



**THE ASSAM CO-OPERATIVE APEX BANK LTD.**



**INFORMATION TECHNOLOGY DEPARTMENT**

**HEAD OFFICE: 151, HEM BARUA ROAD, PANBAZAR, GUWAHATI,  
ASSAM – 781001, INDIA**

**CORRIGENDUM – 1 PUBLISHED ON**

**21-09-2024**

**FOR**

**SELECTION OF SYSTEM INTEGRATOR FOR SUPPORT, MANAGEMENT &  
MAINTENANCE OF IT INFRASTRUCTURE & CONNECTIVITY AT DC, DR, HO &  
BRANCHES**



**Corrigendum 1 – for Request for Proposal for Selection of System Integrator for Support, Management & Maintenance of IT Infrastructure & Connectivity at DC, DR, HO & Branches**

- (i) Extension of Dates for Submission and Opening of Bids**
- (ii) Revised Eligibility Criteria**
- (iii) Revised Technical Bid Evaluation Criteria**
- (iv) Revised Commercial Bill of Material (Annexure 9.11)**
- (v) Revision/Clarifications to Other RFP Clauses**
- (vi) Data Center, Guwahati Environmental Components**

In reference to the Request for Proposal (RFP) for Selection of System Integrator for Support, Management & Maintenance of IT Infrastructure & Connectivity at DC, DR, HO & Branches (RFP Reference Number: ACAB/HO/IT/RFP/174/2024/497, Dated 29/08/2024, all are advised to note the following:

**(i) Extension of Dates for Submission and Opening of Bids**

Activity	Initial Date and Time	Revised Date and Time
Deadline for submission of Bids	24/09/2024, 14:00 hours	04/10/2024, 14:00 hours
Opening of Technical Bids	24/09/2024, 15:30 hours	04/10/2024, 15:30 hours

**(ii) Revised Eligibility Criteria**

Sl. No.	Initial Eligibility Criteria	Revised Eligibility Criteria	Documents Required
<b>General</b>			
1	The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company or a partnership firm incorporated in India	The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company or a partnership firm incorporated in India	Certificate of Incorporation and other Documentary evidence to be attached
2	Bidder should be in existence for five years as on the date of the RFP. (In case of mergers /acquisitions /restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)	Bidder should be in existence for five years as on the date of the RFP. (In case of mergers /acquisitions /restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)	Adequate documentation like registration, certificate of incorporation, Article / Memorandum of association etc. Name change and date of establishment docs, ROC document
3	The bidder should have never been blacklisted / barred / disqualified by any regulator / statutory body in India	The bidder should have never been blacklisted / barred / disqualified by any regulator / statutory body in India	Self-declaration to this effect should be submitted
4	The bidder should have ISO 9001:2008, ISO 27001:2013	The bidder should have ISO 9001:2008, ISO 27001:2013	Copy of the relevant certificates or Assessment certificate from Auditing agency.
<b>Financial</b>			
5	The bidder should have a minimum annual turnover of INR 100 Cr for each of the last 4	The bidder should have a minimum annual turnover of INR 100 Cr for each of	Audited Balance Sheet along with



	financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) exclusively from their Indian operations.	the last 4 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024) exclusively from their Indian operations.	independent auditor's report for the last four financial years. For FY 2023-24 the provisional P&L and balance sheet figure certified by the independent auditor will be accepted.
6	The bidder should be a Profit-making company (after tax) for 3 out of last 4 financial years (2020- 2021, 2021-2022, 2022-2023, 2023-2024) from the India operations.	The bidder should be a Profit-making company (after tax) for 3 out of last 4 financial years (2020- 2021, 2021-2022, 2022-2023, 2023-2024) from the India operations.	Profit and Loss Account Statement along with independent auditor's report for the last four financial years. For FY 2023-24 the provisional P&L and balance sheet figure certified by the independent auditor will be accepted.
7	The bidder should have positive net worth in last four financial years (2020-2021, 2021-2022, 2022-2023, 2023-24).	The bidder should have positive net worth in last four financial years (2020-2021, 2021-2022, 2022-2023, 2023-24).	Audited Balance Sheet and Profit and Loss Account Statement along with independent auditor's report for last four years. For FY 2023-24 the provisional P&L and balance sheet figure certified by the independent auditor will be accepted.
<b>Experience and Service Capability</b>			
8	The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in at least two (2) banks in India in last 3 years.	The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network & Security Equipment(s) etc. in at least two (2) banks/BFSI/PSU in India in last 7 years.	Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.
9	The bidder should have exposure in banks providing on-site support by L1 and L2 resources for managing end to end IT infrastructure at the DC and DRC in at least two (2) banks in India for last 3 years	The bidder should have exposure in banks/BFSI/PSU providing on-site support by L1 and L2 resources for managing end to end IT infrastructure at the DC and DRC in at least two (2) banks/BFSI/PSU in India for last 7 years.	Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.
10	The Bidder should have at least 5 IT Security professionals who are direct employees of the Bidder with certification of CISA or CISSP or CISM.	The Bidder should have at least 5 IT Security professionals who are direct employees of the Bidder with certification of CISA or CISSP or CISM.	Supporting document undertaking to be submitted containing name, employee number, Certification and experience (in years) in bidder's letter head.



**(iii) Revised Technical Bid Evaluation Criteria**

Sl. No.	Technical Evaluation	Initial Evaluation Approach	Revised Evaluation Approach
1	Bidder's capability and experience <b>(30 marks)</b>	<p>➤ The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network &amp; Security Equipment(s) etc. in:</p> <ul style="list-style-type: none"> <li>• Two (2) banks in India in last 3 years <b>(7 marks)</b></li> <li>• More than two &amp; upto 5 banks in India in last three years <b>(10 marks)</b></li> <li>• More than 5 banks and in addition atleast 1 no. DCCB/STCB bank in India in last three years. <b>(12 marks)</b></li> <li>• More than 5 banks and in addition atleast 3 no. DCCB/STCB bank in India in last three years. <b>(15 marks)</b></li> </ul> <p>➤ The bidder should have exposure in banks providing on-site support by L1 and L2 resources for managing end to end IT infrastructure at the DC and DRC in:</p> <ul style="list-style-type: none"> <li>• Two (2) banks in India in last 3 years <b>(7 marks)</b></li> <li>• More than two &amp; upto 5 banks in India in last three years <b>(10 marks)</b></li> <li>• More than 5 banks and in addition atleast 1 no. DCCB/STCB bank in India in last three years. <b>(12 marks)</b></li> <li>• More than 5 banks and in addition atleast 3 no. DCCB/STCB bank in India in last three years. <b>(15 marks)</b></li> </ul>	<p>➤ The bidder should have prior experience of managing end to end IT infrastructure at the DC and DRC, including Servers, Storage and Network &amp; Security Equipment(s) etc. in:</p> <ul style="list-style-type: none"> <li>• Two (2) banks/BFSI/PSU in India in last 7 years <b>(7 marks)</b></li> <li>• More than two &amp; upto 5 banks/BFSI/PSU in India in last 7 years <b>(10 marks)</b></li> <li>• More than 5 banks/BFSI/PSU and in addition atleast 1 no. DCCB/STCB bank in India in last 7 years. <b>(12 marks)</b></li> <li>• More than 5 banks/BFSI/PSU and in addition atleast 3 no. DCCB/STCB bank in India in last 7 years. <b>(15 marks)</b></li> </ul> <p>➤ The bidder should have exposure in banks providing on-site support by L1 and L2 resources for managing end to end IT infrastructure at the DC and DRC in:</p> <ul style="list-style-type: none"> <li>• Two (2) banks/BFSI/PSU in India in last 7 years <b>(7 marks)</b></li> <li>• More than two &amp; upto 5 banks/BFSI/PSU in India in last 7 years <b>(10 marks)</b></li> <li>• More than 5 banks/BFSI/PSU and in addition atleast 1 no. DCCB/STCB bank in India in last 7 years. <b>(12 marks)</b></li> <li>• More than 5 banks/BFSI/PSU and in addition atleast 3 no. DCCB/STCB bank in India in last 7 years. <b>(15 marks)</b></li> </ul>
2	Bidder's Financial Stability <b>(10 marks)</b>	<p>➤ Bidder's Financial Stability <b>(Maximum marks 10):</b></p> <p>The bidder should have a minimum annual turnover of INR 100 Cr for each of the last 3 years (2021-2022, 2022-2023 and 2023-2024) exclusively from their Indian operations.</p> <ul style="list-style-type: none"> <li>• 100 to 200 Crores <b>(7 marks)</b></li> <li>• More than 200 Crores <b>(10 marks)</b></li> </ul>	<p>➤ Bidder's Financial Stability <b>(Maximum marks 10):</b></p> <p>The bidder should have a minimum annual turnover of INR 100 Cr for each of the last 3 years (2021-2022, 2022-2023 and 2023-2024) exclusively from their Indian operations.</p> <ul style="list-style-type: none"> <li>• 100 to 200 Crores <b>(7 marks)</b></li> <li>• More than 200 Crores <b>(10 marks)</b></li> </ul>



3	Proposed deployment & quality of manpower <b>(30 marks)</b>	<ul style="list-style-type: none"> <li>➤ Experience of the Technical Lead-Infrastructure <b>(10 marks)</b> <ul style="list-style-type: none"> <li>• Should have more than 10 years, less than 12 years of relevant experience in managing similar teams for CBS Infrastructure projects and have hands-on experience in IT Infrastructure (Compute, Storage, Network &amp; security) in at least one bank in India <b>(7 marks)</b></li> <li>• Should have more than 12 years of relevant experience in managing similar teams for CBS Infrastructure projects and have hands-on experience in IT Infrastructure (Compute, Storage, Network &amp; security) in at least one bank in India <b>(10 marks)</b></li> </ul> </li> <li>➤ Experience of the L2 Support for IT Compute &amp; Storage management <b>(10 marks)</b> <ul style="list-style-type: none"> <li>• Both resources should have at least 3 years of relevant experience as L2 Support for IT Compute &amp; storage Management (Server, Storage, Database, Backup Management) in any bank in India <b>(7 marks)</b></li> <li>• Should have more than 5 years as L2 Support for IT Compute &amp; storage Management (Server, Storage, Backup Management) in any bank in India <b>(10 marks)</b></li> </ul> </li> <li>➤ Experience of the L2 Support for Network and Security <b>(10 marks)</b> <ul style="list-style-type: none"> <li>• Both resources should have at least 3 years of relevant experience as L2 Support for Network &amp; Security Management in any bank in India <b>(7 marks)</b></li> <li>• Should have more than 5 years of relevant experience with experience as L2 Support for Network &amp; Security Management in any bank in India <b>(10 marks)</b></li> </ul> </li> </ul> <p>Detailed CVs of the above resources clearly</p>	<ul style="list-style-type: none"> <li>➤ Experience of the Technical Lead-Infrastructure <b>(10 marks)</b> <ul style="list-style-type: none"> <li>• Should have more than 10 years, less than 12 years of relevant experience in managing similar teams for CBS Infrastructure projects and have hands-on experience in IT Infrastructure (Compute, Storage, Network &amp; security) in at least one bank in India <b>(7 marks)</b></li> <li>• Should have more than 12 years of relevant experience in managing similar teams for CBS Infrastructure projects and have hands-on experience in IT Infrastructure (Compute, Storage, Network &amp; security) in at least one bank in India <b>(10 marks)</b></li> </ul> </li> <li>➤ Experience of the L2 Support for IT Compute &amp; Storage management <b>(10 marks)</b> <ul style="list-style-type: none"> <li>• Both resources should have at least 3 years of relevant experience as L2 Support for IT Compute &amp; storage Management (Server, Storage, Database, Backup Management) in any bank in India <b>(7 marks)</b></li> <li>• Should have more than 5 years as L2 Support for IT Compute &amp; storage Management (Server, Storage, Backup Management) in any bank in India <b>(10 marks)</b></li> </ul> </li> <li>➤ Experience of the L2 Support for Network and Security <b>(10 marks)</b> <ul style="list-style-type: none"> <li>• Both resources should have at least 3 years of relevant experience as L2 Support for Network &amp; Security Management in any bank in India <b>(7 marks)</b></li> <li>• Should have more than 5 years of relevant experience with experience as L2 Support for Network &amp; Security Management in any bank in India <b>(10 marks)</b></li> </ul> </li> </ul>
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		<p>showcasing the relevant experience should be submitted for evaluation.</p> <p>Bidder is required to submit compliance Annexure 9.8: Proposed Team profile along with CVs of the key resources who will be scored above.</p> <p>Bidder to deploy similar profiles for the Bank. The bidder should note that non-compliance may lead to disqualification.</p>	<p>Detailed CVs of the above resources clearly showcasing the relevant experience should be submitted for evaluation.</p> <p>Bidder is required to submit compliance Annexure 9.8: Proposed Team profile along with CVs of the key resources who will be scored above.</p> <p>Bidder to deploy similar profiles for the Bank. The bidder should note that non-compliance may lead to disqualification.</p>
4	Technical Presentation & Product Demonstration (30 marks)	<p>All eligible bidders will be required to make presentations to supplement their bids, showcase overall solution proposed. The Bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the bank may result in rejection of the proposal.</p> <p>Bidder is expected to demonstrate the implementation methodology, Project timelines with detailed execution plan, support mechanism as per the RFP requirements. Bank will schedule the technical presentation and the time and location shall be communicated to the bidders.</p>	<p>All eligible bidders will be required to make presentations to supplement their bids, showcase overall solution proposed. The Bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the bank may result in rejection of the proposal.</p> <p>Bidder is expected to demonstrate the implementation methodology, Project timelines with detailed execution plan, support mechanism as per the RFP requirements. Bank will schedule the technical presentation and the time and location shall be communicated to the bidders.</p>

**(iv) Revised Commercial Bill of Material (Annexure 9.11)**

The format for Commercial Bill of Material is attached separately as a file “Annexure 9.11 - Commercial Bill of Material” along with the Corrigendum-1.

**(v) Revision/Clarifications to Other RFP Clauses**

SI No	Section / Annexure)	Page no / Tab	Point no	Existing Clause	Revised Clause/ Clarification
1	1.5 The Schedule of Dates	7		The successful bidder has to submit a performance bank guarantee 10% of the total project cost as contract performance guarantee for entire tenure of the project as per Annexure 9.9	The successful bidder has to submit a performance bank guarantee 10% of the total project cost on a yearly reducing balance as contract performance guarantee for entire tenure of the project as per Annexure 9.9
2	2.5 Data Center, Guwahati Environmental Components	10			<i>Please refer section (vi) of this document</i>



3	7. Evaluation Mechanism	36		In case of tie-up in Techno-Commercial evaluation score, the bidder scoring highest technical score will be declared L-1 bidder.	In case of tie-up during commercial bid opening, the bidder scoring highest technical score will be declared L-1 bidder.
4	9.8 Proposed team profile: B. Proposed Team Structure: Technical Lead - Infrastructure	71		<u>Educational Qualifications / Certifications /Skills:</u> <ul style="list-style-type: none"> <li>• MBA/ MCA/ MSc/ Engineering Graduate</li> <li>• Good Communication (written/Oral)</li> <li>• Prior experience of maintaining essential IT infrastructure, including operating systems, security tools, applications.</li> <li>• Prior experience in designing, deploying &amp; managing enterprise-level hardware and software systems that support the organization's operations.</li> <li>• Prior experience of working with Virtualization solutions like VMware, RHV, etc.</li> <li>• Prior Experience as team Leader for Banking infrastructure support</li> <li>• Should have worked in a similar banking project as Technical Lead for at least 2 years</li> <li>• Technical certifications like CISSP or CISA or CISM</li> </ul>	<u>Educational Qualifications / Certifications /Skills:</u> <ul style="list-style-type: none"> <li>• MBA/ MCA/ MSc/ Engineering Graduate</li> <li>• Good Communication (written/Oral)</li> <li>• Prior experience of maintaining essential IT infrastructure, including operating systems, security tools, applications.</li> <li>• Prior experience in designing, deploying &amp; managing enterprise-level hardware and software systems that support the organization's operations.</li> <li>• Prior experience of working with Virtualization solutions like VMware, RHV, etc.</li> <li>• Prior Experience as team Leader for Banking infrastructure support</li> <li>• Should have worked in a similar banking project as Technical Lead for at least 2 years</li> <li>• Technical certifications like CCNP, MCSE, RHCE</li> </ul>
5	General				Bidder needs to buyback the obsolete Data Center Environment components and the commercial has to be provided separately in the Commercial bill of material.

**(vi) Data Center, Guwahati Environmental Components**

The details of the environmental components of the Data Centre, Guwahati are given below:

**Physical Build:**

- The Data Centre (DC) is situated inside the ACAB Head office on the second floor of the building and the server room area is approximately of 400 sq. ft.
- The Data Centre has a separate Server room of 300 sq. ft. & UPS room 100 sq. ft.
- The Data Centre is having proper raised floor of 1.5 ft. & false ceiling of 8 inch and the load bearing capacity of the DC is approx. 400 kg/ sq. mtr. The distance between raised floor & false ceiling is around 8 ft.
- The Data Centre Server room & UPS room are separated from rest of the area using fireproof wall and fire rated metal door & glass windows.
- The DC is maintained by SI and there is adequate number of earthing pits which are maintained regularly.
- All electrical equipment at DC should be maintained by the bidder.



**Systems:**

- The physical entry to the Data Centre entry is secured by Access Control System having proximity card & keypad.
- CCTV has been deployed for surveillance.
- The DC has 2 no. of Precision AC which is used alternatively. Presently temperature of 21 C and 56% humidity is maintained inside the DC.
- The copper & fiber connectivity cables are mostly laid through the raised floor in structured manner on most occasions.
- The power supply to the data centre server room is from a 2 no. of 30 KVA UPS from Emerson which presently have a load of approx. 3 KVA on each UPS. The power supply to the PMO is from a 2 no. of 10 KVA UPS from Emerson which presently have a load of approx. 3 KVA on each UPS.
- The Data Centre is presently hosting 4 no of 42U rack which has at least 26 U of free space available for additional hardware to be placed in future.
- 1 no of 100KVA generator is dedicatedly for the DC operations.
- The power supply to the racks is through industrial power socket from 2 different UPS.
- As per confirmation from Bank, presently all the DC subsystems under AMC with the existing SI.
- The DC is also having the below mentioned system installed → Fire Detection & Alarm System || Inert gas-based Fire Suppression System || Water leak Detection System || Rodent Control System || Comfort AC for UPS room and data centre common area.

Bidder will have to provide AMC/ATS, support and manage all the solutions mentioned below and replace whichever required during the tenure of the contract.

Sr No	Item	Details of the existing solution	Qty	Remarks
1	IT Department CCTV	Trueview	4	Bidder to provide AMC/ATS, support and manage
2	DC & PMO Infrastructure	Power cabling, LAN cabling	Actuals	Bidder to provide maintenance support and manage
3	DC Generator	100 KVA Genset	1	Bidder to provide AMC/ATS, support and manage

Bidder will have to replace the solutions which are mentioned below:

Sr No	Item	Details of the existing solution	Qty	Remarks
1	DC BMS System	EBI – 410.2 Software, XLS – 200 Fire Alarm Panel, XL-28-IPC (BMS), VESDA, WLD, RODENT, CCTV (DVR) Make: Honeywell	1	Bidder to replace with equivalent or higher version of the existing solution
2	DC Access Control	Honeywell	1	Bidder to replace with equivalent or higher version of the existing solution
3	DC CCTV	Honeywell	Existing no of Qty:3 Required no of Qty: 4	Bidder to replace with equivalent or higher version of the existing solution





4	DC 30 KVA	Emerson 7400M	2	Bidder to replace with equivalent or higher version of the existing solution
5	PMO UPS 10 KVA	Emerson S410D	2	Bidder to replace with equivalent or higher version of the existing solution
6	PAC	Emerson PEX 125 FA ICOM	2	Bidder to replace with equivalent or higher version of the existing solution
7	AC (PMO & UPS Room & Corridor)	<ul style="list-style-type: none"> <li>• AC at PMO – Carrier (1 no – 2 ton) &amp; Bluestar (1 no – 1 ton)</li> <li>• AC at UPS Room – Carrier (1 no – 1.5 ton) &amp; Voltas (1 no – 1.5 ton)</li> <li>• AC at Corridor – Voltas (2 nos – 1.5 ton)</li> </ul>	6	Bidder to replace with equivalent or higher version of the existing solution

Instructions to Bidders for the solutions to be replaced:

1. Bidder to submit MAF and datasheet for each of the proposed solutions (other than ACs mentioned in SI No 7 of table above) from the OEMs.
2. The solutions proposed by the bidder should have been implemented in DC or DR of at least 2 Banks/BFSI/PSU/Private Sector in India and running satisfactorily as on date of bid submission. Bidder needs to submit credentials from the clients in the form of purchase orders/contract agreement/credential letters, etc. Credentials from solution OEMs will also be accepted.
3. All the procured items should have 3 years in built warranty with 2 years AMC.
4. The solutions proposed by the bidder should not attain End of Support within the next seven years from the date of delivery. In case any solution is found to be End of Support within the period, the bidder should be liable to replace the solution with its upgraded version free of cost to the Bank.

Payment Terms for the solutions to be replaced:

1. 60% of the solutions' cost would be payable on delivery.
2. 30% of the solutions' cost would be payable on post installation.
3. 10% of the solutions' cost would be payable on completion of 3 months from the date of successful installation of the solutions and sign off by the Bank.