Institute for Development and Research in Banking Technology (IDRBT),
Castle Hills, Road No.1, Masab Tank, Hyderabad – 500057, Telangana.

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July 2025

MSTC No :: IDRBT/Head Office/Procurement/7/25-26/ET/7[HSM PED Backup HSM

Request for Proposal (RFP)

For

Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations

July 31, 2025

Edunuri Srihari

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NOTE: This document contains a total of 63 pages.

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Disclaimer

This Request for Proposal (RFP) is not an offer by the IDRBT, but an invitation to receive response from eligible interested bidders for **Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations.** No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by IDRBT with the successful bidder. This document should be read in its entirety.

Any product name / function used in this document are meant to be generic and do not refer to the product of any particular company. In case such proprietary terms have been inadvertently mentioned then such terms should be taken to refer to generic technology. Bidders with industry standard equivalent product name / function / feature under any other name will also be eligible to submit response to RFP.

Request for Proposal

IDRBT invites tenders for **Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations** from reputed companies having previous experience in handling successfully similar projects for Banks/FI/ Insurance companies in India using MSTC platform.

I. Executive Summary

The Institute for Development and Research in Banking Technology (IDRBT) invites sealed bids from eligible and experienced vendors for the supply, installation, and maintenance of Network-based Hardware Security Modules (HSMs) PED device and Backup HSM. This initiative is part of IDRBT's ongoing efforts to enhance cryptographic infrastructure, ensure secure key lifecycle management, and maintain high availability across its Data Center (DC) in Hyderabad and Disaster Recovery (DR) site in Mumbai.

This Request for Proposal (RFP) outlines the technical, functional, and operational requirements for the proposed solution. It also details the eligibility criteria, evaluation methodology, scope of work, service level expectations, and contractual obligations.

The successful bidder will be responsible for delivering a fully integrated, compliant, and future-ready HSM solution that ensures compatibility with IDRBT's existing cryptographic ecosystem, including integration with legacy HSMs, PEDs and Backup HSMs.

This Request for Proposal (RFP) is structured to provide a comprehensive view of the technical, operational, and contractual requirements for the procurement of Network-based Hardware Security Modules (HSMs), PED device and Backup device at IDRBT. The document is organized into the following logical sections as captured in Table of Content.

Each section is self-contained and cross-referenced where applicable. Bidders are advised to read the document in full and refer to the annexures for submission formats and compliance declarations.

II. Bidder Instructions

- Bidders must read the entire RFP document carefully and ensure compliance with all requirements.
- All responses must be submitted in English and in the formats prescribed in the

annexures.

- Any deviation from the specified formats or incomplete submissions may lead to disqualification.
- All queries related to the RFP must be submitted using the prescribed format in Annexure V no later than 6th August 2025, 15:00 hrs. Bidders are urged to ensure clarity and completeness in all submissions, avoiding vague or broad queries. Each query must reference the relevant section number and point identifier within the RFP document.
- Queries, if any, must be submitted in the format provided in Annexure V by the stipulated deadline.

III. RFP Structure and Navigation Guide

The structure of this RFP comprises distinct sections and annexures that guide bidders through the scope, eligibility, evaluation, and submission requirements. Each section should be read in full. Bidders are advised to reference specific annexures including Annexure IX for technical specifications, Annexure XI for commercial bid format, and Annexure XII for performance bank guarantees.

This Request for Proposal (RFP) is structured to provide a comprehensive view of the technical, operational, and contractual requirements for the procurement of Network-based Hardware Security Modules (HSMs) at IDRBT. The document is organized into the following logical sections:

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1. Introduction

Institute for Development and Research in Banking Technology (IDRBT) is an autonomous body Established by Reserve Bank of India. The primary goal of the Institute is, as follows:

- Development & Research on Banking Technology.
- Offer training in banking technologies for Indian Banking sector.
- Act as a CA (Certifying Authority) for Bankers.
- Develop and deliver solutions to serve the systemic requirements of the banking system through projects like domain registry etc.

Objective of the Project

The main objective of this RFP is to purchase/Replace the Network Hardware Security Modules at IDRBT for secure access to Keys, to create digital signatures. The summary of the requirements is as below:

Existing HSM Details:

The exact model numbers and complete specifications of currently deployed HSM devices will be shared with all participating bidders during the pre-bid meeting.

S.No	Location	Application	HSM Type
1	DC	DSC	Network HSM
		E-sign	PCI eHSM
		SSL	PCI eHSM
2	DR	DSC	Network HSM
		SSL	PCI eHSM

Other Accessories: The bidder is responsible for ensuring complete end-to-end compatibility of the proposed Network HSM solution with all existing infrastructure deployed at IDRBT, including but not limited to PCIe HSMs, Network HSMs, PED devices, and Backup HSMs. Detailed specifications and quantities of these components will be shared under NDA during the pre-bid engagement.

Sl. No	Description	Qty	Remarks
1	PED Device	2	
2	PED Device	1	
3	Backup HSM	1	

Bid Schedule

Sr.No.	Subject	Date/time
1	RFP Tender No. & Date	IDRBT/SYS/AKT/145/2025-2026 dated 31st July 2025.
2	Last Date for receipt of Queries	6th August 2025
3	Pre bid meeting	8th August 2025
4	Last date for receipt of Bidding Documents	18th August 2025 3:30 PM
5	Venue / Address for Pre-bid meeting, submission of Bid & Place of opening of Bids	Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad – 500057.Phone : 040 – 23294210
6	E-mail address for communication	itprocurement@idrbt.ac.in The participating bidders should mandatorily confirm their participation by email on or before 6th August 2025 15:00 Hrs for attending to pre-bid meeting.

2. Bid Submission

The Technical and Commercial Bids must be submitted in separate sealed envelopes or via email, with the Commercial Bid secured through password protection. Each envelope/email shall be clearly super scribed with either "**Technical Bid for Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT as per Tender No: IDRBT/SYS/AKT/145/2025–2026 dated 31st July 2025" and "Commercial Bid for Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations as per Tender No: IDRBT/SYS/AKT/145/2025–2026 dated 31st July 2025."** All submissions must reach IDRBT on or before 3:30 PM on 18th August 2025.

IDRBT reserves the right to procure either the full quantity or part thereof as indicated in the Technical and Commercial Bid documentation. The final quantity to be procured shall be determined solely by IDRBT, subject to operational exigencies and budgetary approvals.

2.1 Bid Eligibility Criteria

Bidders must meet the following eligibility requirements. Bids of non-compliant bidders will not be technically or financially evaluated.

Sl. No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required	Complied (Yes/No)
1	Legal Entity	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years. (As on RFP date)	Documentary Proof to be attached (Certificate of Incorporation)	
2	General	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1st April 2020 till date.	Letter of confirmation from Bidder.	
2	Duration of past experience	The Bidder should have experience in the following fields: Supply, Installation and Maintenance of Hardware Security Modules (Network based) for the organizations across India.	The Bidder should submit documentary evidence in support of minimum experience of 3 years (Copies of Purchase Order and Completion	
3	Annual Turnover	The OEM / Bidder should have a minimum annual turnover of at least Rs. 3 Crores in each of the last three financial years (i.e. 2022-2023, 2023-2024 & 2024-2025).	Certificate from the statutory auditor	

Sl. No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required	Complied (Yes/No)
4	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2022-2023, 2023-2024 & 2024-2025). In cases where the Bidding Company has resulted from a merger or acquisition and has been operational for less than three years, the financial credentials, namely net worth, minimum annual turnover, and profit after tax of the merged or acquired entity shall be duly considered for eligibility assessment. The determination of such eligibility shall rest solely with IDRBT, whose decision shall be final and binding, with no further correspondence entertained on the matter.	Certificate from the statutory auditor	
5	Technical Capability	Bidder must have successfully completed in the last three years at least the following numbers of similar IT infrastructure Implementation engagement(s) of value specified herein: • One project of similar nature not less than the amount Rs.1 Crore **OR** • Two projects of similar nature not less than the amount equal Rs.60 Lakhs **OR** • Four projects of similar nature not less than the amount equal Rs.40 Lakhs	Copies of POs and completion certificate from client	
6	General / Legal Status	The company should not be blacklisted by any Government agency / Banks / Other Financial Institutions in India.	Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory	
7	OEM's Authorization	Bidder should be an OEM Authorized partner/System Integrator/ Representative with top two tier rating.	Bidder has to provide an Ink Signed MAF for the quoting OEM along with Technical Bid	

Sl. No	Basic Requirement	Bidders Eligibility Criteria	Documentary evidence required	Complied (Yes/No)
8	Support	Bidder should have a local entity in Hyderabad to provide better support during the warranty period.	Documentary proof to be enclosed.	
9	Experience & Support Infrastructure	Bidder/OEM must ensure that the product to be supplied will not be End of Support in next 07 years.	Letter of undertaking from the OEM.	

3. Terms & Conditions

a. All bids and supporting documentation shall be submitted in English.
b. The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.
c. All costs and charges, related to the bid, shall be expressed in Indian Rupees only and the above total cost is inclusive of installation charges and customization charges.
d. IDRBT will not take into consideration any variation in the $ price.
e. IDRBT reserves right to change the Quantity, the quantity mentioned in the RFP is indicative.
f. The **Supply, Installation of Hardware Security Modules (Network based) at IDRBT** should be completed within 3 (Three) weeks from the date of issue of purchase order.
g. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.

The bidder should work in close association with other vendors /service providers working for IDRBT.

4. Governance & Regulatory Compliance

a. The Bidder and OEM must ensure that all components, configurations, software modules, and operational workflows proposed under this RFP comply with the relevant regulatory and legal mandates applicable to IDRBT and the Indian banking ecosystem. This includes—but is not limited to—compliance with the Reserve Bank of India (RBI) Master Directions on Information Technology (2016),

Cybersecurity Framework (2016), guidelines under the Indian IT Act (2000), CERT-In advisories, and evolving data protection norms including Personal Data Protection (PDP) implications, Furthermore, all cryptographic operations must ensure data residency within Indian jurisdiction.

5. Criteria for evaluation

The objective of the evaluation process is to evaluate the bids to select an effective and technically best fit solution at a competitive price. The decision of the IDRBT shall be final.

5.1 Two Stage evaluation process

i. Bidders has to submit their complete bid on or before the stipulated time given in the RFP document. For the purpose of the evaluation and selection of bidder for this project, a two-stage evaluation process will be as followed:

ii. **Stage I** - Examination of bidders' eligibility –The IDRBT will evaluate the documents viz. eligibility criteria, Non-Disclosure Agreement (NDA) and other documents submitted along with Technical bid. In the first stage, only the 'Technical Bids' of those who fulfill the **Eligibility Criteria** will be evaluated. Bidders have to submit BoQ without prices and also indicating the compliance to specifications as the technical bid. Those bidders satisfying the technical requirements of ***Annexure – IX*** as determined by the IDRBT and as per the requirements / specifications and the terms and conditions of this document, shall be short-listed.

iii. **Stage II** - Commercial Bids evaluation – In Second Stage, Commercial bids of the technically qualified bidders will be opened. The commercial bids will be evaluated based on least cost (L1) criteria. The bidder who quote the lowest price shall be considered as L1.

iv. IDRBT will notify the name of the Successful Bidder only.

5.2 Technical Bid

i. The Technical Specification of **Hardware Security Modules (Network based)** are to be submitted as per ***Annexure – IX***.

ii. The bidders are required to submit a Technical Bid indicating the specifications and compliance to the specifications, supporting document.

iii. The Bidder must warrant that key project personnel for implementation, should have minimum OEM certified engineers (certified in OEM Products proposed in the solution) on supplied Bill of Material, to be employed in this project and who have been sufficiently involved in similar past installation.

iv. The Bidder has to submit the list of members of the project team and copies of their certifications.

v. The Bid is liable to be rejected if any commercial details are found along with the technical bid.

5.3 The Commercial Bid:

The Bidder must organize the bid and submit their Commercial bid in accordance with the format specified, the Commercial Bid format as ***Annexure XI.***

5.4 List of Annexures:

Sno	Formats	Description	Qt	Submission
1	Annexure - I	Document Submission Checklist	-	Mandatory
2	Annexure - II	Bidder's application Form	-	Mandatory
3	Annexure – III	Bidders profile Form	-	Mandatory
4	Annexure – IV	Bidder Eligibility Criteria	-	Mandatory
5	Annexure – V	Bidders Queries Pro-forma	-	Mandatory
6	Annexure – VI	Bidder's Undertaking	-	Mandatory
7	Annexure VII	Manufacturer's Authorization Form (MAF)	-	Mandatory
8	Annexure VIII	Non-Disclosure Agreement	-	Mandatory
9	Annexure IX(a)	Technical Specifications of Network HSM, PED and HSM Backup devices	1	Mandatory
10	Annexure IX(b)	Technical Specifications of PED device and Accessories	1	Mandatory
11	Annexure IX(c)	Technical Specifications of HSM Backup device and Accessories	1	Mandatory
12	Annexure X	Format for Deviations from Technical Specifications and Terms and Conditions of	-	Mandatory
13	Annexure XI	Commercial Bid Format	-	Mandatory
14	Annexure XII	Performance Bank Guarantee	-	Mandatory

6. Scope of Work

The minimum specified Scope of Work to be undertaken by the selected bidder is mentioned below:

1. The "Scope of Work" will include **Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations Project at Hyderabad and Navi Mumbai, is with the successful bidder.**
2. Supply of Bill of Material as per technical specification mentioned in ***Annexures – IX*** of this RFP.
3. The bidder / System Integrator shall engage the services of respective OEMs for Plan & Design of the Solution. The System Integrator shall implement the solution as per the plan and design provided by the respective OEMs involved in the solution for their respective components.
4. The bidder needs to take into account the detailed technical specifications as stated in the Technical Specification ***Annexure IX*** with Indicative Bill of Material stated in Annexures, while proposing for a solution.
5. The Bidder needs to provide complete end to end solution including hardware, software, necessary accessories, active and passive components for efficient functioning of the proposed solution.
   i. A detailed rollback plan in case of failed key migration or HSM failure.
   ii. A compatibility validation matrix for all legacy and new components (HSMs, PEDs, Backup HSMs).
   iii. A requirement for the bidder to simulate a full DR failover test post-installation and annually thereafter.
   iv. Integration with the SysLog server and management systems.
6. OEM must provide firmware integrity check tools and logs.
7. Real-time health monitoring of HSMs, PEDs, and Backup HSMs via SNMP/REST APIs.
8. The successful bidder must provide a Gantt chart for delivery, installation, configuration, and UAT milestones.
9. The bidder shall also engage the services of the respective OEMs for post implementation audit, validation and certification by the OEM that the solution has been implemented as per the plan & design provided by them.
10. **For HSM Devices not limited to:**

i. Should rack mount the Network HSM in the rack identified by IDRBT.
ii. The proposed Network HSM, PED and Backup HSM must be fully compatible with the existing HSM infrastructure.
iii. Should install, configure and maintain the Bill of Material/equipment supplied for IDRBT.
iv. Should securely migrate the existing keys to the newly supplied Devices at Hyderabad and Mumbai.
v. The proposed solution must support secure key migration, backup, and restore operations of the existing HSM infra and backup storage.
vi. If the OEM's Network HSM does not support the existing PEDs or Backup HSMs, the bidder must supply compatible PEDs that:
    - Are backward-compatible with the existing Network and PCIe HSMs.
    - Support seamless key migration and backup/restore operations.
    - Do not disrupt existing cryptographic workflows or compliance requirements
vii. The bidder shall ensure that the proposed solution fully integrates and operationalizes the existing Backup HSMs and PED devices. These devices must be supported for secure key backup, restore, and administrative operations.
viii. Bidder must provide a detailed HA architecture diagram showing integration of Backup HSMs and PEDs, including failover paths, DR workflows, and monitoring interfaces
ix. The bidder is solely responsible for identifying and addressing any functional gaps between the RFP and the OEM's actual technical specifications. Any additional hardware, software, or services required to make the solution fully operational must be included in the bid without additional cost to IDRBT.
x. Bidders to submit a detailed migration strategy including wrapped key formats, PED compatibility, rollback plan
xi. Should provide backup and restore facility in tamper resistant hardware of the newly configured device.
xii. Should integrate with LAN and enable communication between the Application and the devices like v-KYC Servers, Virtual Machines, Network HSM, firewalls and L2/L3 Switches.

xiii. The bidder shall implement a comprehensive cryptographic key lifecycle management policy covering key generation, activation, rotation, archival, and secure destruction. All key lifecycle operations must be logged, auditable, and compliant with FIPS 140-2 Level 3 and CCA IVG guidelines. Automated key rotation and expiry enforcement must be configurable per partition.

xiv. Should submit relevant documentation for handling the devices with escalation matrix.

xv. The proposed Bill of Material should have provision of handshake / interface / integration with IDRBT's existing hardware, software and network.

xvi. HSM devices must be installed in high availability mode across IDRBT's Hyderabad (DC) and Mumbai (DR) locations to ensure seamless failover and resilience.

xvii. The selected bidder will be responsible for migrating or translating existing PINs into the new HSM infrastructure, maintaining operational integrity throughout the process.

xviii. Delivery of HSM devices must include all essential components, accessories, and software required for operation. No additional cost will be borne by IDRBT for these inclusions.

xix. The bidder is expected to maintain a back-to-back support agreement with the OEM to fulfill all delivery and service obligations without interruption.

xx. Ongoing support and AMC for the HSMs are to be managed by the selected bidder throughout the contract term. Any HSMs reaching end-of-support during the contract must be replaced at no extra cost to IDRBT.

xxi. The bidder shall provide AMC and technical support for the existing PED and Backup HSM devices listed above. This includes:

- Preventive maintenance and diagnostics
- Firmware/compatibility updates
- Replacement of faulty units with equivalent or higher models
- Integration support with new HSM infrastructure
- Documentation and escalation matrix for these devices

xxii. All costs associated with installation, deployment, configuration, and functional use of the HSMs throughout the contract term must be included in the bid. IDRBT will not entertain any additional charges.

xxiii. The bidder must ensure full operational integration of existing PEDs and Backup HSMs. Any incompatibility must be addressed by supplying backward-compatible devices or middleware at no additional cost to IDRBT

xxiv. Updates, patches, and service packs released by the OEM must be communicated to IDRBT and implemented by the bidder within seven days of release, without additional charges.

xxv. The bidder must ensure that the supplied HSM hardware and software are free from malware, bugs, covert channels, or vulnerabilities. An integrity certificate must be provided as per IDRBT's format.

xxvi. A 24x7x365 support contact center must be maintained by the bidder for logging incidents. Contact numbers and a complete escalation matrix with names, designations, and phone numbers must be submitted to IDRBT.

xxvii. The bidder is expected to provide 24x7 OEM-level support with dedicated resources for incident resolution, spare parts replacement (including plastic parts), and on-site visits without additional costs.

xxviii. In case source systems are upgraded during the contract term, the bidder must ensure compatibility and integration of HSMs with those systems, offering real-time or on-call deployment support.

xxix. The successful bidder should ensure 7-year warranty from the UAT/acceptance of the solution. The bidder at his own cost, including the cost of transport, shall replace defective hardware.

xxx. The successful bidder to ensure that OEM should also provide certificate that all Equipment’s offered are not be declared End of Life and End of Support for a minimum of 7 years from the date of acceptance.

xxxi. Should fix all the technical problems, provide and implement upgrades, updates free of cost to IDRBT, as and when released by the OEM during warranty period.

xxxii. Should ensure have back-to-back arrangement with OEM for Warranty, Certificate for the same to be provided along with Technical bid. A Letter of warranty and support from respective Original Equipment Manufacturers (OEM) shall also be submitted in addition to a letter from respective Manufacturer’s Authorization Form for the contract period.

xxxiii. Should ensure address statutory requirements, network and security audit recommendations suggested by IDRBT from time to time on regular basis without additional cost to IDRBT.

xxxiv. Should ensure all necessary hardware and software required to make this solution work strictly as per following technical specifications. The specifications given are minimum. The Bidder can quote equivalent or higher technical specifications to the IDRBT's requirements.

xxxv. IDRBT shall promptly notify the successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall with all reasonable speed, repair or replace the defective products or part thereof without cost to the IDRBT.

xxxvi. Network HSM Maintenance, Support and Preventive maintenance:

xxxvii. Preventive maintenance must include diagnostics, component checks, and proactive replacement of worn-out sub-parts. Standby HSMs of equal or higher configuration must be provided if any units are taken away for repair.

- The contract becomes effective upon successful installation of HSM devices at both DC and DR sites and written sign-off by the designated IDRBT team.
- A comprehensive five-year warranty (3 years of Warranty & 2 Years AMC) shall commence from the contract start date, covering all aspects of hardware and software support.
- The bidder shall enter into a legal agreement with IDRBT for this engagement, with provisions for renewal subject to mutual consent for specified terms.
- The bidder shall provide maintenance services during the period of warranty without any additional cost. After the warranty period, the successful bidder will do maintenance of the entire system, during the contract period by deputing qualified maintenance engineer under the contract.
- All software components must be licensed on a perpetual basis. The bidder shall disclose any open-source components used, along with their licenses and compliance measures. IDRBT reserves the right to audit license compliance at any time during the contract period.
- The bidder shall establish a project governance structure comprising a Project Manager, Technical Lead, and OEM SPOC. Weekly progress reports must

be submitted during implementation. A 3-tier escalation matrix with contact details and response timelines must be provided before project initiation.

- Bidder must implement secure key destruction procedures with cryptographic erasure and audit trail logging. Destruction events must be timestamped and included in monthly compliance reports.

7. OEM Portal Access & Asset Ownership

- The successful bidder must ensure that:
- All HSM devices and associated licenses are procured in the name of IDRBT. Proof of ownership, asset tagging, and registration must be submitted post-installation.
- IDRBT is provided direct access credentials to the OEM's official support portal to enable service ticket creation, tracking, and escalation independently.
- OEM shall enable role-based ticketing access to IDRBT authorized personnel for lifecycle support, firmware updates, vulnerability reporting, and component replacement.
- OEM shall map all HSMs installed at IDRBT to their asset portal under the institute's account to ensure seamless warranty traceability and compliance audit support.

8. Delivery & Installation Period

The following time schedule for completion of the activities from the date of placement of orders should be strictly adhered to. Delay in delivery and installation may invite penalties for the vendors.

Sr.No	Description	Period
A	Delivery	≤ 2 Weeks
B	Installation and Operationalization	≤ 1 Week

9. Warranty

On-site 5-Year comprehensive warranty for Network HSM, PED device and Backup HSM covering all parts & labor from the date of acceptance of the systems by IDRBT. During the warranty period, the successful bidder will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and

accessories supplied by the vendor.

1.1. The IDRBT shall promptly notify the successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, with all reasonable speed, repair or replace the defective products or part thereof without cost to the IDRBT.

1.2. The details of Onsite comprehensive warranty should be provided for all devices proposed in this RFP, is as under. Should ensure 5-year warranty (3 Years warranty and 2 Years AMC) from the UAT/acceptance of the solution.

1.3. Bidder shall ensure to provide 3 years' warranty and 2 years of AMC.

1.4. All warranty claims shall be facilitated via direct access to the OEM's official ticketing portal, and IDRBT shall be registered as the end-user for traceability.

1.5. The bid should cover support for both DC/DR site, including any alternate cite identified during the warranty / AMC period.

10. System maintenance, Support and Preventive maintenance

a. The successful bidder should provide maintenance of the entire BoM proposed in this RFP without any additional cost, during the warranty period by deputing qualified maintenance engineer under the contract. This includes audit of the systems and installation of stable upgrades when needed (at least once a year).

b. The successful bidder shall ensure that faults and failures intimate by IDRBT as above are set right within 24 hours of being informed of the same.

11. Penalty for Delay

For any delay in installation and commissioning of the equipment beyond the specific period, IDRBT will charge penalty @ 0.5% of the order per week or part thereof, subject to a maximum of 6%. In case, the amount equal to 6% of the order value is deductible as penalty and the vendor is still unable to complete successful Installation, the Institute reserves the right to cancel the order, and no payment will be made to the vendor.

12. Penalty for downtime

Any equipment via (Network HSM, PED Device and Backup HSM) that is reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 1 working days. In case vendor fails to meet the above standards of maintenance, there will be a penalty chargeable as specified in the table below.

Sl.No	Item	Response Time	Penalty chargeable per day (Rs)
1	Network HSM, PED Device and Backup HSM	≤ 1 day	No Penalty
		>1 and ≤ 4 days	2,500/-
		≥ 4 days	10,000/-

13. Service Level Agreement (SLA)

The bidder shall adhere to the following SLA metrics during the warranty and support period:

- 99.95% monthly uptime for HSM availability
- 99 % monthly uptime for PED and Backup HSM devices
- Incident response time: ≤ 2 hours
- Resolution time: ≤ 24 hours for critical issues
- Patch deployment: ≤ 7 days from OEM release
- SLA compliance reports must be submitted monthly. Non-compliance will attract penalties at 0.25% of the quarterly support value per SLA breach, subject to a maximum of 5% per quarter.
- Bidder shall implement configuration drift detection mechanisms to monitor unauthorized changes in HSM, PED, and Backup HSM settings. Alerts must be integrated with SEM and SIEM tools.

14. Repeated failure

14.1 During the warranty period if any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment or any alternative steps are to be taken which would serve the purpose to the Institute. Every quarter engineer has to visit and check the Network HSM devices performance, or any corrective maintenance or patch updates required for smoother operation and also as and when desired by the institute for technical help or installation help.

14.2 The bidders are required to adhere to tendering norms and no undue explanation, request for change in due date of bid submission, etc. will be offered by the Institute. Any request of any kind from the bidder before the bid submission due date must be forwarded to the undersigned in writing. The Institute reserves the right to accept or reject the bidder request without offering

any explanation or reason for the acceptance or rejection. However, in case of any change/amendment in the tender content, all bidders participating in the tendering process would be informed in writing and sufficient time would be provided to adhere to such change/amendment.

15. Business Continuity plan

The bidder shall submit a Business Continuity and Disaster Recovery (BC/DR) plan for the proposed HSM solution. The plan must define RTO ≤ 4 hours and RPO ≤ 1 hour. Annual DR drills must be conducted and documented. The HSM solution must support seamless failover between DC and DR sites.

16. Training

17.1 Comprehensive training shall be the key to successful Operations and Maintenance; hence, the successful bidder is required to provide training (for three days) to IDRBT nominated Officials at IDRBT, Hyderabad. The training documents, including Operating Manuals and Standard Operating Procedures (SOP) for the proposed solution shall be prepared and shared by the successful bidder with IDRBT. The successful Bidder is free to propose the training plan. However, at a minimum, the plan shall include the following:

Sr No	Training Description
1	Overview of the components Installed
2	Technical Architecture
3	Operating procedure of Hardware and Software including, but not limited to: i. Common Use Cases ii. System Installation and Configuration iii. Basic Configuration iv. High Availability v. Backup and Restore Methods vi. Troubleshooting vii. Audit and Logging viii. Disaster Recovery, including drills and test of data integrity ix. HSM

Sr No	Training Description
4	Technical and Operational Manual of the solution
5	Handling worst case scenarios
6	PED Device and Backup HSM operational training.

16.1 The above plan is only indicative; the final training plan shall be finalized between the successful bidder and IDRBT.

16.2 The bidder shall provide a two-week shadow support period post-installation, during which IDRBT's internal team will co-manage the HSM infrastructure. Knowledge transfer sessions must be conducted covering operational procedures, troubleshooting, and escalation handling.

16.3 No separate charges will be paid for training.

16.4 The training documents, including Operating Manuals. The bidder shall provide a comprehensive documentation pack including:

- System architecture diagrams
- Configuration and administration guides
- Backup and restore procedures
- Key lifecycle management SOPs
- Escalation matrix and contact directory

Documentation must be reviewed and signed off by IDRBT prior to project closure.

17. User Acceptance Test

17.1 IDRBT, prior to the initiation of the Operationalization phase, shall undertake a detailed UAT process.

17.2 Interoperability Testing with existing PKI, CA, DSC issuance, e-sign and v-KYC system.

17.3 The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) against Category wise A, B & C systems requirements.

17.4 The bidder shall submit and execute a PED and Backup HSM Compatibility Validation Plan as part of the UAT. This plan must include:

- Secure key migration and administrative operations using PEDs and storing the existing keys in new Backup HSM.
- Rollback procedures in case of PED and Backup HSM incompatibility
- Signed validation report from OEM confirming successful PED and

backup HSM integration.

17.5 The system will be considered accepted (supplied, installed and operationalized) only after ATP is completed as per the agreed plan and is duly signed/certified by the IDRBT and the successful bidder.

17.6 PED UAT must include metrics such as PIN input latency, error recovery response, tamper trigger latency, and firmware load validation. A signed test summary must be provided by OEM.

17.7 Bidder shall conduct interoperability testing with at least three enterprise applications including PKI, database encryption modules, and v-KYC systems. Signed test reports must be submitted as part of UAT closure

18. Period of Validity

All the prices and other terms and conditions of the offer proposed by the bidder should be **Valid** for a **minimum** period of **one year**.

19. Correction of Errors

Arithmetic errors in bids will be treated as follows:

19.1 Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

19.2 Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of IDRBT, there is obviously a gross error such as misplacement of a decimal point, in which case the line-item total will govern.

19.3 Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Quantity, the amount obtained on totaling the line items in the Bill of Materials will govern.

19.4 The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

20. Confidentiality

Bidder agrees that all mails, data, financial, mail, security architecture and personnel data

relating to IDRBT's business and other information identified as confidential by the IDRBT, the same shall be kept confidential and shall not be shared with any third party without prior written approval from IDRBT**.**

The bidder must certify that all the hardware supplied/software is free from malware, covert channels, or vulnerabilities. An integrity certificate must be submitted in IDRBT's prescribed format.

21. Right to Verification

The IDRBT reserves the right to verify any or all statements made by the bidder in the tender documents and to inspect the bidder's facility, if necessary, to establish to its satisfaction about the bidder' s capacity to perform the job.

22. Insurance

22.1 Insurance for all the hardware components supplied under the contract shall be arranged by the Bidder at his own risk and cost throughout the period of delivery, implementation and final acceptance process.

22.2 IDRBT will not be responsible for any loss/damage/theft of any systems/goods due to any reasons whatsoever, claims etc., if the Bidder himself will deal any. Evidence of the insurance policy shall be submitted to IDRBT.

23. Payment Terms

23.1 Hardware items: A payment of 90 percent (90%) of the contracted sum would be payable on successful installation, integration and issue of acceptance certificate by the Institute.

23.2 10 percent (10%) would be payable after successful warranty period is over from the date of acceptance or payable against PBG valid as per warranty period.

23.3 IDRBT shall pay the Annual Maintenance Charges on quarterly basis at the end of every quarter.

23.4 All payments will be released based on submission of separate invoices along with necessary documents evidence rendering of service as per stipulated requirements.

23.5 Bidders shall ensure that the quoted commercials remain firm and valid for the following durations:

- **Initial procurement:** Six (6) months from the date of bid submission.
- **Repeat orders with identical specifications:** Twelve (12) months from the date of original contract award.

23.6 In the event of **downward price fluctuations** due to currency exchange rate adjustments (including USD), reduction in component costs, OEM price revisions, or market dynamics during this validity period, bidders shall **pass on the entire price benefit** to IDRBT for any repeat or partial orders. Conversely, under no circumstances shall the bidder claim price escalation during this period.

23.7 Bidder shall ensure IDRBT is granted role-based access to OEM's official support portal, including rights to log incidents, track tickets, download updates, and audit warranty claims independently

24. Obligations of Successful Bidder

24.1 The successful bidder must supply all the components, services and licenses to make the solution complete and operational.

24.2 The successful bidder shall be fully responsible for ensuring that all components—including legacy Backup HSMs and PED devices—are integrated, supported, and operationalized as part of the solution. Any gaps between the RFP and OEM documentation must be addressed by the bidder at no additional cost to IDRBT.

24.3 The successful bidder shall hand over the complete and operational solution to IDRBT for monitoring, maintenance and management.

24.4 The successful bidder shall deploy their own computing resources, trained and experienced engineers for implementing, managing and maintaining the system.

24.5 Whenever any new threats / vulnerabilities become public, the successful bidder shall bring this to the notice of IDRBT immediately and help/guide IDRBT in plugging the same. Once the call has been attended, successful bidder engineers shall put their maximum efforts and deploy their best resources to resolve all calls at the earliest possible time frame at both locations and ensure appropriate uptime.

24.6 The successful bidder to ensure that during the implementation, the critical services hosted at IDRBT, Hyderabad and Mumbai shall not face any downtime due to improper configuration.

25. Order Cancellation / Modification

The TCO will be calculated on the BoM as mentioned this RFP. Post-L1 identification IDRBT reserves its right to update the bill-of-material based on price discovered.

IDRBT also reserves the right to cancel the order in the event of delay in delivery and installation beyond the stipulated time.

26. Resolution of Disputes

IDRBT and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, IDRBT and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

27. Indemnification

27.1 The bidder/ successful bidder at its own cost and expenses defend and indemnify the Institute against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

27.2 The bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Institute is required to pay compensation to a third party resulting from such infringement, the bidder shall be fully responsible therefore, including all expenses and court and legal fees.

27.3 The Institute will give notice to the Bidder of any such claim and shall provide reasonable assistance to the bidder disposing of the claim.

27.4 The bidder shall also be liable to indemnify the Institute, at its own cost and expenses, against all losses/damages, which the Institute may suffer on account of violation by the bidder/successful bidder of any or all national/international trade laws, norms, standards, procedures, etc.

28. Liquidated Damages

The liquidated damages is an estimate of the loss or damage that the Institute may have

suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, installation, operationalization, implementation, training, support/services, acceptance, maintenance, etc., by the bidder/successful bidder and the bidder/successful bidder shall be liable to pay the Institute a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which will be specified in the RFP. Without any prejudice to the Institute's other rights under the law, the Institute shall recover the liquidated damages, if any, accruing to the Institute, as above, from any amount payable to the Bidder either as per the RFP, executed between the parties or under any other purchase agreement / contract, the Institute may have executed / shall be executing with the bidder/successful bidder.

29. Force Majeure

The bidder/successful bidder or the Institute shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague or other epidemics, fire, flood, obstructions of gation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the bidder/successful bidder shall promptly notify the Institute in writing of such conditions and any change thereof. Unless otherwise directed by the Organization in writing, the bidder/successful bidder shall continue to perform his obligations under the contract as far as possible, and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

30. Jurisdiction

The jurisdiction of the courts shall be Hyderabad. For any questions/clarifications related to requirements, please contact us at itprocurement@idrbt.ac.in.

Annexure I

Document Submission Checklist

The bidder has to ensure that the following have been submitted as a part of the RFP submission process. Failure to provide any of the documents as detailed below could lead to the disqualification of the bidder from the bid.

The following documents/items need to be submitted:

Sr.No	Description	Submitted (Bidder)	Verified (IDRBT)
1	Bidder's application Form	☐	☐
2	Bidders profile Form	☐	☐
3	Bidders Eligibility Format	☐	☐
4	Technical Bid Forms - BILL OF MATERIAL WITHOUT PRICES	☐	☐
5	Deviations from Technical Specifications and Terms and Conditions of the RFP	☐	☐
6	Bidders Queries Pro-forma	☐	☐
7	Bidder's Undertaking	☐	☐
8	Manufacturers' Authorization Form	☐	☐
9	Signed Non-Disclosure Agreement	☐	☐
10	Commercial Bid	☐	☐
11	Performance Bank Guarantee	☐	☐

Annexure-II

Bidder's application Form

Place:
Date:

[On the Letterhead of the Applicant]

To,
The Director,
Institute for Development and
Research in Banking Technology,
Road No. 1, Castle Hills, Masab Tank,
Hyderabad 500057

Dear Sir,

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025.

Request for Proposal (RFP) for Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations.

Being duly authorized to represent and act on behalf of ……. (hereinafter referred to as "the Applicant"), and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply **Request for Proposal (RFP) Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations.** The details as per the requirements of the RFP enquiry are enclosed for your consideration.

Yours faithfully,

(Signature of Authorized Signatory)
<NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF
<NAME OF THE APPLICANT ORGANISATION>

Annexure III

Bidders profile Form

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025.

BIDDER DETAILS		
1	**The registered name of the bidding company**	
2	**Business address for correspondence**	Location:
		Street:
		Locality:
		City:
		Pin Code:
		Country:
		Telephone:
		Facsimile:
		Email:
		Other:
3	**Name of the Bidder's Contact Person**	
4	**Contact's position with Bidder**	
5	**Contact addresses if different from above**	Location:
		Street:
		Locality:
		City:
		Pin Code:
		Country:
		Telephone:
		Facsimile:
		Email:
		Other:
6	**Business structure**	
7	**Bid Company's registered address**	
8	**Details of company registration**	
9	**Names of Directors**	Chairman President/Managing Director Directors

10	**Include a structure chart reflecting the organization**	
11	**Experience in Similar Projects**: (Give details with respect to Virtualized environment and Infrastructure Management projects– a minimum of two projects.	
12	**Project Name:**	
13	**Project Location:**	
14	**Client Name:**	
15	**Client address:**	
16	**Client contact/reference person(s):**	Name:
		Address – if different from above:
		Telephone Facsimile:
		Mobile Phone:
		Email address:
17	**Project started (month/year):**	
18	**Project elapsed time – months- vis-à-vis Project schedule:**	
19	**Name of senior project staff:**	Project Director:
		Project Manager:
		Other:
20	**Nature of the Project:**	
21	**Details of deliverables, other than "Deliverables" specified by the Bank, the bidder proposes with specific reference to the scope of work.**	

Annexure IV

Format for Bidder Eligibility Criteria

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025.

Sr.No	Basic Requirement	idders Eligibility Criteria	Documentary evidence required	Complied (Yes/No)
1	Legal Entity	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years. (As on RFP date)	Documentary Proof to be attached (Certificate of Incorporation)	
2	General	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1st April 2020 till date.	Letter of confirmation from Bidder.	
2	Duration of past experience	The Bidder should have experience in the following fields: Supply, Installation and Maintenance of Hardware Security Modules (Network based) for the organizations across India.	The Bidder should submit documentary evidence in support of minimum experience of 3 years (Copies of Purchase Order and Completion certificate to be attached).	
3	Annual Turnover	The OEM / Bidder should have a minimum annual turnover of at least Rs. 3 Crores in each of the last three financial years (i.e. 2022-2023, 2023-2024 & 2024-2025).	Certificate from the statutory auditor	

Sr.No	Basic Requirement	idders Eligibility Criteria	Documentary evidence required	Complied (Yes/No)
4	Net worth	The Bidder should have positive net worth in the last three financial years (i.e. 2022-2023, 2023-2024 & 2024-2025). In cases where the Bidding Company has resulted from a merger or acquisition and has been operational for less than three years, the financial credentials, namely net worth, minimum annual turnover, and profit after tax of the merged or acquired entity shall be duly considered for eligibility assessment. The determination of such eligibility shall rest solely with IDRBT, whose decision shall be final and binding, with no further correspondence entertained on the matter.	Certificate from the statutory auditor	
5	Technical Capability	Bidder must have successfully completed in the last three years at least the following numbers of similar IT infrastructure Implementation engagement(s) of value specified herein: One project of similar nature not less than the amount Rs.1 Crore OR Two projects of similar nature not less than the amount equal Rs.60 Lakhs OR Three projects of similar nature not less than the amount equal Rs.50 Lakhs	Copies of POs and completion certificate from client	

Sr.No	Basic Requirement	idders Eligibility Criteria	Documentary evidence required	Complied (Yes/No)
6	General / Legal Status	The company should not be blacklisted by any Government agency / Banks / Other Financial Institutions in India.	Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory.	
7	OEM's Authorization	Bidder should be a OEM Authorized partner/System Integrator/ Representative.	Bidder has to provide an Ink Signed MAF for the quoting OEM along with Technical Bid	
8	Support	Bidder should have a local entity in Hyderabad to provide better support during the warranty period.	Documentary proof to be enclosed.	
9	Experience & Support Infrastructure	Bidder/OEM must ensure that the product to be supplied will not be End of Support in next 07 years.	Letter of undertaking from the OEM.	

Annexure V

Bidders Queries *Performa*

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025.

Contact Details

Name	
Position	
Name of Organization submitting request (Enter Full Legal Entity name)	
Full formal address of the organization	
Tel	
Fax	
Email	

SrNo	RFP Section Numbe	RFP Page Number	RFP Point Number	Query Description

Annexure - VI

Bidder's Undertaking

(On letterhead of the Bidder)

Date:

To,

The Director,
Institute for Development and
Research in Banking Technology,
Road No. 1, Castle Hills, Masab Tank,
Hyderabad 500057

Dear Sir,

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025..

We, the undersigned, as bidder, having examined the complete RFP document (along with its annexes), do hereby offer to produce, deliver, install, support and maintain Board Meeting Solution in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Commercial Bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP except for the variations and deviations of requirements as mentioned by us in the Compliance Statement, submitted along with our Technical Proposal.

We further undertake that the proposed solution shall fully support the existing Backup HSM and PED devices as listed in the RFP. In case of any incompatibility, we shall provide compatible alternatives and ensure seamless integration, key migration, and HA functionality without any additional cost to IDRBT.

We agree to abide by our Offer for a period of **180 days** from the date of last day of Bid submission and it shall remain binding on us for acceptance at any time before the expiration of this period.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake, if our Bid is accepted, to provide Performance Bank Guarantee as per the prescribed format within the times stipulated in the RFP.

We undertake as a part of this contract for successful operation of the **Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations** during the warranty period (if contracted).

Yours faithfully,

(Authorized Signatory)

In the capacity of _____

Duly authorized to sign the Bid for and on behalf of __

Annexure – VII

Manufacturer's Authorization Form (MAF)

Tender No._____Dated _____

To

_____
_____
_____

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025 for Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations.

We _____who are established andreputable manufactures o f _____having offices at_____and_____do hereby authorize

M/s_____(Name and address of Agent /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s_____(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

Annexure – VIII

Non - Disclosure Agreement

(On the Letterhead of the bidder company**)**

Date:

To,

The Director,
Institute for Development and
Research in Banking Technology,
Road No. 1, Castle Hills, Masab Tank,
Hyderabad 500057

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of bidding for Request for Proposal (RFP) floated for **Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025 for Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations.** we may have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to IDRBT and its business that is provided to us pursuant this Agreement. In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. The bidder shall not withhold or omit any technical limitations or compatibility gaps related to Backup HSMs or PED devices. Any such omission that impacts operational readiness shall be considered a breach of this agreement
4. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.
5. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner]
6. This Agreement shall not prohibit disclosure of Confidential Information:
   - To our partners/directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for **Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations.** With your prior written consent, such consent not to be unreasonably withheld;
   - To the extent that such disclosure is required by law;
   - To the extent that such disclosure is required by any rule or requirement of any

regulatory authority with which we are bound to comply; and

- To our professional advisers for the purposes of our seeking advice. Such professional advisors will be informed of the need to keep the information confidential.

7. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
   - For the purpose of a disclosure permitted by item 5 above; and
   - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.
8. This Agreement shall not apply to Confidential Information that:
   - Is it in the public domain at the time acquired by us; Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us;
   - Is already in our possession prior to its disclosure to us; and
   - Is independently developed by us.
9. This Agreement shall continue perpetually unless and to the extent that you may release it in writing.
10. We acknowledge that the Confidential Information will not form the basis of any contract between you and us
11. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
12. We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
13. This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Hyderabad courts.

We have read this Agreement fully and confirm our agreement with its terms

Yours sincerely

Signature and Stamp of Company

[Authorized Signatory (same as signing the proposal) –

Implementation Partner] Name:

Position :

Date :

Annexure – IX(a)

Technical Specifications

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025.

Technical Specification and bid format for Network based Hardware Security Module

Sr.No	Network based Hardware Security Module	Compliance Y/N	Comments/ Supporting Documents
A	**Technical Specifications**		
1	Make		
2	Model		
3	Speed: HSM should support Minimum 1000 TPS for RSA-2048 and 1000 tps for AES HSM should support 10 TPS RSA 2048 Key Generation speed		
	General Aspects		
4	The solution should be configured in HA both at DC and DR		
5	The proposed Hardware security module should be a standalone network based (TCP / IP) appliance with dual power source input, dual TCP/IP interface and dual connectivity support.		
6	HSM should support symmetric algorithms and mechanisms without utilizing OpenSSL - AES, 3DES		
7	The HSM should be FIPS 140-2 level 3 certified modules, such certifications should be under the name of OEM supplying the HSM to IDRBT. All IDRBT keys including Private Keys should be stored and protected within Certified memory HSM device for entire key life cycle.		
8	HSM should support hashing algorithm SM2, SM3, SM4, SHA 1, SHA2, SHA 3 without using OpenSSL		
9	The HSM should have an ability to generate and store (Keys) at least 80 or more RSA keys (2048) onboard on demand and shall be secured		

Sr.No	Network based Hardware Security Module	Compliance Y/N	Comments/ Supporting Documents
	signing inside HSM in accordance with FIPS 140-2 LEVEL 3 recommendations		
10	In the proposed HSM device, each partition should be protected with unique set of userid and password to grant access as per CCA IVG guidelines.		
11	HSM should be P&PW compliant (Declaration of Conformity should be attached)		
12	HSM RNG should comply with AIS 20/31 to DRG.4 using HW based true noise source alongside NIST 800-90A NIST 800-90B, NIST 800-90C compliant CTR-DRBG		
13	HSM should be capable of using secure, authenticated, and auditable mechanisms.		
14	HSM should communicate using TLS 1.3 ciphersuites or equivalent technology.		
15	HSM should have capability to evaluate PQC with minimum support of Kyber key generation and encapsulation functions, as well as the hash-based HSS, XMSS, XMSSMT, and Dilithium signing operations. The bidder must submit a PQC Use Case Mapping document detailing: • Specific cryptographic lifecycle stages (e.g., key generation, signing, encapsulation) where PQC will be applied • Integration points with IDRBT's PKI, eSign, and vKYC systems • Performance benchmarks for PQC operations • OEM roadmap for PQC algorithm support and updates		
16	HSM supports the capability to run the custom code inside the HSM		
17	HSM should support minimum 5 partitions per device		
18	HSM should be CC EAL 4+ certified on the name of OEM (Certificate copy of HSM must be provided)		

Sr.No	Network based Hardware Security Module	Compliance Y/N	Comments/ Supporting Documents
19	HSM should support Windows, Linux, Solaris, AIX, containers and provide Virtual System Support like KVM		
20	The monitoring and detecting voltage and temperature should be part of the device without any additional hardware/ software.		
21	HSM should have the ability to enable / disable policies by HSM commands which will be applicable for Application Users.		
22	The device should support GUI administration, management and maintenance of partitions like creating, modification, reading, deletion of partitions remotely without access to physical device.		
23	The device should support logging and viewing of logs of Signed and tamper-evident event based audit logs.		
24	The proposed HSM must support existing PEDs used by IDRBT or provide backward-compatible PEDs with secure migration support		
25	Compatibility Matrix" showing support for existing APIs and SDKs		
26	HSM must support configurable key usage policies including expiration, rotation, and access control per partition		
27	Performance Benchmarking Plan- with test scripts and expected TPS under load		
28	OEM must submit a Post-Quantum Cryptography (PQC) roadmap for algorithm support, detailing migration paths and fallback plans to maintain cryptographic integrity as current standards evolve		
29	PQC support is no-cost firmware upgrade.		
B	**Cryptographic Algorithm Support**		
1	The HSM device should support Key Exchange Symmetric Algorithm: AES, HMAC etc., Optional - Triple DES		
2	HSM should support PKCS#11, Java (JCA/JCE), Microsoft CAPI and CNG, OpenSSL and REST		

Sr.No	Network based Hardware Security Module	Compliance Y/N	Comments/ Supporting Documents
	API for administration or equivalent industry-standard APIs.		
3	HSM should be RoHS 3.0, CE, WEEE Compliant (Declaration of Conformity should be attached)		
4	The HSM device should support for Hash Message Digest HMAC, SHA1, SHA2 (512) etc.,		
5	Should support generation of High-quality keys through external Quantum RNG seeding		
6	HSM should support asymmetric algorithms such as: RSA (2048-8192) conforming to SP 800-56B, DSA, Diffie-Hellman, ECC, ECDSA, ECDH, Ed25519, ECIES		
7	HSM generated session keys should always be encrypted even in the memory and never be stored as plaintext		
C	**Security Specifications**		
1	The HSM must support tamper-detection and automatic erotization of sensitive data upon physical breach.		
2	The HSM must support secure boot and firmware integrity verification using cryptographic signatures.		
3	The HSM must support role-based access control (RBAC) with configurable roles and privileges		
4	The HSM must support secure key backup and restore using encrypted and authenticated mechanisms.		
5	The HSM must support key usage policies including key expiration, key rotation, and usage restrictions.		
6	The bidder shall ensure that the proposed solution complies with RBI Master Directions on IT Framework (2016), Cybersecurity Framework (2016), and any IDRBT-issued advisories. Compliance audits may be conducted by IDRBT or its designated agency at any time during the contract period.		
D	**Operational Specifications**		

Sr.No	Network based Hardware Security Module	Compliance Y/N	Comments/ Supporting Documents
1	The HSM must support firmware rollback in case of failed or faulty updates.		
2	The HSM must support secure remote administration with multi-factor authentication.		
3	The HSM must support secure destruction of keys and partitions with audit logging.		
4	The HSM must support real-time performance monitoring (TPS, latency, CPU/memory usage) via APIs.		
5	HSM must support secure firmware rollback and signed firmware validation		
F	**Other Specifications**		
1	Securing the HSM device it should support Multi-person MofN with both Remote and Local multi-factor authentication.		
2	HSM should also have active FIPS 140-3 Level 3 certificate (with certification in the name of OEM)		
3	The keys stored in the HSM should be in exportable format for Business Continuity Plan.		
4	Support: 24*7 OEM support for HSM is critical to meet the SLAs.		
5	Random Number Generation: should be designed to comply with AIS 20/31 to DRG.4 and compliant to NIST 800-90A/800-90B, CTR-DRBG or hash based random number generator.		
6	The HSM Device quoted should be compatible with all the Class-II & Class-III DSC (Digital Signature Certificate) issued from the Indian CAs (Certified Authorities).		
7	The successful bidder should use the existing backup HSM and seamlessly migrate the keys from the existing HSM device to the newly proposed HSM. The existing applications should seamlessly work with the new HSM.		
8	The device should not have root or super-user access to HSM appliance in any way like No access to bash , ksh or any default terminal shells etc.,		
9	Mean Time Between Failure (MTBF) of the		

Sr.No	Network based Hardware Security Module	Compliance Y/N	Comments/ Supporting Documents
	device should be more that 100,000 hrs or more.		
10	The bidder should quote Network HSM with 7-year warranty and support on all of its components.		
11	HSM should support clustering of HSMs and load balancing without the need of external load balancer and handling mutli-thread APIs		
12	HSM should support SNMP and syslog for monitoring and logging HSM and admin logs		
13	The HSM device should support Safety & Environmental Compliance like BIS,UL, FCC, RoHS2.		
14	The HSM must support KMIP (Key Management Interoperability Protocol) for key lifecycle operations.		
15	The HSM must support integration with cloud-native KMS platforms		
16	The HSM must support RESTful APIs with OAuth2.0 or JWT-based authentication for secure integration.		
17	The HSM must support secure migration tools for importing/exporting keys in wrapped formats.		
18	The HSM must support integration with SIEM tools via syslog or REST API for centralized audit analysis.		
19	The HSM must support anomaly detection or alerting for unusual cryptographic or administrative behavior.		
20	The HSM must support configurable audit log retention policies and secure export.		
21	The HSM must support third-party interoperability testing with common enterprise applications (e.g., PKI, databases).		
22	The solution must support integration with existing Backup HSMs and PED devices. If any functionality described in the OEM's technical documentation is not explicitly covered in this RFP, the bidder must ensure such functionality is enabled and supported.		

Sr.No	Network based Hardware Security Module	Compliance Y/N	Comments/ Supporting Documents
23	Backup HSMs must be configured for secure key backup, restore, and HA failover. They must be monitored and logged as part of the HSM infrastructure.		
24	PED devices must support secure PIN entry and administrative operations for both legacy and new HSMs. If new PEDs are proposed, they must be backward-compatible with existing infrastructure.		
25	The bidder must provide a detailed HA architecture diagram showing how Backup HSMs and PEDs are integrated, including failover paths and recovery workflows.		
26	Backup HSMs must support automated backup scheduling and encrypted replication to DR.		

Annexure – IX(b)

Technical Specifications

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025.

Technical Specification and bid format for PED Device

Sr.No	PED Device	Compliance Y/N	Comments/ Supporting Documents
A	**Technical Specifications**		
1	Make		
2	Model		
B	**General Aspects**		
1	Shall support secure PIN entry via 9-pin interface for cryptographic key operations		
2	Shall be FIPS 140-2 Level 3 or higher compliant for secure PIN transmission		
3	Shall operate independently of host OS; no driver dependency on Windows/Linux variants		
4	Shall be compatible with standard CA HSM vendors using PKCS#11, JCE, or REST API interfaces or equivalent industry-standard APIs/products		
5	The PED must include shock-resistant casing suitable for secure transport. It must comply with ISO 19790 and IEC 61000 for EMI/EMC protection.		
6	PED must feature either an LED indicator or a secure LCD display for real-time visual confirmation during PIN entry operations, including status feedback for activation, successful authentication, and input errors.		
7	Shall include clear visual confirmation for entry status and keypad activation		
8	PED devices must be rated for operation within temperature range of 0°C to 50°C and humidity tolerance of 10%–90% non-condensing.		
C	**Technical Specifications**		
1	Shall support multi-factor authentication using PIN plus token/card (dual factor)		

Sr.No	PED Device	Compliance Y/N	Comments/ Supporting Documents
2	Shall feature a hardened, tamper-evident keypad enclosure		
3	Shall support up to 16-digit PINs and variable-length entry		
4	Shall provide USB Type-A or RS-232 input options alongside 9-pin support		
5	Shall support onboard processing of authentication command prior to secure dispatch		
D	**Security Specifications**		
1	Shall not transmit PIN in plain-text over interface, must use encrypted key exchange		
2	Shall be resistant to keyloggers, side-channel attacks, and physical probing attempts		
3	Shall include retry-limit lockout and erase-on-failure functionality		
4	Shall require operator authentication for configuration and command mode access		
5	Shall store no secrets or credentials post-session, session keys must be ephemeral		
6	PED tamper-evident events must trigger log entries with timestamps and device ID, and support real-time push to HSM logs or syslog or SIEM tools via encrypted interface.		
7	PED devices must support interoperability with at least two leading HSM OEMs via standard protocols (PKCS#11, REST API, or equivalent). No proprietary hardware locks or software dependencies are permitted.		
8	PED devices must expose basic health telemetry (power, PIN interface status, firmware integrity) via SNMP traps or REST endpoints for proactive diagnostics.		
E	**Operational Specifications**		
1	Shall operate in air-gapped environments and offline HSM settings without network dependency		
2	Shall support cold start provisioning with no prior host registration required		

Sr.No	PED Device	Compliance Y/N	Comments/ Supporting Documents
3	Shall maintain compatibility with at least two major HSM OEMs without proprietary locks		
4	Shall provide real-time diagnostic feedback during entry attempts		
5	Shall maintain a minimum service life of 5 years in continuous administrative cycles		
6	The proposed PED must be backward-compatible with existing models deployed at IDRBT		
7	The PED shall perform a secure health check on boot to verify keypad integrity, encrypted transmission readiness, and firmware integrity. Failure reports must be captured via admin interface or visual indicators.		
8	PEDs must support hot-swap or failover readiness in high availability environments. Administrative pairing of multiple PEDs should be supported with audit logging and configuration restore capability.		
F	**Other Specifications**		
1	Shall comply with ISO/IEC 19790 and NIST SP800-56A standards		
2	Shall include tamper-proof casing and shock-resistant structure for secure transport		
3	Shall be firmware-upgradeable via digitally signed binaries with rollback support		
4	PED devices must support a publicly documented firmware upgrade roadmap covering at least 5 years, outlining feature enhancements, PQC readiness, and rollback capabilities. Digitally signed update packages with SHA-256 integrity checks must be enforced.		
5	Shall be supported with a minimum of 7-year OEM escalation and service coverage		
6	OEM must disclose PED component sourcing and production batch traceability. Certificates of origin and hardware authenticity reports must be shared during acceptance.		

Sr.No	PED Device	Compliance Y/N	Comments/ Supporting Documents
7	Shall not be dependent on any cloud-based validation or updates		
8	PED must be accompanied by the following: - Operating manual - Installation guide - Compatibility matrix with legacy and proposed infrastructure - Firmware upgrade and rollback SOP - Support lifecycle chart indicating 7-year OEM support		

Annexure – IX(c)

Technical Specifications

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025.

Technical Specification and bid format for Backup HSM Device

Sr.No	Backup HSM	Compliance Y/N	Comments/ Supporting Documents
A	**Technical Specifications**		
1	Make		
2	Model		
B	**General Aspects**		
1	The proposed Backup HSM device must be a standalone, portable unit suitable for secure cryptographic key storage and retrieval operations.		
2	The device should include a minimum 4.7” LCD touch screen for interface and status review, including firmware and memory insights.		
3	The Backup HSM must support USB 3.0 Type-C connectivity and include USB-C to USB-A adapter for flexible interfacing.		
4	Power input should support both host-powered USB and external AC options (100–240V, 50–60Hz).		
5	Physical specifications must be approximately 160mm x 87mm x 26mm with weight not exceeding 410g.		
6	Device must operate within temperature range of 0°C to 40°C and store between -20°C and 70°C under humidity of 20–95% non-condensing.		
7	Backup HSM must support a minimum of 100 logical cryptographic partitions with secure isolation.		
8	Capability to store at least two certificates per partition including certificates created using presently known PQC algorithms..		
9	The device must be compatible with Windows and Linux operating systems without proprietary dependencies.		

Sr.No	Backup HSM	Compliance Y/N	Comments/ Supporting Documents
10	The Backup HSM must support KMIP protocol and REST APIs compatible with cloud-native KMS platforms		
11	Logical partitions must be enforced via dedicated hardware-backed segmentation rather than software-based logical instances.		
	Security Specifications		
1	Device must comply with or actively pursue FIPS 140-3 Level 3 certification for trusted cryptographic assurance.		
2	Authentication must be supported via password and M of N quorum-based access mechanisms.		
3	Cryptographic keys must remain in tamper-evident, intrusion-resistant hardware without exposure during transfer.		
4	Tamper detection and environmental failure safeguards must be integrated into device hardware.		
5	Supported algorithms must include RSA (2048/4096), AES (256), ECC, DSA, and SHA-2 family.		
6	The Backup HSM must support digitally signed firmware packages with SHA-256 integrity checks and rollback functionality to revert to stable builds in case of failed upgrades.		
7	Tamper detection events must be logged in tamper-evident format and exportable via SNMP/syslog for centralized security monitoring and compliance reporting.		
C	**Operational Specifications**		
1	Backup HSM must support minimum 100 logical partitions with secure isolation and scalability.		
2	Memory configurations should include modular options of 32MB, 128MB, and 256MB.		
3	Compatibility with Windows and Linux OS must be ensured without proprietary dependencies.		

Sr.No	Backup HSM	Compliance Y/N	Comments/ Supporting Documents
4	Cryptographic APIs support must include PKCS#11, OpenSSL, Java JCE, and Microsoft CAPI/CNG or equivalent industry-standard APIs.		
5	MTBF rating must be ≥ 560,000 hours at 40°C in accordance with Telcordia SR-332 standards.		
6	Remote backup and restore must be supported across authenticated partitions using secure channels.		
7	Firmware upgrade functionality must be supported for feature enhancements and partition scaling.		
8	USB-based authentication token must be supported to supplement identity assurance.		
9	Plug-and-play setup must be enabled with minimal configuration time and operational overhead.		
10	Backup HSM must support configurable key usage policies including expiration, automated rotation, and access control lists per logical partition.		
11	The device shall support secure remote administration using TLS 1.3 or equivalent protocol, with role-based access control (RBAC) and multi-factor authentication.		
12	Real-time telemetry for temperature, voltage, and operational status must be exposed via SNMP traps or REST endpoints to support diagnostics and proactive incident handling.		
13	Backup HSM must support high-availability failover handshake with primary HSM using encrypted heartbeat or sync protocol. Detailed HA architecture diagram must be provided.		
D	**Other Specifications**		
1	Device must comply with UL, CSA, CE, FCC, KC Mark, VCCI, RoHS, WEEE, and BIS India standards.		

Sr.No	**Backup HSM**	Compliance Y/N	Comments/ Supporting Documents
2	Trade compliance must adhere to TAA requirements for public sector and defense applicability.		
3	Environmental compliance must conform to RoHS2 and WEEE directives for safe usage and disposal.		
4	Safety certification must include IEC 60950-1 or its equivalent.		

Annexure – X

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025.

Format for Deviations from Technical Specifications and Terms and Conditions of the RFP

S.No.	RFP Clause	Technical Specification or terms and conditions in the Tender document	Deviation offered	Reasons and whether deviation adds to the operational efficiency in case of the systems
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Note:

i. Above information in detail should be furnished in case of each system offered separately.

ii. Also in case of deviations from any of the terms and conditions of the tender document should be specified.

iii. If any deviations from the technical specifications are warranted, reasons for such variations should be specified and

iv. Whether such variations add to improvement of the overall performance of the systems, if any, should be specifically mentioned and supported by relevant technical documentation as required above

Annexure – XI

Commercial Bid Format

Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025
for
Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations

Table A – HSM Infrastructure							
S.No	**Description**	**Qty (a)**	**Unit Price (INR) (b)**	**Total (INR) c=a*b**	**Taxes (%) (d)**	**Total incl. with Taxes (INR) e=d*c**	**Total f=(e+c)**
1	Network HSM with 3 years warranty	2					
2	Network HSM – 4th year AMC	2					
3	Network HSM 5th year AMC	2					
4	Accessories (add line items below if needed)	-					
Total - A							
Table B – PED Devices							
S.No	**Description**	**Qty (a)**	**Unit Price (INR) (b)**	**Total (INR) c=a*b**	**Taxes (%) (d)**	**Total incl. with Taxes (INR) e=d*c**	**Total f=(e+c)**
1	PED with 3 Years Warranty	1					
02	PED Device – 4th Year AMC	1					
03	PED Device – 5th Year AMC	1					
04	Accessories (add line items below if needed)	-					
Total - B							
Table C – Backup HSM device							
S.No	**Description**	**Qty (a)**	**Unit Price (INR) (b)**	**Total (INR) c=a*b**	**Taxes (%) (d)**	**Total incl. with Taxes (INR) e=d*c**	**Total f=(e+c)**
1	Backup HSM device with 3 Years warranty	1					
2	Backup HSM – 4th Year AMC	1					

3	Backup HSM – 5th Year AMC	1					
4	Accessories (add line items below if needed)	-					
Total - C							
D. Implementation Cost							
TCO = Total of Table (A + B + C +D)							

NOTE: *Bidders shall ensure that all components required to make the solution fully operational are included in the commercial bid to the latest stable versions, any omissions in the above table must be proactively added by the bidder, and it shall be the sole responsibility of the bidder to deliver a complete, functional solution within the quoted commercials, without any additional cost to IDRBT.*

Definitions for the term "Accessories" in each pricing table must be explicitly specified by the bidder. Any hardware or software components essential to the operational readiness of the proposed solution, even if not individually listed—must be included under Accessories and explained with line-item descriptions. IDRBT will not bear cost for any component not explicitly priced at the time of bid submission.

Annexure XII

Performance Bank Guarantee

The Director,

Institute for Development and Research in Banking

Technology, Road No. 1, Castle Hills,

Masab Tank, Hyderabad –500057

Dear Sirs,

PERFORMANCE BANK GUARANTEE **– for Tender No: IDRBT/SYS/AKT/145/2025 – 2026 dated 31st July, 2025 for Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations.**

WHEREAS

M/s. (name of System Integrator), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the System Integrator), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into a Purchase Agreement dated…..... (hereinafter, referred to as "the said Agreement") with you (IDRBT) for **Supply, Installation and Maintenance of Hardware Security Modules (Network based), PED and HSM Backup devices at IDRBT locations.** as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (…), Section (…), Chapter (…) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs……. (in words and figures), being 10% of the Contract Price of Rs. … (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

I. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs…… (in words and figures) without any demur.

II. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

III. This Performance Bank Guarantee shall continue and hold good till the completion of the contracted period for the 'Total Solution' i.e. (date), subject to the terms and conditions in the said Agreement.

IV. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Purchase Agreement until the completion of the contracted period for the Total Solution as per said Agreement.

V. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honor the same without demur.

VI. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. 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 this Performance Bank Guarantee.

VII. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and relief's, as provided in the said Agreement.

VIII. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

IX. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (IDRBT)

X. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.

XI. Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs…… (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.

XII. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favor.

2. We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

I. Our liability under this Performance Bank Guarantee shall not exceed Rs. …. (in words and figure) ;

II. this Performance Bank Guarantee shall be valid only up to …….. (date, i.e.,

completion of contracted period for the Total Solution); and

III. we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before …. (date i.e. completion of the contracted period for the Total Solution).

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated …… this …….. day ……. 2025.

Yours faithfully,

For and on behalf of the …… Bank,

(Signature)

Designation

(Address of the Bank)

Note:

a) This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.

b) A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

⌘ ♓ ♒ END of RFP ♒ ♓ ⌘