if such unenforceable provisions or provisions had never been contained herein, provided that the removal of such offending term or provision does not materially alter the burdens or benefits of the parties under this Master Agreement or any Service Attachment.

Remedies Cumulative

Unless otherwise provided for under this Master Agreement or any Service Attachment, all rights of termination or cancellation, or other remedies set forth in this Master Agreement, are cumulative and are not intended to be exclusive of other remedies to which the injured party may be entitled by law or equity in case of any breach or threatened breach by the other party of any provision in this Master Agreement. Use of one or more remedies shall not bar use of any other remedy for the purpose of enforcing any provision of this Master Agreement.

Partnership / Collaboration / Subcontracting

The services offered shall be undertaken to be provided by the company directly and there shall not be any sub-contracting without prior written consent from the Bank. Bank will only discuss the solution with company's authorized representatives. The company authorized representatives shall mean their staff. In no circumstances any intermediary (which includes Liaisoning Agents, marketing agents, commission agents etc.) should be involved during the course of project. No subletting of the contract by the will be allowed under any circumstances. Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, assigned or delegated to any third party by Successful Bidder without prior written consent of the Bank

Confidentiality

All the Bank's product and process details, documents, data, applications, software, systems, papers, statements and business/customer information etc. (hereinafter referred to as 'Confidential Information') which may be communicated to or come to the knowledge of the Company and /or its employees during the course of discharging their obligations shall be treated as absolutely confidential and the Company and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party nor shall use or allow to be used any information other than as may be necessary for the due performance by the Company of its obligations. The Company shall indemnify and keep Bank indemnified safe and harmless at all times against all or any consequences arising out of any breach of this undertaking regarding Confidential Information by the Company and/or its employees and shall immediately reimburse and pay to the Bank on demand all damages, loss, cost, expenses or any charges that Bank may sustain suffer, incur or pay in connection therewith.

It is clarified that "Confidential Information" includes any and all information that is or has been received by the Company (Receiving Party) from the Bank (Disclosing Party) and that (a) relates to the Disclosing Party and (b) is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential (c) is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agent, representatives or consultants.

In maintaining confidentiality, the Receiving Party on receiving the confidential information and material agrees and warrants that it shall take at least the same degree of care in safeguarding such confidential information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent any inadvertent disclosure. The Receiving Party shall also, keep the confidential information and confidential materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third Party.

The Receiving Party, who receives the confidential information and the materials, agrees that on receipt of a written demand from the Disclosing Party, they will immediately return all written confidential information and materials and all copies thereof provided to and which is in Receiving Party's possession or under its custody and control.

The Receiving Party to the extent practicable shall immediately destroy all analysis, compilation, notes studies memoranda or other documents prepared by it which contain, reflect or are derived from confidential information relating to the Disclosing Party AND shall also immediately expunge any confidential information, word processor or other device in its possession or under its custody & control, where after it shall furnish a Certificate signed by the Authorized person confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries, the requirement of confidentiality aspect has been complied with.

The restrictions mentioned hereinabove shall not apply to:-

- (a) any information that publicly available at the time of its disclosure; or any information which is independently developed by the Receiving Party or acquired from a third party to the extent it is acquired with the valid right to disclose the same; or
- (b) any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any government, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosures, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure.

The confidential information and material and all copies thereof, in whatsoever form shall at all the times remain the property of the Disclosing Party and disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document. The confidentiality obligations shall be observed by the Company during the term of this Agreement and thereafter and shall survive the expiry or termination of this Agreement between the Bank and Company.

The Company understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause BANK irreparable harm, may leave BANK with no adequate remedy at law and as such the Bank is entitled to proper indemnification for the loss caused by the Company. Further the BANK is entitled to seek to injunctive relief besides other remedies available to it under law and this Agreement.

Information Security:

- a. The Successful Bidder and its personnel shall not carry any written material, layout, diagrams, floppy diskettes, hard disk, flash / pen drives, storage tapes or any other media out of J&K Bank's premises without written permission from J&K Bank.
- b. The Successful Bidder's personnel shall follow J&K Bank's information security policy and instructions in this regard.
- c. The Successful Bidder acknowledges that J&K Bank's business data and other proprietary information or materials, whether developed by J&K Bank or being used by J&K Bank pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to J&K Bank; and the Successful Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Successful Bidder to protect its own proprietary information. Successful Bidder recognizes that the goodwill of J&K Bank depends, among other things, upon the Successful Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Successful Bidder could damage J&K Bank. By reason of Successful Bidder's duties and obligations hereunder, Successful Bidder may come into possession of such proprietary information, even though the Successful Bidder does not take any direct part in or furnish the Service(s) performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by the Contract/Agreement. Successful Bidder shall use such information only for the purpose of performing the Service(s) under the Contract/Agreement.
- d. Successful Bidder shall, upon termination of the Contract/Agreement for any reason, or upon demand by J&K Bank, whichever is earliest, return any and all information provided to

Successful Bidder by J&K Bank, including any copies or reproductions, both hardcopy and electronic.

- e. That the Successful Bidder and each of its subsidiaries have taken all technical and organizational measures necessary to protect the information technology systems and Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses. Without limiting the foregoing, the Successful Bidder and its subsidiaries have used reasonable efforts to establish and maintain, and have established, maintained, implemented and complied with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or Data used in connection with the operation of the Successful Bidder's and its subsidiaries' businesses.
- f. The Successful Bidder shall certify that to the knowledge of the Successful Bidder, there has been no security breach or other compromise of or relating to any information technology and computer systems, networks, hardware, software, data, or equipment owned by the Successful Bidder or its subsidiaries or of any data of the Successful Bidder's, the Operating Partnership's or the Subsidiaries' respective customers, employees, suppliers, vendors that they maintain or that, to their knowledge, any third party maintains on their behalf (collectively, "IT Systems and Data") that had, or would reasonably be expected to have had, individually or in the aggregate, a Material Adverse Effect, and
- g. That the Successful Bidder has not been notified of, and has no knowledge of any event or condition that would reasonably be expected to result in, any security breach or other compromise to its IT Systems and Data;
- h. That the Successful Bidder is presently in compliance with all applicable laws, statutes, rules or regulations relating to the privacy and security of IT Systems and Data and to the protection of such IT Systems and Data from unauthorized use, access, misappropriation or modification. Besides the Successful Bidder confirms the compliance with Banks Supplier Security Policy.
- i. That the Successful Bidder has implemented backup and disaster recovery technology consistent with generally accepted industry standards and practices.
- j. That the Successful Bidder and its subsidiaries IT Assets and equipment, computers, Systems, Software's, Networks, hardware, websites, applications and Databases (Collectively called IT systems) are adequate for, and operate and perform in all material respects as required in connection with the operation of business of the Successful Bidder and its subsidiaries as currently conducted, free and clear of all material bugs, errors, defects, Trojan horses, time bombs, malware and other corruptants.
- k. That the Successful Bidder shall be responsible for establishing and maintaining an information security program that is designed to:
 - Ensure the security and confidentiality of Customer Data, Protect against any anticipated threats or hazards to the security or integrity of Customer Data, and
 - That the Successful Bidder will notify Customer of breaches in Successful Bidder's security

that materially affect Customer or Customer's customers.

Either party may change its security procedures from time to time as commercially reasonable to address operations risks and concerns in compliance with the requirements of this section.

- l. The Successful Bidder shall establish, employ and at all times maintain physical, technical and administrative security safeguards and procedures sufficient to prevent any unauthorized processing of Personal Data and/or use, access, copying, exhibition, transmission or removal of Bank's Confidential Information from Companies facilities. Successful Bidder shall promptly provide Bank with written descriptions of such procedures and policies upon request. Bank shall have the right, upon reasonable prior written notice to Successful Bidder and during normal business hours, to conduct on-site security audits or otherwise inspect Companies facilities to confirm compliance with such security requirements.
- m. That Successful Bidder shall establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, corruption, loss or alteration of the Client Data, and to prevent access, intrusion, alteration or other interference by any unauthorized third parties of the same, that are no less rigorous than those maintained by Successful Bidder for its own information or the information of its customers of a similar nature.
- n. That the Successful Bidder shall perform, at its own expense, a security audit no less frequently than annually. This audit shall test the compliance with the agreed-upon security standards and procedures. If the audit shows any matter that may adversely affect Bank, Successful Bidder shall disclose such matter to Bank and provide a detailed plan to remedy such matter. If the audit does not show any matter that may adversely affect Bank, Successful Bidder shall provide the audit or a reasonable summary thereof to Bank. Any such summary may be limited to the extent necessary to avoid a breach of Successful Bidder's security by virtue of providing such summary.
- o. That Bank may use a third party or its own internal staff for an independent audit or to monitor the Successful Bidder's audit. If Bank chooses to conduct its own security audit, such audit shall be at its own expense. Successful Bidder shall promptly correct any deficiency found in a security audit.
- p. That after providing 30 days prior notice to Successful Bidder, Bank shall have the right to conduct a security audit during normal business hours to ensure compliance with the foregoing security provisions no more frequently than once per year. Notwithstanding the foregoing, if Bank has a good faith belief that there may have been a material breach of the agreed security protections, Bank shall meet with Successful Bidder to discuss the perceived breach and attempt to resolve the matter as soon as reasonably possible. If the matter cannot be resolved within a thirty (30) day period, the parties may initiate an audit to be conducted and completed within thirty (30) days thereafter. A report of the audit findings shall be issued within such thirty (30) day period, or as soon thereafter as is practicable. Such audit shall be conducted by Successful Bidder's auditors, or the successors to their role in the event of a corporate reorganization, at Successful Bidder's cost.
- q. Successful Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful Bidder. Successful Bidders should ensure Data Security and protection of facilities/application managed by them.

- r. The deputed persons should aware about Bank's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of the bank's data including process performed at the Bank premises. At any time, if it comes to the notice of the bank that data has been compromised / disclosed/ misused/misappropriated then bank would take suitable action as deemed fit and selected Successful Bidder would be required to compensate the bank to the fullest extent of loss incurred by the bank.
- s. The Bank shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Successful Bidder shall ensure to support baseline system security configuration standards. The Bank shall also conduct effective due diligence, oversight and management of third party vendors/Successful Bidders & partners.
- t. Successful Bidder criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

Termination of Contract

If the Termination is on account of failure of the Successful Bidder to perform the obligations under this agreement, the Bank shall have the right to invoke the Performance Bank Guarantee(s) given by the selected bidder.

The Bank will be entitled to terminate this Contract, on the happening of any one or more of the following:

For Convenience: BANK by written notice sent to the Company may terminate the contract in whole or in part at any time for its convenience giving 30 days prior notice.

In the event of termination of the Agreement for the Bank's convenience, Successful Bidder shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

For Insolvency: BANK may at any time terminate the contract by giving written notice to the Company, if the Company becomes bankrupt or insolvent.

For Non-performance: BANK shall have the right to terminate this agreement or/and to cancel the entire or unexecuted part of the related Purchase Order forthwith by a written notice in the event the company fails to deliver and/or install the solution within the stipulated time schedule or any extension, if any, thereof agreed by the Bank in writing in its sole discretion OR the Company fails to maintain the service levels prescribed by BANK in scope of work OR fails to discharge or commits breach of any of its obligations under this Agreement.

In the event of termination, the company shall compensate the Bank to the extent of loss suffered by the Bank on account of such termination provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to BANK. The Bank shall inter-alia have a right to invoke the Performance Bank Guarantee submitted by the Company in regard to the supply and maintenance etc. of the solution for realizing the payments due to it under this agreement including penalties, losses etc.

Indemnity

Successful Bidder undertakes to keep the J&K Bank indemnified in case of any loss or damage howsoever arising out of or related to breach of contract, statutory duty or negligence by the Successful Bidder in performance of the contract. The Successful Bidder shall indemnify and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings (including attorney fees), relating to or resulting from:-

- i. Intellectual Property infringement or misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project,
- ii. Claims made by the employees who are deployed by the Successful Bidder,
- iii. Breach of confidentiality obligations by the Successful Bidder,
- iv. negligence (including but not limited to any acts or omissions of the Successful Bidder, its officers, principals or employees) or misconduct attributable to the Successful Bidder or any of the employees deployed for the purpose of any or all of the its obligations,
- v. Any loss or damage arising out of loss of data;
- vi. Bonafide use of deliverables and or services provided by the Successful Bidder;

Non-compliance by the Successful Bidder with applicable Laws / Governmental /Regulatory Requirements. The Successful Bidder shall be responsible for any loss of data, loss of life etc. due to acts of its representatives, and not just arising out of negligence or misconduct, as such liabilities pose significant risk.

It is hereby agreed that the above said indemnity obligations shall apply notwithstanding anything to the contrary contained in this Agreement.

Right to Audit

Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Bidder.

The Selected Bidder shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Successful Bidder is required to submit such certification by such Auditors to the Bank.

Bidder should allow the J&K Bank or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by Bidder within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. Bidder should allow the J&K Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or employees or other persons duly authorized by the Bank.

Limitation of Liability

Neither Party shall be liable for any indirect damages (including, without limitation, loss of revenue, profits, and business) under this agreement and the aggregate liability of Successful Bidder, under this agreement shall not exceed total contract value.

Exit Clause

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

1. Failure of the Successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 30 days from receipt of purchase contract.
2. Delay in delivery beyond the specified period.
3. Delay in completing implementation/customization and acceptance tests/ checks beyond the specified periods;
4. Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.
5. In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by The Successful Bidder. Bank reserves right to exit at any time after giving notice period of one month during the contract period.

Force Majeure

- i. The Selected Company shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- ii. For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractors fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, pandemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.
- iii. Unless otherwise directed by the Bank in writing, the selected bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and The Successful Bidder shall hold consultations in an endeavor to find a solution to the problem.
- v. Notwithstanding above, the decision of the Bank shall be final and binding on the successful Company regarding termination of contract or otherwise

Intellectual Property Rights

- 1.1 For any technology / software / product used by Company for performing Services for the Bank as part of this Agreement, Company shall have right to use as well as right to license such

technology/ software / product. The Bank shall not be liable for any license or IPR violation on the part of Company.

- 1.2 Without the Bank's prior written approval, Company will not, in performing the Services, use or incorporate link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this Agreement.
- 1.3 Company shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of the technology / software / products or any part thereof in India or abroad.
- 1.4 The Bank will give (a) notice to Company of any such claim without delay/provide reasonable assistance to Company in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Company shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Company shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Company shall consult with the Bank with respect to the defence and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses Of successful bidder
- 1.5 Company shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Company's compliance with the Bank's specific technical designs or instructions (except where Company knew or should have known that such compliance was likely to result in an Infringement Claim and Company did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the deliverable (if any) by the Bank.

Corrupt and Fraudulent practice.

- i. It is required that Company observe the highest standard of ethics during the procurement and execution of such contracts and not to indulge in any corrupt and fraudulent practice.
- ii. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
- iii. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- iv. The Bank reserves the right to reject a proposal for award if it determines that the Company recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- v. The Bank reserves the right to declare a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it becomes known that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

Governing Laws and Dispute Resolution

This agreement shall be governed in accordance with the Laws of UT of J&K read with laws of India so far as they are applicable to the UT of J&K for the time being and will be subject to the exclusive jurisdiction of Courts at Srinagar with exclusion of all other Courts.

The Bank and the Successful Bidder shall make every effort to resolve any disagreement or dispute amicably, arising in connection with the Contract, by direct and informal negotiation between the designated Officer of the Bank for Selection of Service Provider to provide **Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu** and designated representative of the Successful Bidder. If designated Officer of the Bank and representative of the Successful Bidder are unable to resolve the dispute within reasonable period, which in any case shall not exceed 30 days they shall immediately escalate the dispute to the senior authorized personnel designated by the Bank and the Successful Bidder respectively. If even after elapse of reasonable period, which in any case shall not exceed 60 days, the senior authorized personnel designated by the Bank and the Successful Bidder are unable to resolve the dispute amicably OR any party fails to designate its officer/representative/ senior authorized personnel within days from the date of request in writing for the same by the other party for amicable settlement of dispute, the dispute shall be referred to a sole arbitrator to be appointed by Bank. The Arbitration and Conciliation Act, 1996 will be applicable to the arbitration proceeding and the venue of the arbitration shall be at Srinagar. The language of the arbitration proceedings shall be in English. The award of the arbitrator shall be final and binding. The courts at Srinagar shall have exclusive jurisdiction at Srinagar.

Notices

Unless otherwise provided herein, all notices or other communications under or in connection with this Agreement shall be given in writing and may be sent by personal delivery or by post or courier or facsimile or e- mail to the address below, and shall be deemed to be effective if sent by personal delivery, when delivered, if sent by post, three days after being deposited in the post and if sent by courier, two days after being deposited with the courier, and if sent by facsimile, when sent (on receipt of a confirmation to the correct facsimile number) and if sent by e-mail (on receipt of a confirmation to the correct email)

Following shall be address of BANK for notice purpose:

**General Manager (S&IT), J&K Bank Ltd,
Technology & Development Division,
Corporate Headquarters, M.A. Road, Srinagar, 190001 Jammu & Kashmir (India)**

Following shall be address of Company for notice purpose:

Other Terms and Conditions

- i. If any provision of this agreement or any document, if any, delivered in connection with this agreement is partially or completely invalid or unenforceable in any jurisdiction, then that provision shall be ineffective in that jurisdiction to the extent of its invalidity or unenforceability. However, the invalidity or unenforceability of such provision shall not affect the validity or enforceability of any other provision of this agreement, all of which shall be construed and enforced as if such invalid or unenforceable provision was/were omitted, nor

shall the invalidity or unenforceability of that provision in one jurisdiction affect its validity or enforceability in any other jurisdiction. The invalid or unenforceable provision will be replaced in writing by a mutually acceptable provision, which being valid and enforceable comes closest to the intention of the Parties underlying the invalid or unenforceable provision.

- ii. Bank reserves the right to conduct an audit/ ongoing audit of the services provided by Company. The Company agrees and undertakes to allow the Bank or persons authorized by it to access Bank documents, records or transactions or any other information given to, stored or processed by the Company within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the Bank without prejudice to the other rights of the Bank. The Company shall allow the Bank to conduct audits or inspection of its Books and account with regard to Bank's documents by one or more officials or employees or other persons duly authorized by the Bank.
- iii. The company, either by itself or through its group companies or Associates, shall not use the name and/or trademark/logo of Bank, in any sales or marketing publication or advertisement, or in any other manner.
- iv. Any addition, alteration, amendment, of this Agreement shall be in writing, signed by both the parties.
- v. The invalidity or unenforceability for any reason of any covenant of this Agreement shall not prejudice or affect the validity or enforceability of its other covenants. The invalid or unenforceable provision will be replaced by a mutually acceptable provision, which being valid and enforceable comes closest to the intention and economic positions of the Parties underlying the invalid or unenforceable provision.
- vi. Each party warrants that it has full power and authority to enter into and perform this Agreement, the respective executants are duly empowered and/or authorized to execute this Agreement, and performance of this Agreement will not result in breach of any provision of the Memorandum and Articles of Association or equivalent constitutional documents of the either party or any breach of any order, judgment or agreement by which the party is bound.
- vii. The terms and conditions laid down in the RFP shall be read and construed forming part of this service level agreement. In an event of contradiction on any term or condition between RFP and service level agreement, the terms and conditions of service level agreement shall prevail.

In witness whereof the parties have set their hands on this agreement in duplicate through their authorized signatories on the day, month and year first herein above mentioned.

Agreed and signed on behalf of
 Company's Authorized Signatory

Name.....
 Designation.....

Witness (1):

Agreed and signed on behalf of
 J&K Bank Limited

Name.....
 Designation.....

Witness (1):



Name.....
Designation.....

Name.....
Designation.....

Witness (2):

Witness (2):

Name.....
Designation.....

Name.....
Designation.....



Annexure K: Undertaking

Bidder has to submit Undertaking on company letter head as per format given below

To

The General Manager
Strategy & IT
Corporate Headquarters
Jammu & Kashmir Bank M.A Road, Srinagar

Dear Sir,

Sub: RFP no: _____ for Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.

Having examined the tender documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide to provide **Comprehensive Annual Maintenance Contract (AMC) for Out of warranty Servers, Storages, SAN Switches and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu** to Bank as mentioned in RFP document in conformity with the said tender documents in accordance with the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by the Bank is a confidential document and we shall not disclose, reproduce, transmit or made available it to any other person.

We hereby undertake that supporting software/license supplied, if required will be licensed, legally obtained and with latest version.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the RFP in full or in part without assigning any reasons whatsoever.

We have read, understood and accepted the terms/ conditions/ rules mentioned in the RFP , proposed to be followed by the Bank.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India and the UT of J&K including Prevention of Corruption Act 1988.

We have never been barred/black-listed by any regulatory / statutory authority in India.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We hereby undertake that all the components/parts/assembly/software used in the Networking

Hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / Parts / Assembly / Software are being used or shall be used.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We enclose cost of RFP Rs. 2,500/- (Twenty-Five hundred only) and EMD of Rs.20,00,000/- (Rupees Twenty Lacs Only) in Bank Transfer/Demand Draft/Bank Guarantee Favoring J&K Bank Ltd, towards cost of RFP/bid security, details of the same is as under

No. :

Date:

Name of Issuing Bank:

Dated at _____ this _____ day of _____ 2025

We certify that we have provided all the information requested by the Bank in the format requested for. We also understand that the Bank has the exclusive right to reject this offer in case the Bank is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and the Bank reserves the right to reject the offer if anything is found incorrect.

We agree to all terms & conditions of the RFP.

Place:

Seal and signature of The Bidder



Annexure L: Know Your Employee (KYE) Clause

Bidder has to submit Undertaking on company letter head as per format given below.

1. We on the behalf of _____ (name of the company) hereby confirm that all the resources (both on-site and off-site) working on the Bank's project i.e. **for Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu** have undergone KYE (Know Your Employee) process and all the required checks have been performed prior to employment of said employees as per our policy.
2. We confirm to defend and keep the bank indemnified against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.
3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc.) to Bank before deploying officials in Bank premises for provide **Selection of vendor to provide Comprehensive Annual Maintenance Contract (AMC) for Servers, Storages, SAN Switches, Load Balancers, HSMs and other allied equipment installed at Bank's DC Noida, DR Mumbai, NDC Noida and NAP locations in Srinagar and Jammu.**

Sign and seal of Competent Authority

Name of Competent Authority

Dated

Annexure M

S.No	Description	Make	Serial Number	Qty	Location	Start Date	End Date	Support Level Required
1	SE T5220	Oracle	BDL1011107	1	DC Noida	01-04-2025	31-03-2028	L3
2	SE M5000	Oracle	BEF1012AFA	1	DC Noida	01-04-2025	31-03-2028	L3
3	T5120 (HRMS)	Oracle	BEL08035FG	1	DC Noida	01-04-2025	31-03-2028	L3
4	T5120	Oracle	BEL08035FB	1	DC Noida	01-04-2025	31-03-2028	L2
5	T5120	Oracle	BEL08035ES	1	DC Noida	01-04-2025	31-03-2028	L3
6	T5120	Oracle	BEL08035FK	1	DC Noida	01-04-2025	31-03-2028	L3
7	SUN-T4-1	Oracle	1312BDY1DF	1	DC Noida	01-04-2025	31-03-2028	L2
8	SUN-T3	Oracle	1312FM505F	1	DC Noida	01-04-2025	31-03-2028	L2
9	SUN-T3	Oracle	1312FM505G	1	DC Noida	01-04-2025	31-03-2028	L2
10	DELL POWER EDGE R710-Intel® Xeon(R) X-5672, 3.2 Ghz, 16 GB Memory	Dell	9G8DTS1	1	DC Noida	01-04-2025	31-03-2028	L3
11	DELL POWER EDGE R710 -Intel® Xeon(R) X-5672, 3.2 Ghz, 16 GB Memory	Dell	FG8DTS1	1	DC Noida	01-04-2025	31-03-2028	L3
12	WIPRO NET POWER Intel(R) Xeon(R) CPU X5677 @ 3.47GHz 24GB	Wipro	11HBUX1150000 7-CPU	1	DC Noida	01-04-2025	31-03-2028	L3
13	Wipro Netpower-Intel(R) Xeon(R) CPU X5677@3.47GHz 3.47 GHz (8 core) 24GB	Wipro	11HBUX1150000 2-CPU	1	DC Noida	01-04-2025	31-03-2028	L3
14	Wipro Netpower-Intel(R) Xeon(R) CPU X5677@3.47GHz 3.47 GHz (8 core) 24GB	Wipro	11HBUX1150000 5-CPU	1	DC Noida	01-04-2025	31-03-2028	L3
15	Wipro Netpower-Intel(R) Xeon(R) CPU X5677@3.47GHz 3.47 GHz (8 core) 24GB	Wipro	09LBTN03100003 -CPU	1	DC Noida	01-04-2025	31-03-2028	L3
16	WIPRO NET POWER RZ2262-Intel Xeon E5-2630, 2.3 Ghz, 12 Core 32 GB Memy	Wipro	13AGKF0260000 2-CPU	1	DC Noida	01-04-2025	31-03-2028	L3
17	Wipro Netpower-Z2204 Intel Xeon X5450 2.83 GHz , 4 core 4 GB RAM, 300 GB (RAID1)	Wipro	10CBVY0400000 2	1	DC Noida	01-04-2025	31-03-2028	L3
18	DELL POWER EDGE R720, Intel Xeon (12core) 2.10GHz, 48 GB RAM, HBA	Dell	3NCLQ12	1	DC Noida	01-04-2025	31-03-2028	L1
19	DELL POWER EDGE R720, Intel Xeon (12core) 2.10GHz, 48 Gb RAM, HBA	Dell	2NCLQ12	1	DC Noida	01-04-2025	31-03-2028	L1
20	DELL POWER EDGE R510-Intel® Xeon(R) CPU E5620 @ 2.40GHz (4 core) 16GB	Dell	BPWHTS1	1	DC Noida	01-04-2025	31-03-2028	L2

21	DELL POWER EDGE R510-Intel® Xeon(R) CPU E5620@ 2.40GHz (4 core) 16GB	Dell	FNWHTS1	1	DC Noida	01-04-2025	31-03-2028	L2
22	CISCO UCS	Cisco	FCH1650V1CW	1	DC Noida	01-04-2025	31-03-2028	L2
23	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32 GB Memory)	Cisco	FCH1650V1D1	1	DC Noida	01-04-2025	31-03-2028	L2
24	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32GB Memory)	Cisco	FCH1650V1CX	1	Noida Ph 2	01-04-2025	31-03-2028	L2
25	DELL Power Edge 430 (E-5 2620, 2*6 Core, 32 GB, HBA Dual Port)	Dell	DBCK542	1	DC Noida	01-04-2025	31-03-2028	L2
26	DELL Power Edge 430 (E-5 2620, 2*6 Core, 32 GB, HBA Dual Port)	Dell	6DCK542	1	DC Noida	01-04-2025	31-03-2028	L3
27	DELL Power Edge 430 (E-5 2620, 2*6 Core, 32 GB, HBA Dual Port)	Dell	2FCK542	1	DC Noida	01-04-2025	31-03-2028	L1
28	SPARC T5-2 SPARC T5 16-core 3.6 GHz	Oracle	AK00286149	1	DC Noida	01-04-2025	31-03-2028	L2
29	SPARC T5-2 SPARC T5 16-core 3.6 GHz	Oracle	AK00286150	1	DC Noida	01-04-2025	31-03-2028	L2
30	DELL Power Edge 630, Intel Xeon E5-2643 v3 3.4GHz, 6 Core , 24 GB	Dell	9CCJ882	1	DC Noida	01-04-2025	31-03-2028	L1
31	DELL Power Edge 630, Intel Xeon E5-2643 v3 3.4GHz, 6 Core , 32 GB	Dell	9CR5T72	1	DC Noida	01-04-2025	31-03-2028	L1
32	DELL Power Edge 630, Intel Xeon E5-2640 v3 2.6GHz, 24 GB RAM	Dell	9CJG882	1	DC Noida	01-04-2025	31-03-2028	L1
33	DELL Power Edge 630, 2*Intel Xeon E5-2640 v3 2.6GHz, 32 GB	Dell	9CKH882	1	DC Noida	01-04-2025	31-03-2028	L1
34	DELL PowerEdge R630, 2*Intel Xeon E5-2640 , 48 GB RAM, HBA Dual Port	Dell	DVPHH92	1	DC Noida	01-04-2025	31-03-2028	L1
35	Wipro Net Power Z2272 (2* Intel® Xeon® processor X5-677,2C), 24 GB	Wipro	11HFJT00400002-CPU	1	DC Noida	01-04-2025	31-03-2028	L1
36	DELL Power Edge R430	Dell	DWFGH92	1	DC Noida	01-04-2025	31-03-2028	L1
37	DELL Power Edge R630	Dell	F9KBH92	1	DC Noida	01-04-2025	31-03-2028	L1
38	DELL Power Edge R630	Dell	DVWDH92	1	DC Noida	01-04-2025	31-03-2028	L3
39	DELL POWER EDGE R430/R530, Intel Xeon E5-2640, 32 GB, HBA Dual Port	Dell	BPRRFD2	1	DC Noida	01-04-2025	31-03-2028	L1
40	DELL POWER EDGE R430/R530, 2 * Intel Xeon E5-2620, 32 GB, HBA Dual Port	Dell	BRWYFD2	1	DC Noida	01-04-2025	31-03-2028	L1
41	DELL Power Edge 630, Intel Xeon E5-2643 v3 3.4GHz,20M Cache/ 32 GB	Dell	9H6K882	1	DC Noida	01-04-2025	31-03-2028	L2
42	Cisco UCS (2* Intel(R) Xeon® CPU E5-2620 0 @	Cisco	FCH1649V130	1	DC Noida	01-04-2025	31-03-2028	L1

	2.00GHz, 32 GB Memory, HBA 2 ports)							
43	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32 GB Memory)	Cisco	FCH1650V1CZ	1	DC Noida	01-04-2025	31-03-2028	L3
44	App Svr Ent Pro Ed per Sock 1 1YST for Cluster	Oracle	IASD9-JEPE1-1ST	1	DC Noida	01-04-2025	31-03-2028	L2
45	SE M5000	Oracle	BEF1012B0E	1	DC Noida	01-04-2025	31-03-2028	L3
46	Sun Cluster 3.2	Oracle	17685776/16982371	5	DC Noida	01-04-2025	31-03-2028	L2
47	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32 GB Memory)	Cisco	FCH1647V1K6	1	DC Noida	01-04-2025	31-03-2028	L3
48	SMA Device	Cisco	FCH2047V0L7	1	DC Noida	01-04-2025	31-03-2028	L1
49	Cisco UCS	Cisco	FCH1647V1JQ	1	DC Noida	01-04-2025	31-03-2028	L2
50	Cisco UCS	Cisco	FCH1801V15A	1	DC Noida	01-04-2025	31-03-2028	L1
51	SE T5220	Oracle	BDL1012120	1	Mumbai	01-04-2025	31-03-2028	L2
52	SE T5220	Oracle	BDL1012121	1	Mumbai	01-04-2025	31-03-2028	L2
53	SE M5000	Oracle	BEF1012B0D	1	Mumbai	01-04-2025	31-03-2028	L2
54	DELL PowerEdge R630 Intel® Xeon® CPU E5-2643 v3 @ 3.40 GHz (6 cores)/48GB	Dell	F9RJH92	1	Mumbai	01-04-2025	31-03-2028	L1
55	Cisco UCS C240 M3 Intel® Xeon® CPU E52620 v2 @ 2.00 GHz (8 cores)/32 GB	Cisco	FCH1829V2Y2	1	Mumbai	01-04-2025	31-03-2028	L1
56	Cisco UCS C240 M3 with 32 GB RAM, Intel® Xeon® CPU E5-2620 0 @ 2.00 GHz (12 cores)	Cisco	FCH1647V1JR	1	Mumbai	01-04-2025	31-03-2028	L1
57	Cisco UCS C240 M3 with 32 GB RAM, Intel® Xeon® CPU E5-2620 0 @ 2.00 GHz (12 cores)	Cisco	FCH1649V137	1	Mumbai	01-04-2025	31-03-2028	L1
58	DELL Power Edge 430Intel® Xeon® CPU E5-2640 v3 @ 2.60 GHz (16 cores)/64 GB	Dell	CCCK542	1	Mumbai	01-04-2025	31-03-2028	L1
59	DELL Power Edge 430Intel® Xeon® CPU E5-2640 v3 @ 2.60 GHz (16 cores)/32 GB	Dell	HDCK542	1	Mumbai	01-04-2025	31-03-2028	L1
60	DELL Power Edge 430Intel® Xeon® CPU E5-2640 v3 @ 2.60 GHz (16 cores)/32 GB	Dell	3DCK542	1	Mumbai	01-04-2025	31-03-2028	L1
61	WIPRO NET POWER RZ2241 Intel® Xeon(R), 12 Core 3.4 Ghz, 16GB memory	Wipro	BUX20300004	1	Mumbai	01-04-2025	31-03-2028	L1
62	IBM x3650 M2 16GB RAM,INTEL XEON CPU	IBM	99V2287	1	Mumbai	01-04-2025	31-03-2028	L2

	E5502(2 procesors) 1.86 GHZ							
63	IBM x3650 M2 16GB RAM,INTEL XEON CPU E5502(2 procesors) 1.86 GHZ	IBM	99V0925	1	Mumbai	01-04-2025	31-03-2028	L1
64	IBM x3650 M2 16GB RAM,INTEL XEON CPU E5502(2 procesors) 1.86 GHZ	IBM	99V0924	1	Mumbai	01-04-2025	31-03-2028	L1
65	Sun Server X3-2L	Oracle	1312FM5058	1	Mumbai	01-04-2025	31-03-2028	L2
66	Sun Server X3-2L	Oracle	1312FM5059	1	Mumbai	01-04-2025	31-03-2028	L1
67	Sun Sparc T4	Oracle	1312BDY1DE	1	Mumbai	01-04-2025	31-03-2028	L2
68	CHI Delhi (North) Intel® Xeon® CPU E5-2637 v4 @ 3.50 GHz (2 cores)/32 GB	Wipro	CCT6VG2	1	Mumbai	01-04-2025	31-03-2028	L1
69	Dell Power Edge R430 Intel® Xeon® CPU E5-2620 v3 @ 2.40 GHz (2 cores)/32 GB	DELL	BRTZFD2	1	Mumbai	01-04-2025	31-03-2028	L1
70	Dell Power Edge R630 Intel® Xeon® CPU E5-2637 v4 @ 3.50 GHz (2 cores)/64 GB	DELL	BPHYFD2	1	Mumbai	01-04-2025	31-03-2028	L1
71	Wipro Netpower-Intel(R) Xeon(R) CPU X5677 @3.47Ghz	Wipro	11HFJT00400003	1	Mumbai	01-04-2025	31-03-2028	L1
72	DELL POWER EDGE R720-Intel(R) Xeon(R) E5-2660, *C, 24GB	Dell	2F9TVS1	1	Mumbai	01-04-2025	31-03-2028	L1
73	DELL POWER EDGE R720-Intel(R) Xeon(R) E5-2660, *C, 24GB	Dell	9TDPVS1	1	Mumbai	01-04-2025	31-03-2028	L1
74	DELLR720 PowerEdge Intel® Xeon® CPU E5-2620 v2 @ 2.10 GHz (12 cores)/56GB	Dell	DMBLQ12	1	Mumbai	01-04-2025	31-03-2028	L1
75	DELLR720 PowerEdge Intel® Xeon® CPU E5-2640 v2 @ 2.00 GHz (16 cores)/24 GB	Dell	3LBLQ12	1	Mumbai	01-04-2025	31-03-2028	L1
76	DELLR720 PowerEdge Intel® Xeon® CPU E5-2640 v2 @ 2.00 GHz (16 cores)/24 GB	Dell	3LBLQ12	1	Mumbai	01-04-2025	31-03-2028	L1
77	DELL POWER EDGE R510-Intel® Xeon(R) CPU E5620@ 2.40GHz (4 core) 6GB	Dell	GZHV8R1	1	Mumbai	01-04-2025	31-03-2028	L1
78	DELL POWER EDGE R510-Intel® Xeon(R) CPU E5620@ 2.40GHz (4 core) 6GB	Dell	DOMR8R1	1	Mumbai	01-04-2025	31-03-2028	L1
79	DELL POWER EDGE R510-Intel® Xeon(R) CPU E5620@ 2.40GHz (4 core) 6GB	Dell	9WFZ8R1	1	Mumbai	01-04-2025	31-03-2028	L2
80	Cisco UCS (2* Intel(R) Xeon® CPU E52620 0 @ 2.00GHz, 32 GB Memory	Cisco	FCH1650V1CR	1	Mumbai	01-04-2025	31-03-2028	L1

81	Oracle Webtier - Processor - Licensing Metric of - Perpetual Term - Full Use License (4 Nos)	Oracle	CSI 17052264/ 16982371/ 17685776/ 17052264	4	Mumbai	01-04-2025	31-03-2028	L1
82	Sun Rack II 1242/1242E	Oracle	2047RTN- 1011RF0013	1	Mumbai	01-04-2025	31-03-2028	L2
83	Oracle ha agent	Oracle	CLAIS-XR-9999- 1PR	1	Mumbai	01-04-2025	31-03-2028	L2
84	Wipro Net Power Z-2272 (Intel E-5 2643, 16 GB)	Wipro	13FGUS0150000 4	1	ZOJ	01-04-2025	31-03-2028	L2
85	DELL POWEREDGE R720 INTEL XEON E52620 V2 2.1 GHZ 24GB MEMORY	Dell	5Q80122	1	CHQ	01-04-2025	31-03-2028	L2
86	DELL POWEREDGE R720 INTEL XEON E52620 V2 2.1 GHZ 24GB MEMORY	Dell	FP80122	1	CHQ	01-04-2025	31-03-2028	L2
87	SPARC M7-8 SPARC M7 4.13 GHZ	Oracle	AK00365916	1	DC Noida	01-04-2025	31-03-2028	L2
88	SPARC M7-8 SPARC M7 4.13 GHZ	Oracle	AK00367298	1	DC Noida	01-04-2025	31-03-2028	L2
89	SPARC M7-8 server S.no AK00365916,AK003 67298	Oracle	2047RTN – 1617RB0045	1	DC Noida	01-04-2025	31-03-2028	L2
90	SUN Sparc T7-1	Oracle	AK00380791	1	Mumbai	01-04-2025	31-03-2028	L2
91	SUN Sparc T7-1	Oracle	AK00366932	1	Mumbai	01-04-2025	31-03-2028	L2
92	SUN Sparc M7-8	Oracle	AK00365915	1	Mumbai	01-04-2025	31-03-2028	L2
93	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	F1X5NK2	1	DC Noida	01-04-2025	31-03-2028	L1
94	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	F1W8NK2	1	DC Noida	01-04-2025	31-03-2028	L1
95	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	F1Y5NK2	1	DC Noida	01-04-2025	31-03-2028	L1
96	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	F1X8NK2	1	DC Noida	01-04-2025	31-03-2028	L1
97	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	GMPFNK2	1	DC Noida	01-04-2025	31-03-2028	L1
98	DELL PowerEdge R730 Intel(R) Xeon(R) CPU E5-2687W v4 @ 3.00GHz	DELL	GMP5NK2	1	DC Noida	01-04-2025	31-03-2028	L1
99	DELL PowerEdge R730 Intel Xeon E5-2640 v4@ 3.00GHz	DELL	GTQ5NK2	1	DC Noida	01-04-2025	31-03-2028	L1
100	SUN SPARC T7 SUN SPARC T7 -1, 4.13 GHZ	Oracle	1734NN72K6	1	DC Noida	01-04-2025	31-03-2028	L2
101	SUN SPARC T7 SUN SPARC T7 -1, 4.13 GHZ	Oracle	1734NN72K5	1	DC Noida	01-04-2025	31-03-2028	L2
102	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHZ	Oracle	1733NNT1L7	1	DC Noida	01-04-2025	31-03-2028	L2
103	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHZ	Oracle	1733NNT1LA	1	DC Noida	01-04-2025	31-03-2028	L2

104	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHz	Oracle	1733NNT1L8	1	DC Noida	01-04-2025	31-03-2028	L2
105	DELL R730	DELL	4VM8FN2	1	Mumbai	01-04-2025	31-03-2028	L1
106	DELL R730	DELL	4VL9FN2	1	Mumbai	01-04-2025	31-03-2028	L1
107	SUN Sparc S7 -2	Oracle	1733NNT1L9	1	Mumbai	01-04-2025	31-03-2028	L2
108	Oracle Solaris Cluster Enterprise Edition-processor perpetual (36 Nos)	Oracle	AK00367298/ CSI 20665199	36	DC Noida	01-04-2025	31-03-2028	L2
109	Oracle Solaris Cluster Enterprise Edition-processor perpetual (13 Nos)	Oracle	AK00286150/ CSI 19881447	13	DC Noida	01-04-2025	31-03-2028	L2
110	Oracle Solaris Cluster Enterprise Edition-processor perpetual (40 Nos)	Oracle	1733NNT1LA/ CSI 21330038	40	DC Noida	01-04-2025	31-03-2028	L2
111	SPARC M8-8 Server Model Family 1 pdom (Along with Licenses)	Oracle	AK00441379	1	DC Noida	01-04-2025	31-03-2028	L3
112	SPARC M8-8 Server Model Family 2 pdoms (Along with Licenses)	Oracle	AK00438459	1	DC Noida	01-04-2025	31-03-2028	L3
113	SPARC M8-8 Server Model Family 1 pdom (Along with Licenses)	Oracle	AK00438458	1	Mumbai	01-04-2025	31-03-2028	L3
114	SPARC M8-8 Server Model Family 2 pdoms (Along with Licenses)	Oracle	AK00441378	1	Mumbai	01-04-2025	31-03-2028	L3
115	SAN SWITCH-2 MDS 9710 along with Licenses	Cisco	JAE2246005B/JPG2 25000JC	1	DC Noida	22-03-2025	31-03-2028	L1
116	SAN SWITCH-1 MDS 9710 along with Licenses	Cisco	JAE22480W82/JPG 225000JF	1	DC Noida	22-03-2025	31-03-2028	L1
117	Dell Power Edge 740 3.2G, 8C	DELL	36ZXDV2	1	DC Noida	01-04-2025	31-03-2028	L2
118	Dell Power Edge 740 3.2G, 8C	DELL	36ZZDV2	1	DC Noida	01-04-2025	31-03-2028	L2
119	Dell Power Edge 740 3.2G, 8C	DELL	371TDV2	1	DC Noida	01-04-2025	31-03-2028	L2
120	Dell Power Edge 740 3.2G, 8C	DELL	371XDV2	1	DC Noida	01-04-2025	31-03-2028	L2
121	Dell Power Edge 740 3.2G, 8C	DELL	370RDV2	1	DC Noida	01-04-2025	31-03-2028	L2
122	Dell Power Edge 740 3.2G, 8C	DELL	370TDV2	1	DC Noida	01-04-2025	31-03-2028	L2
123	Dell PowerEdge R740 3.2G	DELL	HRNX6T2	1	Mumbai	01-04-2025	31-03-2028	L2
124	Dell PowerEdge R740 3.2G	DELL	HRQZ6T2	1	Mumbai	01-04-2025	31-03-2028	L2
125	Dell PowerEdge R740 3.2G	DELL	HRQT6T2	1	Mumbai	01-04-2025	31-03-2028	L2
126	Dell PowerEdge R740 3.2G	DELL	HRSS6T2	1	Mumbai	01-04-2025	31-03-2028	L2
127	Dell PowerEdge R740 3.2G	DELL	370SDV2	1	Mumbai	01-04-2025	31-03-2028	L2
128	Dell PowerEdge R740 3.2G	DELL	HRRV6T2	1	Mumbai	01-04-2025	31-03-2028	L2
129	Dell PowerEdge R740 3.2G	DELL	HRSV6T2	1	Mumbai	01-04-2025	31-03-2028	L2
130	CISCO MDS 9148 along with Licenses	Cisco	JPG200400EG	1	DC Noida	01-04-2025	31-03-2028	L2
131	CISCO MDS 9148 along with Licenses	Cisco	JPG200400F1	1	DC Noida	01-04-2025	31-03-2028	L2
132	SUN SPARC T5-2	Oracle	AK00286148	1	Mumbai	01-04-2025	31-03-2028	L2

133	DELL R730	DELL	4VM6FN2	1	Mumbai	01-04-2025	31-03-2028	L1
134	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VQ7FN2	1	DC Noida	01-04-2025	31-03-2028	L1
135	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VQDFN2	1	DC Noida	01-04-2025	31-03-2028	L1
136	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VR8FN2	1	DC Noida	01-04-2025	31-03-2028	L1
137	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VPBFN2	1	DC Noida	01-04-2025	31-03-2028	L1
138	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VR6FN2	1	DC Noida	01-04-2025	31-03-2028	L1
139	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	4VR7FN2	1	DC Noida	01-04-2025	31-03-2028	L1
140	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	8MV5MP2	1	DC Noida	01-04-2025	31-03-2028	L3
141	DELL PowerEdge R730 Intel Xeon E5-2667 v4 3.2GHz	DELL	8L76MP2	1	DC Noida	01-04-2025	31-03-2028	L1
142	SYMANTEC ATP 8880 Symantec ATP 8880-30 Appliance	SEP	FS158P2	1	DC Noida	01-04-2025	31-03-2028	L1
143	Sparc S7 -2 server	Oracle	1816NNT5GU	1	Mumbai	01-04-2025	31-03-2028	L2
144	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHz	Oracle	1816NNT5H1	1	DC Noida	01-04-2025	31-03-2028	L2
145	SUN SPARC S7 SUN SPARC S7 -2, 4.27 GHz	Oracle	1816NNT5H3	1	DC Noida	01-04-2025	31-03-2028	L2
146	Dell PowerEdge R730	DELL	GN3CNK2	1	Mumbai	01-04-2025	31-03-2028	L1
147	Dell PowerEdge R730	DELL	F4Y9NK2	1	Mumbai	01-04-2025	31-03-2028	L1
148	Dell PowerEdge R730	DELL	GMP6NK2	1	Mumbai	01-04-2025	31-03-2028	L1
149	Dell PowerEdge R730	DELL	F21DNK2	1	Mumbai	01-04-2025	31-03-2028	L1
150	Dell Power Edge 640 3.4GHz 16 Core, 64Gb	Dell	F37B9R2	1	DC Noida	01-04-2025	31-03-2028	L3
151	Dell Power Edge 640 Intel Xeon Gold 6134 3.20GHz	Dell	F37C9R2	1	DC Noida	01-04-2025	31-03-2028	L1
152	Dell Power Edge 640 Intel Xeon Gold 6134 3.20GHz	Dell	F3799R2	1	DC Noida	01-04-2025	31-03-2028	L3
153	Dell Power Edge 640 Intel Xeon Gold 6134 3.20GHz	Dell	F37D9R2	1	DC Noida	01-04-2025	31-03-2028	L1
154	Dell Power Edge 640 Intel Xeon Gold 6134 3.20GHz	Dell	F37F9R2	1	DC Noida	01-04-2025	31-03-2028	L1
155	DELL R640 3.4G	Dell	4C882S2	1	Mumbai	01-04-2025	31-03-2028	L1
156	Dell Power Edge 740 Intel Xeon Gold 6134	Dell	4C662S2	1	DC Noida	01-04-2025	31-03-2028	L1
157	Dell Power Edge 640 Intel Xeon Gold 6134 3.2G, 8C/16T	Dell	4CC72S2	1	DC Noida	01-04-2025	31-03-2028	L3
158	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4CH12S2	1	DC Noida	01-04-2025	31-03-2028	L1

159	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4CH42S2	1	DC Noida	01-04-2025	31-03-2028	L1
160	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4CH92S2	1	DC Noida	01-04-2025	31-03-2028	L1
161	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4BJ32S2	1	DC Noida	01-04-2025	31-03-2028	L3
162	Dell Power Edge 640 Intel Xeon Gold 6128 3.4G, 6C/12T	Dell	4BJ42S2	1	DC Noida	01-04-2025	31-03-2028	L1
163	Dell Power Edge 740 Intel Xeon Gold 6180 3.0GHz 28 Cores	Dell	63S22S2	1	DC Noida	01-04-2025	31-03-2028	L1
164	Dell Power Edge 740 Intel Xeon Gold 6180 3.0GHz 28 Cores	Dell	63S52S2	1	DC Noida	01-04-2025	31-03-2028	L1
165	Dell Power Edge 740 Intel Xeon Gold 6180 3.0GHz 28 Cores	Dell	63S42S2	1	DC Noida	01-04-2025	31-03-2028	L1
166	SUN Sparc T7-1	Oracle	1734NN72K4	1	Mumbai	01-04-2025	31-03-2028	L2
167	DELL Poweredge R740 3.2G, 8C	Dell	GX582S2	1	Mumbai	01-04-2025	31-03-2028	L1
168	DELL R740 Intel Xeon Gold 6134 3.2G, 8C	DELL	GQQ62S2	1	DC Noida	01-04-2025	31-03-2028	L1
169	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZW22S2	1	DC Noida	01-04-2025	31-03-2028	L1
170	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZW72S2	1	DC Noida	01-04-2025	31-03-2028	L1
171	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZC52S2	1	DC Noida	01-04-2025	31-03-2028	L1
172	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZD82S2	1	DC Noida	01-04-2025	31-03-2028	L1
173	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	Dell	GX742S2	1	DC Noida	01-04-2025	31-03-2028	L1
174	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	Dell	GXN42S2	1	DC Noida	01-04-2025	31-03-2028	L1
175	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	Dell	GX782S2	1	DC Noida	01-04-2025	31-03-2028	L1
176	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	Dell	GXP32S2	1	DC Noida	01-04-2025	31-03-2028	L1
177	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZ662S2	1	DC Noida	01-04-2025	31-03-2028	L2
178	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	Dell	FZ872S2	1	DC Noida	01-04-2025	31-03-2028	L1
179	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	FZV62S2	1	DC Noida	01-04-2025	31-03-2028	L1
180	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	FZT82S2	1	DC Noida	01-04-2025	31-03-2028	L1
181	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	FZX22S2	1	DC Noida	01-04-2025	31-03-2028	L1
182	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	DELL	GXP82S2	1	DC Noida	01-04-2025	31-03-2028	L3
183	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	G6G32S2	1	DC Noida	01-04-2025	31-03-2028	L3
184	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	DELL	GXQ32S2	1	DC Noida	01-04-2025	31-03-2028	L1
185	Dell Power Edge 740 Intel Xeon Platinum 8180 2.5G, 28C	DELL	GXQ62S2	1	DC Noida	01-04-2025	31-03-2028	L1

186	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	GQR62S2	1	DC Noida	01-04-2025	31-03-2028	L3
187	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	GRN82S2	1	DC Noida	01-04-2025	31-03-2028	L1
188	Dell Power Edge 740 Intel Xeon Gold 6134 3.2G, 8C	DELL	GRP42S2	1	DC Noida	01-04-2025	31-03-2028	L1
189	Oracle Solaris Cluster Enterprise Edition-processor perpetual (9 Nos)	Oracle	1816NNT5H3/CSI 21755693	9	DC Noida	01-04-2025	31-03-2028	L2
190	HPE DL360 Gen10 Xeon-S 4208 Kit	HPE	SGH009SQ5Y	1	DC Noida	01-04-2025	31-03-2028	L1
191	HPE DL360 Gen10 Xeon-S 4208 Kit	HPE	SGH009SQ67	1	DC Noida	01-04-2025	31-03-2028	L1
192	HPE DL360 Gen10 Xeon-S 4208 Kit	HPE	SGH009SQ66	1	DC Noida	01-04-2025	31-03-2028	L1
193	HP ProLiant DL360 Gen10	HPE	SGH009SQ5Q	1	Mumbai	01-04-2025	31-03-2028	L1
194	HP ProLiant DL360 Gen10	HPE	SGH009SQ5M	1	Mumbai	01-04-2025	31-03-2028	L1
195	DELL PowerEdge R510	DELL	GZCX4V1 (DOMR8R1)	1	Mumbai	01-04-2025	31-03-2028	L1
196	UCS 5108 Blade Server AC2 Chassis	CISCO	FOX2444PA2B	1	DC Noida	20-09-2025	31-03-2028	L1
197	UCS 5108 Blade Server AC2 Chassis	CISCO	FOX2444PFGL	1	DC Noida	20-09-2025	31-03-2028	L1
198	UCS 5108 Blade Server AC2 Chassis	CISCO	FOX2525P7BK	1	DC Noida	20-09-2025	31-03-2028	L1
199	UCS 5108 Blade Server AC2 Chassis	CISCO	FOX2524P9U5	1	DC Noida	20-09-2025	31-03-2028	L1
200	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FLM2438048L	1	DC Noida	20-09-2025	31-03-2028	L1
201	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FLM24390C23	1	DC Noida	20-09-2025	31-03-2028	L1
202	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FLM24390050	1	DC Noida	20-09-2025	31-03-2028	L1
203	UCS B200 M5 Blade Intel Xeon Gold 6248@ 2.50GHz	CISCO	FLM243601NG	1	DC Noida	20-09-2025	31-03-2028	L1
204	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FLM2438027H	1	DC Noida	20-09-2025	31-03-2028	L1
205	UCS B200 M5 Blade Intel Xeon Gold 6242@ 2.80GHz	CISCO	FLM2439056G	1	DC Noida	20-09-2025	31-03-2028	L1
206	UCS B200 M5 Blade Intel Xeon Gold 5217@ 3.00GHz	CISCO	FLM244003BN	1	DC Noida	20-09-2025	31-03-2028	L1
207	UCS B200 M5 Blade Intel Xeon Gold 5217@ 3.00GHz	CISCO	FLM24390BKH	1	DC Noida	20-09-2025	31-03-2028	L1
208	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FLM24390CPQ	1	DC Noida	20-09-2025	31-03-2028	L1
209	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FLM24380194	1	DC Noida	20-09-2025	31-03-2028	L1
210	UCS B200 M5 Blade Intel Xeon Gold 5217@ 3.00GHz	CISCO	FLM243904FK	1	DC Noida	20-09-2025	31-03-2028	L1
211	UCS B200 M5 Blade Intel Xeon Gold 5217@ 3.00GHz	CISCO	FLM24380144	1	DC Noida	20-09-2025	31-03-2028	L1
212	UCS B200 M5 Blade Intel Xeon Silver 4214@ 2.20GHz	CISCO	FLM24390C2F	1	DC Noida	20-09-2025	31-03-2028	L1
213	UCSC-C220-M5SX Intel® Xeon® Gold 4210	CISCO	WZP2442010Z	1	DC Noida	20-09-2025	31-03-2028	L1
214	UCSC-C220-M5SX 2 * Intel® Xeon® Gold 4215	CISCO	WZP2442015W	1	DC Noida	20-09-2025	31-03-2028	L1
215	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252678V0	1	DC Noida	22-06-2026	31-03-2028	L1

216	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH2528754E	1	DC Noida	22-06-2026	31-03-2028	L1
217	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252679Q9	1	DC Noida	22-06-2026	31-03-2028	L1
218	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252678XU	1	DC Noida	22-06-2026	31-03-2028	L1
219	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252679G8	1	DC Noida	22-06-2026	31-03-2028	L1
220	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252679AQ	1	DC Noida	22-06-2026	31-03-2028	L1
221	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252679TD	1	DC Noida	22-06-2026	31-03-2028	L1
222	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH2526794M	1	DC Noida	22-06-2026	31-03-2028	L1
223	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH2526791Z	1	DC Noida	22-06-2026	31-03-2028	L1
224	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252678YB	1	DC Noida	22-06-2026	31-03-2028	L1
225	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH25267985	1	DC Noida	22-06-2026	31-03-2028	L1
226	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH252678QM	1	DC Noida	22-06-2026	31-03-2028	L1
227	UCS B200 M5 Blade Intel Xeon Gold 6226@ 2.70GHz	CISCO	FCH2526798M	1	DC Noida	22-06-2026	31-03-2028	L1
228	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252679YG	1	DC Noida	22-06-2026	31-03-2028	L1
229	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252678NC	1	DC Noida	22-06-2026	31-03-2028	L1
230	UCS B200 M5 Blade Intel Xeon Platinum 8270@ 2.70GHz	CISCO	FCH252675J2	1	DC Noida	22-06-2026	31-03-2028	L1
231	Cisco UCSC-C220-M5SX Intel 4215 2.5 GHz	CISCO	WZP25240N74	1	DC Noida	22-06-2026	31-03-2028	L1
232	Cisco UCSC-C220-M5SX Intel 4210 2.2 GHz	CISCO	WZP251403RT	1	DC Noida	22-06-2026	31-03-2028	L1
233	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	6MZ3NF3	1	DC Noida	23-06-2026	31-03-2028	L1
234	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	JCW3NF3	1	DC Noida	23-06-2026	31-03-2028	L1
235	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	6MZ3NF3	1	DC Noida	23-06-2026	31-03-2028	L1
236	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	7MZ3NF3	1	DC Noida	23-06-2026	31-03-2028	L1
237	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	8MZ3NF3	1	DC Noida	23-06-2026	31-03-2028	L1
238	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	G6LXMF3	1	Mumbai	23-06-2026	31-03-2028	L1
239	PowerEdge-R740 Server Intel® Xeon® Gold 6210U CPU @2.5 GHZ	DELL	F6LXMF3	1	Mumbai	23-06-2026	31-03-2028	L1
240	HSM 10K Payshield Thales 2500TPS	THALES	D0246399233U	1	DC Noida	28-10-2026	31-03-2028	L1
241	HSM 10K Payshield Thales 2500TPS	THALES	D0246399264F	1	DC Noida	28-10-2026	31-03-2028	L1
242	HSM 10K Payshield Thales 2500TPS	THALES	D0251440367D	1	Mumbai	24-11-2026	31-03-2028	L1

243	Apsolute Vision	Radware	81710023	1	DC Noida	12-10-2025	31-03-2028	L1
244	Radware Alteon7612	Radware	91812014	1	DC Noida	12-10-2025	31-03-2028	L1
245	Radware Alteon7612	Radware	91812032	1	DC Noida	12-10-2025	31-03-2028	L1
246	R13AS09 RADWARE ALTEON 7612	Radware	91810009	1	Mumbai	12-10-2025	31-03-2028	L1
247	R13AS01 RADWARE ALTEON 7612	Radware	91812026	1	Mumbai	12-10-2025	31-03-2028	L1
248	IBM P7	IBM	062E56T	1	DC Noida	01-04-2025	31-03-2028	L2
249	IBM P7	IBM	062E51T	1	DC Noida	01-04-2025	31-03-2028	L2
250	IBM P7	IBM	062E51T	1	DC Noida	01-04-2025	31-03-2028	L2
251	IBM/Power710	IBM	06ECBDT	1	Mumbai	01-04-2025	31-03-2028	L2
252	IBM/Power740	IBM	06ECBCT	1	Mumbai	01-04-2025	31-03-2028	L2
253	Dell Power Edge 640	DELL	CLY5813	1	DC Noida	01-04-2025	31-03-2028	L2
254	Dell Power Edge R740XD	DELL	9DNJJ13	1	DC Noida	01-04-2025	31-03-2028	L2
255	Dell Power Edge R740XD	DELL	CDNJJ13	1	DC Noida	01-04-2025	31-03-2028	L2
256	Dell Power Edge R740XD	DELL	BDNJJ13	1	DC Noida	01-04-2025	31-03-2028	L2
257	DELL PowerEdge R740xd	DELL	6DNJJ13	1	Mumbai	01-04-2025	31-03-2028	L2
258	DELL PowerEdge R740xd	DELL	7DNJJ13	1	Mumbai	01-04-2025	31-03-2028	L2
259	DELL PowerEdge R740xd	DELL	8DNJJ13	1	Mumbai	01-04-2025	31-03-2028	L2
260	DELL PowerEdge R640	DELL	BLY5813	1	Mumbai	01-04-2025	31-03-2028	L2
261	NETWORK HSM 750	Thales LUNA	FB088101	1	DC Noida	01-01-2028	31-03-2028	L2
262	NETWORK HSM 750	Thales LUNA	FB088099	1	Mumbai	01-01-2028	31-03-2028	L2
263	NETWORK HSM 700	Thales LUNA	FB088039	1	DC Noida	01-01-2028	31-03-2028	L2
264	NETWORK HSM 700	Thales LUNA	FB088040	1	DC Noida	01-01-2028	31-03-2028	L2
265	NETWORK HSM 700	Thales LUNA	FB088041	1	Mumbai	01-01-2028	31-03-2028	L2

Annexure-N

S.NO	Server	Make	Sernial Number	Location	Qty	Start Date	End Date	Support Level
1	Cisco UCS-220-M3S	CISCO	FCH1915V0FT	DC Noida	1	01-04-2025	31-03-2028	L1
2	Cisco UCS-220-M3S	CISCO	FCH1915V0FU	DC Noida	1	01-04-2025	31-03-2028	L1
3	Cisco UCS-220-M3S	CISCO	FCH1832V0US	DC Noida	1	01-04-2025	31-03-2028	L1
4	DELL R330	DELL	FVM3QM2	DC Noida	1	01-04-2025	31-03-2028	L1

5	DELL R730	DELL	9JRQQM2	DC Noida	1	01-04-2025	31-03-2028	L1
6	UCS-C240-M5SX	CISCO	WZP23450C81	DC Noida	1	01-04-2025	31-03-2028	L1
7	R380 F2	ACER	USRAASI02711242562	DC Noida	1	01-04-2025	31-03-2028	L1
8	R380 F2	ACER	USRAASI02411242556	DC Noida	1	01-04-2025	31-03-2028	L1
9	R380 F2	ACER	USRAASI02511242559	DC Noida	1	01-04-2025	31-03-2028	L1
10	R380 F2	ACER	USRAASI02611242561	DC Noida	1	01-04-2025	31-03-2028	L1
11	SPARC S7-2	SUN/Oracle	1918NNTA09	DC Noida	1	01-04-2025	31-03-2028	L1
12	SPARC S7-2	SUN/Oracle	1915NNT9VV	DC Noida	1	01-04-2025	31-03-2028	L1
13	SPARC T7	SUN/Oracle	1918NN77DD	DC Noida	1	01-04-2025	31-03-2028	L1
14	SPARC T7	SUN/Oracle	1918NN77DE	DC Noida	1	01-04-2025	31-03-2028	L1
15	Rack II	CISCO	2047RTN-1206RI0006	DR Mumbai	1	01-04-2025	31-03-2028	L1
16	Cisco UCS-220-M3S	CISCO	FCH1826V0TX	DR Mumbai	1	01-04-2025	31-03-2028	L1
17	Cisco UCS-220-M3S	CISCO	FCH1826V0U9	DR Mumbai	1	01-04-2025	31-03-2028	L1
18	Cisco UCS-220-M3S	CISCO	FCH1839V1JG	DR Mumbai	1	01-04-2025	31-03-2028	L1
19	DELL R730	DELL	9JRLQM2	DR Mumbai	1	01-04-2025	31-03-2028	L1
20	UCS-C240-M5SX	CISCO	WZP234411NZ	DR Mumbai	1	01-04-2025	31-03-2028	L1
21	R380 F2	ACER	USRAASI02711242563	DR Mumbai	1	01-04-2025	31-03-2028	L1
22	R380 F2	ACER	USRAASI02411242557	DR Mumbai	1	01-04-2025	31-03-2028	L1
23	R380 F2	ACER	USRAASI02511242558	DR Mumbai	1	01-04-2025	31-03-2028	L1
24	R380 F2	ACER	USRAASI02611242560	DR Mumbai	1	01-04-2025	31-03-2028	L1
25	SPARC S7-2	SUN/Oracle	1915NNT9VU	DR Mumbai	1	01-04-2025	31-03-2028	L1
26	SPACR T7	SUN/Oracle	1918NN77CL	DR Mumbai	1	01-04-2025	31-03-2028	L1