

Registered Office - C-9, 8<sup>th</sup> floor, Reserve Bank of India premises,  
Bandra-Kurla Complex, Bandra-East, Mumbai-400 051

**Annexure- 1**

**REQUEST FOR QUOTATION**

**To cover L2 Switch, Firewall & Load Balancer at NPCI BKC office under Annual Maintenance**

**Last date and time for Quotation Submission:** 02<sup>nd</sup> March 2012 – 3:00 PM  
**(Sealed envelope)**

**Date and Time of Quotation Opening:** 02<sup>nd</sup> March 2012 – 4:00 PM

**Address for Quotation Submission & Opening:** **National Payments Corporation of India**  
13th Floor, R Tech Park,  
off western express highway,  
Nirlon Complex, Near HUB mall,  
Goregaon-East, Mumbai – 400063.

\*NPCI will open the sealed Envelope in the presence of Bidders' representative(s) who choose to be present on the date, time and address mentioned as above or as amended by NPCI from time to time.

**Note: we need to cover these equipment under Annual Maintenance for a period of 3 years from the date of placing of order. Please send your quotation on company letter head in sealed envelope in enclosed format as under:**

**SCOPE OF WORK:**

- BIDDER shall attend unlimited breakdown calls immediately on receipt of compliant. No spares or any other items will be supplied by NPCI.
- Well trained certified engineers & Hardware and Software are to be arranged by BIDDER.
- All spares to be used shall be genuine spare parts and the same shall be proceeding from the authorized dealer or Manufacturer.
- It has to be ensured by BIDDER that the Firewall, Load balancer and L2switch is always in working condition. Any breakdown or defects shall be attended within 4 hrs. If for any reason, the Switch is not operational necessary standby shall be provided.
- Service offered shall be in accordance with the service instructions and standard practice of original manufacture.
- BIDDER shall maintain services log book and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly got signed by the official in charge of NPCI.
- MAINTENANCE WORKS ARE REQUIRED TO BE CARRIED OUT AS PER MANUFACTURERS' MANUALS AND ENSURED THATSWITCHE IS IN WORKING CONDITION WITH OUT BREAK DOWN.
- To provide support for configuration of L2 switch ,Firewall and Load balancer as and when needed to NPCI
- To provide support for maintenance of L2 switch, Firewall and Load balancer.
- To co-ordinate with contractor for LAN cabling for resolving connectivity issue of workstation/ network equipment.
- To co-ordinate with CISCO for SMARTNET support for configuration issues, hardware replacement etc.
- To provide patches/ upgrades of IOS during warranty period without any extra cost to NPCI.
- To provide support for packing/ unpacking and configuration in case switches are shifted to other location
- **On call Response & Resolution:** For 24\*7 support –MONDAY-SUNDAY

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- **Telephonic assistance:** Contractor shall provide unlimited telephonic e-mail and web-based support through the 24/7 Global Support Centre. The Support Centre shall simulate problems and provide online assistance to NPCI.
- **On call support:** Well trained and certified engineer shall visit the specified office of NPCI to resolve the problem reported. The typical activities covered under onsite maintenance shall be problem diagnosis, resolution by restore/repair/replacement, user assistance, installation of updates, patches
- **Part repair and replacement:** If a part is identified as the cause for the malfunction, same shall be replaced by vendor within 6 hours.

**Payment Terms:**

1. Payable Yearly in advance against 100% Bank guarantee for total amount of purchase order.
2. Payment shall be made within 30 days from the date of receipt of correct Invoice along with detailed OEM registration number for AMC support

**Commercial format:**

Sr. No.	Location	Model Name	Description	Serial Number	UOM	Qty	1st year AMC Cost (Rs.)	2nd year AMC Cost (Rs.)	3rd year AMC Cost (Rs.)
1	NPCI Registered Office C/o-RBI, BKC, Mumbai	FG-200B Fortigate200B -- FC-10-00202-108-02-36 FG200B (Three years IPS Subscription 24* 7) -- FC-10-00202-247-02-36 FG200B ( Three years 24*7)	Firewall (Fortigate)	FG200B3910604105, FG200B3910604282	No.	2			
2	NPCI Registered Office C/o-RBI, BKC, Mumbai	Radware Linkproof 108	Load Balancer	31005107	No.	1			
3	NPCI Registered Office C/o-RBI, BKC, Mumbai	Cisco Catalyst 2960	L2 Switch	FOC1436Z47Y	No.	1			
			Service Tax:						
			<b>Total</b>						
			<b>Grand Total</b>						
			<b>Payment terms:</b>				<b>Payable Yearly in Advance</b>		
			<b>Period</b>				<b>3 Year</b>		

COMPANY'S NAME

OFFER REF. AND DATE

SIGNATURE

DESIGNATION