

Request for Proposal for

Annual Maintenance of Networking Devices and Networking Links

FOR

JANATA SAHAKARI BANK LTD., SATARA

Table of Contents

1 OVERVIEW OF REQUIREMENT	3
2 DEFINITIONS	4
3 INVITATION TO BID	5
4 SCHEDULE OF EVENT	6
5 BASIC DETAILS	6
6 DISCLAIMER	7
7 INSTRUCTIONS TO BIDERS	7
8 ELIGIBILITY AND TECHNICAL CRITERIA	8
9 SCOPE OF WORK	8
10 DEADLINE FOR SUBMISSION OF BIDS	8
11 SERVICES	9
12 EVALUATION	9
15. Payment terms	9

1 OVERVIEW OF REQUIREMENT

The Janata Sahakari Bank Ltd., Satara is its Head Office Satara and is having a network of 16 branches across the various locations within the operational area of the Bank. The Bank had established Core Banking system and for the effective management of the said Core Banking System, the bank is willing to outsource the Annual Maintenance services for its Networking Devices and Networking Links, which are vital important for proper functioning of its Banking Operations.

In this connection the Bank is calling the quotations, from the reputed, experience vendors, companies having its support system at various locations, for Annual Maintenance Contract for Networking Devices and Networking Links shown in the below tables. The Bid must be submitted as per tables shown under the head “**Invitation To Bid**” only.

Networking Devices: TABLE A

Networking Devices			
Sr. No	Details of Network Devices	Branch/HO	Nos
1	Cisco 2921 Router	HO	1
2	Cisco HWIC- 2CE1T1-PRI	HO	1
3	* Sophos XGS-107(w)	HO & Branches	17

Note: * Sophos XGS-107(w) 17Qty is under warranty till December 2025. Hence the AMC will start from 1st January 2026.

Networking Links: Table B (1)

Networking Links			
Sr. No	Network	Branch/HO	Nos
1	BSNL - FTTH BB	All Branches	16
2	BSNL - Internet Lease Line	HO	1
3	BSNL - MPLS Lease Line	HO	1
4	BSNL - Broadband CCTV	HO	1
5	Secondary Link - Private Broadband	Branches	15
6	Joister- BB	City Branch	1

Networking Links at HO: TABLE B (2)

Sr.No	Head Office	PARTICULAR	Use
1	HO	BSNL IIL - 10 Mbps	Bank Operation Links and Netwin CBS
2	HO	BSNL MPLS - 2 Mbps	NPCI and ATM Services P2P
3	HO	BSNL BB -	CCTV Camera

Networking Links at Branches: TABLE B (3)

Networking Links Branch-wise					
Sr.No	Branch Name	FTTH BB - 30 Mbps	Secondary Link - 20 Mbps	IPSec VPN Tunnel 1	IPSec VPN Tunnel 2
1	Bhuinj	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
2	Koregaon	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
3	Lonand	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
4	Medha	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
5	Midc	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
6	Mangalwar peth	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
7	Nathane	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
8	Powai Naka	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
9	Rahimatpur	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
10	Sadar Bazar	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
11	Samarth Mandir	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
12	Shahupuri	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
13	Vaduj	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
14	Vaduth	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
15	Wai	BSNL	Private Broadband	Netwin Nashik	Postmaster HO
16	Satara City	BSNL	Private Broadband	Joister- BB	Postmaster HO

Table A: Shows the Networking Devices.

Table B (1): Shows the Total Networking links in the Bank.

Table B (2): Out of the Total Networking links at HO

Table B (3): Out of the Total Networking links at Branches.

2 DEFINITIONS

In this connection, the following terms shall be interpreted as indicated below:

- i **“The Bank”** ‘means Janata Sahakari Bank Ltd., Satara (JSBL) (including its offices and branches)
- ii **“Bid”** means the written reply or submission of response to this RFP.

- iii **“Vendor/Service Provider”** is the successful Bidder found eligible as per eligibility criteria set out as per Bank.
- iv **“Services”** means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP.
- v **“Networking Devices”** means all the devices installed for Bank’s Network.
- vi **“Networking Links”** means all the communications links attached to the Network devices, Primary and secondary links, internet links, VPN, etc., connected to branches, offices of the Bank to and from the various service providers, CBS vendor, RBI, etc. for entire Banking operations of the Bank.

3 INVITATION TO BID

Janata Sahakari Bank Ltd., Satara (hereinafter referred to as “JSBL”), having its Head Office at Satara. JSBL has network of 17 branches including H.O. across the entire Satara District in the state of Maharashtra. This Request for Proposal (RFP) is being issued by the Bank for selection of vendors for.

1. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids as mentioned below only.
2. Commercial Bid:

Sr. No.	Details of Network Devices	Qty	AMC Charges
1	Cisco 2921 Router	1	
2	Cisco HWIC- 2CE1T1-PRI	1	
3	Sophos XGS-107(w)	17	

Sr. No.	Description	Per Year AMC Charges per branch/office	Per Year Total AMC Charges
1	Maintenance of One Primary and Secondary Link		
2	One time Link Commissioning charges per New Link		

3. In order to meet the service requirements, JSBL proposes to invite Bids from eligible Bidders in above format and in accordance with the of work mentioned under the head **“Scope of Work”** of this RFP.
4. Consortium bidding is not permitted under this RFP.

5. Address for submission of Bids and contact details are given under the head **“Schedule of Events”** of this RFP.
6. This RFP document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
7. Interested Bidders are advised to go through the entire RFP before submission of Bids to avoid any chance of elimination. The eligible Bidders are invited to submit the details of skillset, domain experience, etc., and Commercial proposal (as per the tables shown under the head **“Invitation To Bid”** in a sealed envelope in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at JSBL’s discretion. This RFP seeks proposal from Bidders who have the necessary experience in providing Maintenance Services for **“Networking Devices and Networking Links”** of UCBs, capability and expertise to provide JSBL the proposed Services adhering to JSBL’s requirements outlined in this RFP.

4 SCHEDULE OF EVENT

Sr. No.	Particulars	Remarks
1	Contact details of issuing department.	Mrs.Asha Dashrath Jagdale Manager- A/C & Data Center Mob-7499098292 Email- manager04datacenter@jsbsatara.com
2	Last date and time for Bid submission	Dt.28/05/2025 till 5:30 p.m
3	Address for submission of Bid in Person	JANATA SAHAKARI BANK LTD SATARA 179,Bhavani Peth, Head Office Satara-415002.

5 BASIC DETAILS

Issuing Department	IT Department
Reference No	159/2025-26
Details Scope of work	Mentioned under the “Scope of Work”
Mode of Bid Submission	In Person in a Sealed Envelope for Commercial Bid at JANATA SAHAKARI BANK LTD SATARA

	179,Bhavani Peth, Head Office Satara-415002.
Base currency	INR

6 DISCLAIMER

- a) The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of JSBL, is subject to the terms and conditions set out in this RFP.
- b) This RFP is not an offer by JSBL, but an invitation to receive responses from the eligible Bidders.
- c) The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and wherever necessary obtain independent advices/clarifications. JSBL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- d) The JSBL 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.
- e) The issue of this RFP does not imply that the JSBL 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 JSBL 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 the criteria this RFP.

7 INSTRUCTIONS TO BIDERS

- (1) Bidder need to provide a sealed envelope for commercial bid along with other information.
- (2) The proposal should be strictly in accordance with the scope mentioned below, under the head "Scope of Work" and information of Networking Devices and Networking Links provided in the tables mentioned under the head "**Invitation to Bid**".
- (3) Bidder should have **Minimum 5 year experience** of providing maintenance services of Networking Devices and Networking Links in banking environment.
- (4) Bidder should provide the list of Cooperative and other banks, wherein bidder is providing maintenance services for Networking Devices and Networking Links.
- (5) Bidder should have facility to provide AMC services at multiple locations.

- (6) Bidder should have sufficient skilled and certified personnel on the board.
- (7) Bidder should submit all the information mentioned above (3 to 6) along with the Commercial Bid.
- (8) Bidder should not sub-let/transfer the work to any other agencies/firms.

8 ELIGIBILITY AND TECHNICAL CRITERIA

The Bidder should have:

- i. Certified Skillset on the board.
- ii. Thorough knowledge of Networking devices and links in Banking environment.
- iii. **Minimum 5 year experience** of providing maintenance services of Networking Devices and Networking Links to UCBs.
- iv. The decision of the JSBL in regard to this RFP shall be final and binding on all the Bidders. All disputes or differences in connection with this RFP shall be subject to the jurisdiction of the Courts at Satara only.
- v. Selected vendor needs to enter into Service Level Agreement and Non-disclosure Agreement with JSBL.

9 SCOPE OF WORK

1. Maintenance of Networking Devices as shown in the Table A.
2. Maintenance of Networking links shown in the Table B (1)
3. Resolution of the issue of Networking Devices on timely manner.
4. Resolution of the issue of Networking links on timely manner.
5. Upkeep of Networking Devices 24*7 hours.
6. Upkeep of Networking links 24*7 hours.
7. Installation/Reinstallation of Operating system and other software on all Networking Devices, if required.
8. Update/install patches as per requirement.
9. Backing up of the data, logs as per requirement.
10. Replacement of the parts and peripherals.
11. Liaison with the respective OEM and Service Providers of the links.
12. Report the issues immediately to the Bank officials and progress thereof.
13. Submission of monthly report to Bank mentioning proper functioning of the Networking Devices and Links under AMC.
14. Any other work required to be done or recommended to be done by the Bank officials for the smooth functioning of the Networking Devices and links under the AMC.

10 DEADLINE FOR SUBMISSION OF BIDS

- i. Bids must be received in person only at the Bank's Head Office address of which is given above 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 in person only at the above given address as mentioned in the “**Basic details**” by the time and date scheduled. 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 in the RFP/at the portal, will be rejected.
- iv. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- v. The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract.

11 SERVICES

- i. Bidder should ensure that the quality and methodology of delivering the services, adhere to the quality standards/timelines stipulated therefore.
- ii. Bidder’s support staff should be well trained to effectively handle queries raised by the employees of the Bank.

12 EVALUATION

The evaluation of the BID will be done on the basis of criteria mentioned below.

- (1) The main factor of selection will be Bidder’s technical qualification, **Minimum 5 year experience** in maintaining Networking Devices and Networking Links in UCBs, minimum skill set mentioned, facility to provide services at multiple locations and reputation of the Bidder and knowledge of Networking environment in Cooperative Banks.

15. Payment terms

Payment would be on yearly basis.