



Request for Quotation
(RFQ)
For Server Load Balancer

IDBI Capital's RFQ For Server Load Balancer

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DOCUMENT CONTROL SHEET		
Name of the Company	IDBI Capital Markets & Securities Ltd	
RFQ Reference No IT/2025-26/01		
Date of issue	April 07, 2025	
Last Date and Time for Receipt of Bids	Date	April 24, 2025
	Time	18:00 hours
Place of Submission of Bid	IDBI Capital Markets & Securities Ltd. 6 th Floor, IDBI Tower, WTC Tower, Cuff Parade Mumbai 400005, India Contact Person: Shri Prasad Chitnis	
Place of Opening of Bids	Same as above	
Address for Communication	Same as above	
Note: <ol style="list-style-type: none"> 1. This tender document is the property of IDBI Capital Markets & Securities Ltd & is not transferable. 2. If a holiday is declared on the dates mentioned above, the bids shall be received /opened on the next working day at the same time specified above. 3. This bid document has 35 pages. 		

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DISCLAIMER

The information contained in this Request for Quotation document (hereinafter referred to as "RFQ") provided to the Bidders, is provided by IDBI Capital Markets & Securities Limited (hereinafter referred to as "IDBI Capital") to the Bidder(s) on the terms and conditions set out in this RFQ document and all other terms and conditions subject to which such information is provided.

This RFQ document is not an agreement or offer by IDBI Capital to the prospective Bidders or any other party. The purpose of this RFQ is to provide interested parties with information to assist the formulation of their Bid.

This RFQ document does not purport to contain all the information each Bidder may require. This RFQ document may not be appropriate for all persons, and it is not possible for IDBI Capital, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFQ document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFQ document and where necessary obtain independent advice from appropriate sources.

While this RFQ has been prepared in good faith, neither IDBI Capital nor its employees or advisors/consultants make any representation or warranty express or implied as to the accuracy, reliability or completeness of the information contained in this RFQ. IDBI Capital, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFQ document.

IDBI Capital may, in its absolute discretion, but without being under any obligation to do so, update, amend, supplement, withdraw or cancel this RFQ document or the information in this RFQ document.

SECTION 1

1. PURPOSE

IDBI Capital Markets & Securities Limited (hereinafter referred to as IDBI Capital) intends to procure total 6 Server Load balancer (2+1) for its application load distribution purpose, at the below mentioned location:

Sr. No.	Location	Server Load Balancer Device in HA Mode
1.	NTT Global, Mahape, Navi Mumbai	2
2.	IDBI Intech DC, CBD Belapur, Navi Mumbai	2
3.	NTT Global, Bangalore - Whitefields	2

IDBI Capital, reserves the right to modify the total quantities subject to a variation of +/- 25% on either side of the projected requirements.

Please refer to [Section-3](#) for details.

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2. ELIGIBILITY CRITERIA/PRE-QUALIFICATION FOR BIDDERS

Bidders can only bid (offer) for products of OEMs with whom they have the highest level of partnership i.e. Gold/Tier-I or Silver/Tier-II.

The Bidder must have deployed the proposed OEM Product for a BFSI client within last 5 years. Deployment details to be furnished in the form of Purchase order raised by the Organization. (Copy of POs to be submitted)

Bidder should have its own support offices in Mumbai Location. (Escalation/Support matrix to be provided)

The Bidder shall produce a self-declaration that there are - (a) no vigilance and / or court cases pending or threatened against it (b) no inquiry or investigation pending or threatened against it from any statutory regulatory and / or investigation agency and (c) The Bidder has not been blacklisted by any public sector organization in the last 5 (five)-years. (Self-Declaration on Company's letterhead signed by an authorized person.) Refer [Annexure-VI](#)

3. PRICES

The amounts mentioned should be exclusive of taxes as applicable.

All other Levies, Duties, Charges etc. should be included in the bid price.

All taxes, if any, applicable shall be deducted at source as per prevailing rate while making any payments.

Price quoted should be valid for at least 90 (ninety) days from the date of submission of Commercial Bid.

The price quoted should be in Indian Rupees (INR) Only.

The Price quoted by the Vendor cannot be altered or changed due to escalation because of forex fluctuations, any variation in taxes, levies and cost of material.

The price quoted is to be written in words as well as figures and in case of discrepancies between prices written in words and prices written in figures, the prices written in words shall be considered correct.

Delivery Location & Time

The Delivery will be at Mumbai **within 3-4 Week** from the placement of order.

4. PAYMENT TERMS

A.) For Hardware Cost (Including warranty and support) for 1st, 2nd and 3rd year:

a) **50% payment after delivery of all the hardware at respective location, installation in Rack and successful Power on test completion.**

b) **40% after migration/configuration, testing and going live with the new setup at location.**

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c) Balance 10% after completion of 90 days from the go-live date, acceptance of entire hardware, software and production of undertaking of authenticity and warranty and execution of all contracts/ legal documents by IDBI Capital.

B.) For Hardware AMC & Support Cost for 4th, 5th year:

For 4th & 5th Year: Payment will be made on half-yearly advance basis based on confirmation of satisfactory performance during the previous period / year and on submission of invoices.

1. IDBI Capital shall enter into an agreement with successful Bidder. The agreement will be signed in Mumbai and stamped as per Maharashtra state stamp duty prevailing at the time of execution. The purchase order would be bound by the contract to be signed between the vendor and IDBI Capital. The contract will have to be signed within 15 days from the date of acceptance of purchase order.

2. Payment will be made after submission of necessary documents like delivery challan, Installation report duly signed / sealed by authorized IDBI Capital person and road permit receipt (if any). All payments shall be subject to TDS/GST, if any, as per the tax rules at the time of payment

No advance payment will be made on award of the contract.

IDBI Capital reserves the right to reject all or any bid or cancel the quotations without assigning any reason for the same.

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SECTION 2

1. INVITATION FOR BIDS

This "Invitation for Quotes" is for procurement of **Server Load Balancer**. Sealed offers / bids prepared in accordance with this RFQ should be submitted on or before the date and time mentioned in the document control sheet to:

Kind Attention: Shri Prasad Chitnis

IDBI Capital Markets & Securities Ltd.

6th Floor, IDBI Tower ,

World Trade Centre, Cuffe Parade ,

Mumbai 400 005, India.

Due Diligence

The bidder is expected to examine all instructions, procedures, manner of bidding, forms, terms and specifications in this RFQ. Bid shall be deemed to have been submitted after careful study and examination of this RFQ with full understanding of its implications. The bid should be precise, complete and in the prescribed format as per the requirement of this RFQ. Failure to furnish all information required by this RFQ or submission of a bid not responsive to this RFQ in every respect will be at the bidder's risk and may result in rejection of the bid.

Clarification of Bidding Documents

A prospective bidder requiring any clarification of this RFQ may notify IDBI Capital in writing by email. The following personnel may be contacted for these purposes.

Name of the officers	Contact Details
Mr. Sandeep Gorivale	Phone : 022-39148353 Email : sandeep.gorivale@idbicapital.com

IDBI Capital shall respond to any request for clarification to the bidding documents, from the prospective bidders, which it receives not later than **the date and time mentioned in the document control sheet**. Further IDBI Capital will respond to all clarifications, without identifying the source of the inquiry. IDBI Capital shall not be responsible for any external agency delays.

Amendment of Bid Document / RFQ Document / Corrigendum

- i. IDBI Capital reserves the sole right for including any addendum to this entire bid process / document. The bidders shall not claim as a right or compel IDBI Capital to do the aforesaid.
- ii. At any time before the deadline for submission of bids / offers, IDBI Capital may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify this RFQ / Bid Document.
- iii. All prospective bidders who have received this RFQ shall be notified of the amendment by e-mail or fax or post, and all such amendments shall be binding on them.
- iv. If required in order to allow prospective bidders reasonable time to take the amendment into account in preparing their bids, IDBI Capital reserves the rights to extend the deadline for the

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submission of bids. However, no request from the bidder, shall be binding on IDBI Capital in this regard.

2. INSTRUCTIONS TO BIDDERS (ITB)

Documents constituting the Bid

The bid prepared by the bidder shall comprise the following components. Any bids not conforming to the requirements shall be summarily rejected.

1. Technical Bid

- i. [Refer Annexure I](#) –for the Technical Bid contents and formats.
- ii. Please note that **no price schedule should be indicated in the Technical Bid** and prices shall be quoted only in the commercial bid.

2. Commercial Bid

- i. [Refer Annexure II](#) – for the Commercial Bid contents and formats.
- ii. Commercial bids will only contain cost of the Server Load Balancer being procured as per the details given in [Section 3](#).
- iii. The bidders shall quote price in clear terms.
- iv. The Commercial Bids should strictly conform to the formats to enable evaluation of bids and special care may be taken as bids having any hidden costs or conditional costs will be liable for straight rejection.
- v. The price components furnished by the bidders will be solely for the purpose of facilitating the comparison of bids by IDBI Capital and will not in any way limit IDBI Capital's right to negotiate the contract on any of the terms offered.
- vi. All prices shall be for delivery of the required Server Load Balancer at IDBI Capital's premises. The aggregated price should be quoted in words also.

Preparing the bids

- i. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and IDBI Capital, shall be written in the English language only.
- ii. Clarifications on Bid document / RFQ before bidding, the bidders are requested to carefully examine the Bid Documents and the terms & conditions specified therein however if there appears to be any ambiguity, contradictions, gap(s) and / or discrepancy between any of the Bid Documents, they should forthwith refer the matter to IDBI Capital for necessary clarifications.

Bid Currencies - All Prices shall be quoted in Indian National Rupee (INR).

Period of Validity of Bids

Bids shall remain valid for a minimum of 90 (ninety) days, IDBI Capital holds the rights to reject a bid, valid for a period shorter than 90 (ninety) days as non-responsive, without any

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communication to the bidder thereof.

Extension of Period of Validity

- i. In exceptional circumstances, IDBI Capital may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. A Bidder granting the request will not be permitted to modify its bid.
- ii. Format and Signing of Bid.
- iii. The bidders shall prepare one Single Technical Bid, clearly marked as "**Technical Bid – IDBI Capital Server Load Balancer - Original**". Similarly, bidders shall prepare only one Indicative Commercial Bid, clearly marked as "**Commercial Bid IDBI Capital Server Load Balancer - Original**".

Authentication of Bid

The bids shall be type written and shall be signed by a person or persons duly authorized. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature.

Validation of interlineations in Bid

Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with their ink signature.

Sealing and Marking of Bids

Enclosing of Bid: The Technical Bid shall be placed in a separate sealed envelope clearly marked as Bid Opening and Evaluation of Bids " **Technical Bid – IDBI Capital Server Load Balancer - Original**"

The Commercial Bid shall be placed in separate sealed envelope clearly marked as " **Commercial Bid - IDBI Capital Server Load Balancer - Original**"

Both the envelopes carrying the Technical (envelope i) and Commercial (envelope ii) bids should then be placed in a sealed single outer cover. **The cover should be super scribed as "IDBI Capital RFQ for Procurement of Server Load Balancer"**.

Bid envelope shall also indicate the name, contact phone number and address of the bidder.

The quotes should be delivered in a sealed cover super scribed as "**IDBI Capital RFQ for Procurement of Server Load Balancer**" addressed to:

Kind Attention : **Mr. Prasad Chitnis**

6th Floor, IDBI Tower, World Trade Centre, Cuffe Parade, Mumbai 400 005, India.

IDBI Capital's responsibility: If the outer envelope is not sealed and / or not marked as required, IDBI Capital will assume no responsibility for the bid's misplacement or premature opening.

Rejection of Bid: The bid has to be submitted in the form of printed hard document. The bids submitted by fax, telex or email shall not be accepted. Any condition put forth by the bidders non-conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

Deadline for Submission of Bids: 6:00 pm

Last date for Submission: April 24, 2025

The bids (both Technical and Commercial Bids) must be received by IDBI Capital, at the address specified, not later than the date and time mentioned in the document control sheet. In the event of the

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specified date for the submission of bids being declared a holiday for IDBI Capital, the bids will be received up to the appointed time on the next working day.

Extension for Last date for Submission

IDBI Capital may, at its own discretion, extend the period for submission of bids by amending the bid documents / RFQ, in which case all rights and obligations of IDBI Capital and bidders shall stand extended. However, no request for extension of time from the bidders shall be binding upon IDBI Capital.

Late Bids

Any bid received by IDBI Capital after the deadline for submission of bids prescribed by IDBI Capital, will be summarily rejected and returned unopened to the bidder. IDBI Capital shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

Modification and Withdrawal of Bids

i. Written Notice

The bidder may modify or withdraw its bid after the submission of the bid, provided that IDBI Capital receives written notice of the modification or withdrawal, before the last date for submission of bids.

ii. Signing and Marking of Notice

The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A duly signed withdrawal notice may also be sent by fax or post so as to reach the designated office before the last date for submission of bids.

3. BID OPENING AND EVALUATION OF BIDS

Process for Technical Bids

- i. Technical compliance should be submitted as per each and every line item specified by IDBI Capital in Scope of work.**
- ii. Opening of Bids: IDBI Capital will open all Technical Bids at IDBI Capital Markets & Securities Ltd., 6th Floor, IDBI Tower, World Trade Centre, Cuffe Parade, Mumbai 400 005, on or before the date and time mentioned in the document control sheet.**
- iii. Bids Not Considered For Evaluation: Bids that are rejected during the bid opening process shall not be considered for further evaluation, irrespective of the circumstances.**
- iv. Last Date for Notice: No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the bidder on the bid form.**

Process for Commercial Bids

Commercial Bids of only technically qualified bidders will be opened. Commercial bids of technically disqualified bidders shall not be opened and shall not be returned to the bidders.

Completeness of bids

IDBI Capital will examine the bids to determine whether they are complete, whether they meet all the terms & conditions and Technical Specifications and whether any computational errors have been made, whether the documents have been properly signed, and whether the bids are generally in order.

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Rejection of Non-responsive bids

A bid determined as not responsive will be rejected by IDBI Capital and may not subsequently be made responsive by the bidder by correction of the nonconformity. Any decision in this regard by IDBI Capital shall be final, conclusive and binding on the bidder.

Waivers

IDBI Capital may waive any minor informality or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver, does not prejudice or affect the relative ranking of any bidder.

Rectification of Errors

Decision as to any arithmetical error manifest or otherwise in response to Bid Document / RFQ shall be decided at the sole discretion of IDBI Capital and shall be binding on the bidder. IDBI Capital 's decision of in this regard shall be final, conclusive and binding on the bidder.

Rejection / Acceptance of bid

IDBI Capital reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. IDBI Capital's decision in this regard shall be final, conclusive and binding on the bidder.

Cancellation of bid

IDBI Capital reserves the right to re-issue / re-commence the entire bidding process in case of any anomaly, irregularity or discrepancy in regard thereof. IDBI Capital's decision in this regard shall be final, conclusive and binding on the bidders.

4. CONTACTING IDBI CAPITAL

Contact by Writing

No bidder shall contact IDBI Capital on any matter relating to its bid from the time of the bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of IDBI Capital, it should be done in writing.

Rejection of bid

Any effort by a bidder to influence IDBI Capital in its decisions on bid evaluation, bid comparison or Contract award may result in rejection of the bidder's bid and forfeiture of Bid Security.

5. AWARD OF CONTRACT

IDBI Capital's right to accept any bid and to reject any bid or all bids.

IDBI Capital shall however not bind itself to accept the best bid or any bid and reserves the right to accept the bid, wholly or in part. IDBI Capital reserves rights to annul the bidding process and reject all bids at any time before the award of Contract at its sole discretion, without thereby incurring any liability to the affected bidder or bidders.

6. NOTIFICATION OF ACCEPTANCE OF BID

Before the expiry of the period of validity of the proposal, IDBI Capital shall notify the successful bidder in writing by registered letter or by hand-delivery or email, that its bid has been accepted. The

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bidder shall acknowledge in writing receipt of the notification of acceptance and has to convey his absolute, unconditional and unqualified acceptance.

SECTION 3

1. REQUIREMENT

IDBI Capital intends to procure the Server Load Balancer as per the technical specification and invites sealed quotations for the same.

Sr. No	Product Description	Quantity
1	Server Load Balancer	6

2. SCOPE OF WORK

The selected bidder will be required to supply and install Server Load Balancer (2+2) for IDBI Capital at Mumbai as per the timelines and SLA levels prescribed in the RFQ. The exact location of installment will be advised at a later point of time. The bidder should have a 24 X 7 X 365 days support contact center (Mumbai location) in order to log the calls and offer support within 4 hours. The contact center numbers should be provided to the IDBI Capital along with the escalation matrix mentioning the contact person's name, number and designation in the company.

3. PRODUCT TECHNICAL SPECIFICATIONS

In addition to the broad specification details sought below, please provide the complete data sheet of the product being proposed.

Sr No.	Points to Considered for Server Load Balancer, GSLB and WAF solution	Remark, If any.
1	The proposed solution should be dedicated, purpose built, on-demand & appliance based Solution from an OEM.	
2	The proposed solution should support functionalities of application/server load balancer, DNS/Global server load balancer (GSLB), DNS-Security and SSL offloading on the same appliance.	
3	The proposed solution should have multi-tenant with multicore CPU.	
4	The proposed solution should provide minimum 5 virtual instances per appliance from Day 1.	
5	The proposed solution should support minimum 1 Million L7 Requests/Sec	
6	The proposed solution must be capable of providing functionalities of application load balancing, DNS/GSLB and DNS-SEC & SSL offloading.	
7	The proposed solution should have minimum 32 GB RAM	
8	The proposed solution should provide minimum 4 X 1G Copper Ports and 2 X 10G SFP/SFP+ ports with all SFPs populated from day one. The proposed solution should also have dedicated out of band management port and USB port on the appliance.	

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9	The proposed solution should support minimum 10 Gbps SSL throughput	
10	The proposed solution should support minimum 10 Gbps L7 throughput (system throughput)	
11	The proposed solution should support minimum 2 Gbps compression throughput from Day one	
12	The proposed solution should be provided with 1TB SSD disk/storage per appliance.	
13	The proposed solution should have Dedicated SSL Chipset for SSL Offloading, which should also ensure SSL offloading being handled by dedicated hardware instead of shared CPU. SSL hardware should support SSL offloading using 512, 1024, 2048, 4096 bit keys (RSA) and ECDHE based keys.	
14	The proposed solution should have Reverse proxy per appliance	
15	The Proposed Solution must have swappable redundant power supply.	
16	The proposed solution should support server load balancing and also virtual servers can listen on IP, TCP and UDP Ports	
17	The proposed solution should support various deployment mode like one-arm mode, two arm mode (routed) and DSR (direct server return) mode.	
18	The proposed solution should be able to perform load balancing for L3 through L7 of the OSI reference model with support to the IP, TCP and UDP protocols.	
19	The proposed solution should support to host multiple HTTPs enabled websites on the same IP address.	
20	The proposed solution should support multiple load balancing algorithms like (but not restricted) round robin, Ratio, least connection, least response time, SNMP provided metric, Persistent IP, Cookie persistence, Hash (URL, Domain), Hash IP, Hash Cookie, consistent hash IP, SIP session ID, hash header etc.	
21	The proposed solution should support protocols like TCP, UDP, HTTP, HTTPS, FTP, DNS (TCP & UDP), RDP etc.	
22	The proposed solution should support advance rate limiting to protect against network base flooding attacks. rules based on connections per second (CPS) and concurrent connections (CC), cookie value. Load balancer should also support Global SYN Check Threshold setting to protect the system against SYN flood attack.	
23	The proposed solution should be able to perform TCP multiplexing, TCP optimization, Hardware/software based compression, Caching etc.	
24	The proposed solution should support customization settings for TCP multiplexing & optimization per virtual IP to achieve the desired results.	
25	As a part of TCP optimization, the proposed solution should be able to modify TCP parameters like window size etc. to improve application performance.	
26	The proposed solution should support filtering option (ACL) to restrict the traffic without any additional licenses.	
27	The proposed solution should be able to understand or interpret supported network traffic types and affect the behaviour of managed traffic flowing through it like Persistence, protocol (HTTP, TCP, FTP	

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	etc.), SSL etc.	
28	The proposed solution should support HTTP3.0	
29	The proposed solution should have ability to enable and disable the servers gracefully.	
30	The proposed solution should support client transparency mode and X-forwarder option	
31	The proposed solution support session persistence	
32	The proposed solution support session persistence based on : i) Client IP address ii) Client IP address and port iii) Cookie (insert/Re-write/Passive) iv) HTTP Parameters v) Customized parameters based on the requirement	
33	The proposed solution should support Content based load balancing natively (GUI) or through scripting e.g. Redirection etc.	
34	The proposed solution should be able to route/manipulate the traffic based on minimum following parameters natively (GUI) or through scripting: i) URLs ii) Web-browser iii) Client IPs iv) HTTP Parameters v) Session IDs vi) Combination of above parameters vii) Customized parameters based on the requirement	
35	The proposed solution should support content rewriting like request modification in Insert header, delete header and modify header etc.	
36	The proposed solution should support minimum SSL TPS (transaction per second) of 25K with RSA 2048 bit keys and minimum 12K with ECDHE-ECDSA P-256/ECDHE-P-256-RSA- 2K from day 1 and scalable to 55K with RSA 2048 bit keys and minimum 35K with ECDHE-ECDSA P-256/ECDHE-P-256-RSA-2K in future with software license upgrade. where 1 TPS= Only one HTTP transaction over each new SSL handshakes per second, without session reuse.	
37	The proposed solution should support SSL offload (client side and server side) with the SSL Connection	
38	The proposed solution should support end to end encryption	
39	The proposed solution should support advanced encryption capabilities that support Perfect forward secrecy (PFS) with ECDSA and RSA.	
40	The proposed solution should support selection of various ciphers combinations to encrypt the traffic.	
41	The proposed solution should support the device to generate SSL certificates on the behalf of application servers which then can be used to authenticate clients for which SSL certificate based authentication has been enabled.	
42	The proposed solution should support client certificates like OCSP, Certificate Revocation list (CRL)	

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43	The proposed Solution should support TLS 1.3 & above also	
44	The proposed solution should support Certificate format such as "*.PEM", "*.PFX", "*.CER" etc.	
45	The proposed solution support certificate parser and integrate with client certificates to maintain end to end security and non-repudiation.	
46	The proposed solution should have ability to provide advance health checks for real web servers through HTTP, HTTPS, ICMP, IP & port, TCP and UDP protocols etc.	
47	The proposed solution should support monitoring of different type of servers like Web, Email, LDAP etc.	
48	As a part of Health monitoring, the proposed solution should be able to take a decision while marking the backend servers status based on the response received from server that must contains unique content.	
49	The proposed solution should support the combination of multiple health checks to create a group and assigned to either a Pool or node/member.	
50	The proposed solution should support Cluster up to minimum 4 nodes	
51	The proposed solution should support the leaving and joining of new nodes in cluster without impacting existing connections wherein, the node leaving the cluster should service and close all the existing connections gracefully prior to exiting the cluster and all new connections should form on the other active nodes.	
52	The proposed solution should be able to take load of another node (appliance) in the event of failure without impacting the performance.	
53	The proposed solution should support the deployment of solution in HA mode i.e. Active-Active and Active-Standby.	
54	The proposed solution should support seamlessly transparent failover capability between Datacenters in active-active/active-standby mode.	
55	The proposed solution should support port channel (e.g. LACP) to prevent network interfaces from becoming a single point of failure.	
56	The proposed solution should support automatic and manual synchronization/replication of configuration from active to passive device and DC to DR.	
57	The proposed solution should support seamless failover between appliances in a HA pair i.e. support transparent failover between 2 appliances and the failover should be transparent to other networking device	
58	The proposed solution should support failover capability in such a way that in event of failure of active node, all the existing connections should be failover to other node without any connection drop.	
59	The proposed solution should support graceful shutdown	
60	The proposed solution should have monitoring mechanism to monitor both the appliances and virtual instances in HA and able to take a failover decision accordingly without impact the traffic.	
61	The proposed solution should support dual stack IPv4 and IPv6 for all modules such as ADC, GSLB/DNS, DNS-SEC	
62	The proposed solution should support IPv4 and IPv6 addressing as well as have the ability to convert IPv4 traffic to IPv6 traffic on the inside & outside and vice-versa.	

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63	Should support routing protocols RIP, OSPF and BGP to participate in Dynamic routing	
64	The proposed solution should support multiple VLAN with tagging capability	
65	The proposed solution should support complete fault isolation between each virtual load balancer instances of the same appliance i.e. failure or configuration issue in one of the instances does NOT affect other instances. Even restart and shutdown of one virtual load balancer shall not effect to neighbour instance/hardware.	
66	The proposed solution should support each virtual instance must have assigned dedicated hardware resources like interfaces , memory, CPU in order to ensure every network function performs without affecting other functions.	
67	The proposed solution should support OS up gradation of one virtual instance should not affect other virtual instances of the same appliance.	
68	The proposed solution should support API integration with other platforms like Cisco ACI, Vmware, Nutanix etc.	
69	The proposed solution should support Inbuilt packet logging and capture on demand	
70	The proposed solution should support the feature to generate device snapshots/diagnostics report inbuilt which can be uploaded to OEM TAC provided link/portal.	
71	The proposed solution should have the capability of Rate Shaping, QOS support, Rate limiting , define connection per second etc.	
72	The proposed solution should support the creation of multiple VIPs or other components either through script or upload on GUI portal.	
73	The proposed solution should support WAF and or integration with other WAF solution and able to discover virtual server status automatically	
74	The proposed solution should support integration with Email servers/gateways for sending the notifications	
75	The proposed solution should support On Demand addition & removal of compute & networking resources, virtual load balancer & advanced services from virtual load balancer instances with no effect on other instances of the same appliance.	
76	The proposed solution should support multiple software images for virtual load balancer i.e. each can run different software version on the same appliance.	
77	The proposed solution should have intelligence and visibility of application across Data center and DR	
78	The proposed solution should support the feature of sending the Email Alerts whenever any component configured is not reachable or not properly started.	
79	The proposed solution should support monitoring of appliance and virtual instance via SNMP (SNMPv3)	
80	The proposed solution should be able to provide the appliance and virtual instance health status like CPU, Memory, Interface etc., load balance statistics, DNS statistics, Connections etc. to monitoring tool	

IDBI Capital's RFQ For Server Load Balancer

	via SNMP	
81	The proposed solution should support SNMP traps	
82	The proposed solution should be able to generate and store the desired reports up to 90 days per appliance and virtual ADC for the instance like CPU, Memory, usage, traffic, interface, load balance statistics, DNS statistics, Connections etc.	
83	The proposed solution should support GUI based management platform for configuration (add/delete/modify), monitoring and reporting of all modules such as ADC, GSLB/DNS, DNS-SEC,	
84	The proposed solution should support integration with SIEM	
85	The proposed solution should support the web based single centralized management administration for full device monitoring, reporting and configuration of all appliances and virtual instances.	
86	The proposed solution should be able to upgrade/downgrade the appliance and virtual instance software through GUI based management platform as well as through CLI.	
87	The proposed solution should support integration for external authentication like TACACS+, RADIUS, LDAP etc.	
88	The proposed solution should also support individual GUI of appliance to configure, modify the configuration, full device monitoring and reporting.	
89	The proposed solution should also support configuration and modifying the configuration of appliances and virtual instance via CLI	
90	The proposed solution should support HTTPS and SSH based access of appliances and virtual instance.	
91	The proposed solution should support sending the logs via Syslog	
92	The proposed solution should support SSL certificate management through GUI based management platform	
93	The proposed solution should support real time monitoring and reporting of appliances and virtual instance via GUI and monitoring tools.	
94	The proposed solution should have the ability to display in graphic form the service level statistics such as no. of SSL connection, DNS Queries, Top domain, failed request, no. of L4/L7 connections/requests, web application usage, top talkers, Compression statistics, customized reports like Location of the user, IP Address, Resolve Server IP Address etc. on the web management of appliance and virtual instance.	
95	The proposed solution should support role based Access Control per virtual instance for different Users & business units	
96	The proposed solution should support exportable logs of traffics in human readable format.	
97	The solution must come with the system health monitoring capabilities to provide real-time awareness of the health of all the elements in the solution deployment. The health monitoring must minimally come with alerts/alarms for the following issues: -Redundancy & High Availability -Load and Capacity	

IDBI Capital's RFQ For Server Load Balancer

	-Network connectivity -Hardware problems	
98	The Centralized Management platform should manage policies, licenses, SSL certificates and images for all the appliances and virtual instances.	
99	Centralized Management Platform should have predefined roles/permissions configurations to manage who can see application dashboards, and edit and deploy services and policies for application delivery and security. Roles can be associated with local users and groups, or users and groups from remote RADIUS, LDAP servers, etc.	
100	Do we require Direct Server Return capabilities?	
101	Please provide the expected through put and throughput growth it can manage for the next 3 to 5 years.	
102	Will it support Client as well as Server NAT?	
103	The service should support all containerization solutions including Kubernetes or Openshift, either CLI/API.	
104	The service should support all containerization solutions including Kubernetes or Openshift, either CLI/API.	
105	The proposed solution should support intelligent DNS which can check health of server and resolve based on availability of server at Primary Datacenter or Secondary Datacenter	
DNS (GSLB) with DNS-SEC		
1	The proposed solution should support resolution of record type:: A, AAAA,CNAME, DNAME, HINFO, KEY, MX, NS, PTR, SIG, SOA, CERT, TXT, SRV queries etc.	
2	The proposed solution should support DNSSEC functionalities	
3	The proposed solution should have the capability to log full DNS request internally and Externally	
4	The proposed solution should be able to function as full-feature authoritative name server	
5	The proposed solution should support: 1) DNS filtering 2) DNS query limit 3) Automatic detection of DNS flood	
6	The proposed solution should support global load balancing algorithms like Global availability , Proximity, LDNS, LDNS persistence, geography, least connections, Round trip time, Hops, Ratio, IP segment, countries, persistency etc.	
7	The provided DNS solution should support DoT (Dns over TLS) or DoH (DNS over Https) functionality	
8	The proposed solution should support synchronization between all GSLBs (across multiple geographical sites)	
9	The proposed solution should support seamless DNS failover capability between data centers in active-active or active-standby mode.	

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10	The proposed solution should support security features like protection from Phantom Domain Attacks, NX Domain Attacks, Random Subdomain Attacks, Cache Poisoning Attacks, Advance Denial of Service attack etc.	
11	The proposed solution should be capable of providing DNS/GSLB support for multiple number of IP addresses against single Resource record and The proposed solution should support explicitly define allow/exclude DNS query types for a given DNS profile for certain DNS queries	
12	The proposed solution should be capable of providing DNS/GSLB support for multiple number of IP addresses against single Resource record and The proposed solution should support explicitly define allow/exclude DNS query types for a given DNS profile for certain DNS queries	
13	The OEM/Bidder support for the proposed solution should be valid for an initial minimum period of 5 years.	
Support		
1	The OEM should have a 24X7X365 Technical Assistance Center (TAC) with India Toll Free Numbers.	
2	The Bidder should have a 24X7X365 support center for RMA and Operational issues with India Toll Free Numbers.	
3	The Products or any part thereof which are offered in the response of this RFP shall not reach END OF LIFE/END OF SUPPORT/END OF ENGINEERING SUPPORT (which includes all kind of support viz. Hardware, Software etc.) till next five years from the date of acceptance of solution.	
4	Should have an OEM Online TAC 24x7x365 telephonic support and L3 resource support in India for onsite Support, with maximum 1 hour response time / 4 hour Call-to Resolution	
5	WAF (Web Application Server Load Balancer)	
	The Web application Server Load Balancer should address Open Web Application Security Project (OWASP) Top Ten security vulnerabilities such as SQL Injection, CrossSite Scripting (XSS), Broken Authentication and Session Management, Etc.	
1	The solution should prevent the following attacks (but not limited to): 1. Brute force 2. Access to predictable resource locations 3. Unauthorized navigation 4. Web server reconnaissance 5. HTTP request format and limitation violations (size, unknown method, etc.) 6. Use of revoked or expired client certificate 7. File upload violations	
2	Should have DLP features to identify and block sensitive information such as credit card numbers, PAN Numbers, Aadhar Numbers.	
3	Should support positive and negative security model.	
4	Should have the ability to inspect web application output and respond (allow, block, mask and/or alert) based on the active policy or rules, and log actions taken.)	

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5	Should inspect both web page content, such as Hypertext Markup Language (HTML), Dynamic HTML (DHTML), and Cascading Style Sheets (CSS), and the underlying protocols that deliver content, such as Hypertext Transport Protocol (HTTP) and Hypertext Transport Protocol over SSL (HTTPS). (In addition to SSL, HTTPS includes Hypertext Transport Protocol over TLS.)	
6	The WAF should have the ability to perform behavioural learning to examine traffic and highlight anomalies and provide recommendations that can be turned into actions such as apply, change and apply, ignore etc.	
7	Transactions with content matching known attack signatures and heuristics based should be blocked.	
8	The Web application Server Load Balancer should allow signatures to be modified or added by the administrator.	
9	System should support dashboard view (either via GUI or Centralised Management Console) for Mitigated attacks, Prominent attacks etc.	
10	ICSA Certified	
11	IP Reputation Database Support (System should identify the IP address that is sending unwanted requests). It should be able to block scale DDoS, DoS, or anomalous syn flood attacks from known infected sources.	

4. PRICES

The price quoted should be in Indian Rupees (INR) Only.

The amounts mentioned in bid should be exclusive of GST.

Octroi / Local Body Tax (LBT), as applicable, will be payable at actuals, on production of original receipts, which should be in the name of IDBI Capital.

All other Levies, Duties, Charges, freight, insurance, packing, loading and unloading etc should be included in the bid price.

5. DELIVERY TERMS AND CONDITION

Delivery Location & Time

The Delivery shall be at one of the IDBI Capital locations within MMR within two – three Weeks from the date of placement of order.

Penalty for Default in Delivery

If the vendor does not deliver the entire hardware & software as per the above delivery schedule, IDBI Capital may impose a penalty of 0.5% of the total value of the order for each week's delay subject to maximum of 10% of the contract value. In case the delay exceeds two weeks, IDBI Capital reserves the right to cancel the order unconditionally.

Installation

Installation will be deemed to be complete when all the Server Load Balancer as per technical specifications along with the accessories/software necessary to make the hardware functional are

IDBI Capital's RFQ For Server Load Balancer

duly installed and commissioned.

Documentation and Manuals

One set of manuals for hardware supplied with each Server Load Balancer

Acceptance Test

IDBI Capital and/or an outside agency nominated by IDBI Capital will conduct an acceptance test on the hardware within a period of six weeks from the date of completion of installation and commissioning of hardware by the vendor. Acceptance test shall comprise of tests to verify conformity of technical requirements/specifications and performance. In case IDBI Capital is not satisfied with the above then, the vendor will upgrade /replace them with appropriate model. The exact details of acceptance test will be mutually decided after the installation of hardware.

Warranty

The vendor will warrant the equipment's /components against defects arising out of faulty design, materials and workmanship for a period of **36 months support on 24 X 7 basis from the date of acceptance of entire hardware**. Defective equipment shall be replaced by the vendor at his own cost, including the cost of transport, if any.

6. PENALTY DURING WARRANTY PERIOD

Any component in the Server Load Balancers that are reported to be down on a given date should be replaced (RMA) by substitute (of equivalent or higher configuration) within 72 hours for Mumbai Location, the reporting will be through a telephonic message or any other mode as IDBI Capital may decide.

IDBI Capital reserves the right to levy/waive off penalty considering various circumstances at that point in time.

The Bidder shall execute and furnish to IDBI Capital, a deed of indemnity in favor of the IDBI Capital in a form and manner as specified by IDBI Capital, indemnifying the IDBI Capital, its directors, employees, agents and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alia during and after the Contract period including but not limited to third-party claims due to infringement of patent, trademark, Intellectual Property Rights, copy-rights or industrial drawings and designs arising from use of the services or any part thereof and/or otherwise. The Bidder shall provide an Undertaking as stipulated in [Annexure III](#) .

7. TRAINING SERVICES

The Vendor/Bidder shall provide training at Belapur / IDBI Tower or at a Mumbai MMR location to the personnel identified by IDBI Capital on functional, operational and reporting aspects of the entire Server Load Balancers Appliances.

Training deliverables shall be

- i. User Training Plan
- ii. Training Material in English

8. SERVICE LEVEL EXPECTATIONS (SLA)

- i. During the AMC period the following service levels are expected to be maintained by the Vendor/Bidder.

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- ii. Breach of Service levels consistently on part of the Vendor/Bidder may lead to invocation of Clause for “Termination for Default”
- iii. 99.99% uptime is expected for all devices and would be calculated on a quarterly basis.
- iv. Any problems/Issues /Defects in Server Load Balancer, Enhancement requests reported to the Vendor/Bidder should be categorized based on severity as follows:
 - a. Issue resolution / Onsite Visits within 2 hrs for level 0 issues
 - b. Issue resolution / Onsite Visits within 4 hrs for level 1 issues
 - c. Issue resolution / Onsite Visits within 8 hrs for level 2 issues
 - d. Issue resolution / Onsite Visits within 24hrs for level 3 issues
 - e. Onsite TAC and RMA Support
 - f. Annual Server Load Balancer Rule Base Review (Audit)

Level 0: This level of criticality will arise when more than 100 users are affected and / or more than 2 Locations / applications are affected.

Level 1: This level of criticality will arise when more than 50 but less than 100 users are affected and 2 / or less than 2 Locations / applications are affected.

Level 2: This level of criticality will arise when more than 10 but less than 50 users are affected and / or 1 Location is affected.

Level 3: This level of criticality will arise when less than 10 users are affected.

System Maintenance & Support services will include the following activities.

- a. 24 x 7 online support
- b. Onsite Patch update and major / minor software version upgrade
- c. Onsite training to be provided to key users
- d. The product offered should not be End of Life or End of Support for at least five years after the delivery.

For RMA (Return Material Authorization) the turnaround time expected is as below

RMA Support should be valid for 24x7x365 with a response time of 4 hours.

SECTION - 4

1. ELIGIBILITY CRITERIA

Sr.	Description	Document Required	Yes/No
1	The vendor/bidder must be Gold/Tier-1 or Silver/Tier-2 partner of the OEM for the proposed product.	OEM Gold/Tier-1 or Silver/Tier-2 declaration from OEM.	
2	The vendor/bidder must have implemented the proposed OEM product in a BFSI environment.	Implementation details to be furnished for 4 deployments in the immediately preceding 12 calendar months. PO to be submitted.	
3	The vendor/bidder must have its own support offices in Mumbai location.	Support/ Escalation matrix documents to be provided	
4	The vendor/bidder must not be blacklisted by any BFSI during the last three years.	Self-Declaration to be provided – on Company Letter head	

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5	The proposed Server Load Balancer should feature in the latest Gartner's Magic Quadrant for Enterprise Network Server Load Balancers/ Unified Threat Management. Quadrant for year 2022-23	Supporting documents to be furnished.	
6	Authorization for signing of RFQ Document	Certified true copy of Board Resolution authorizing the signatory to sign all documents in respect of RFQ including the commercial bid to be provided.	
7	Gartner's report 2023-24	Supporting documents for current year.	
8	List of Existing clients	Supporting documents to be furnished	
9	Company's Net worth Certificate	Supporting documents to be furnished	
10	Company Net worth Amount	Supporting documents to be furnished	
11	Self-declaration Certificate	Supporting documents to be furnished	
12	Date of Incorporation	Supporting documents to be furnished	
13	Employee strength	Supporting documents to be furnished	

2. GENERAL TERMS AND CONDITIONS

The validity of the quote should be for a minimum of 3 month (90 Days) from the date of last date of submission of bids.

IDBI Capital would place an order for the Server Load Balancer as per their requirement during the aforesaid 3 months period.

IDBI Capital reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of IDBI Capital in this regard shall be final, conclusive and binding on the Bidder.

Decision as to any arithmetical error manifest or otherwise in the response to Bid Document shall be decided at the sole discretion of IDBI Capital and the same shall be binding on the Bidder. Any decision of IDBI Capital in this regard shall be final, conclusive and binding on the Bidder.

IDBI Capital reserves the right to accept or reject in part or full any or all the proposals without assigning any reason whatsoever. Any decision of IDBI Capital in this regard shall be final, conclusive and binding on the Bidder.

Response to our invitations that are incomplete or not received in the prescribed format will be outright rejected.

The Non-Disclosure Agreement ([Annexure V](#)) would be signed at Mumbai within 15 days of receipt of notification of award of contract.

Payment of stamp duty would be as per laws applicable in the State of Maharashtra.

IDBI Capital's RFQ For Server Load Balancer

The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. IDBI Capital shall not be responsible or liable for reimbursing / compensating these costs and expenses.

ANNEXURE: CONTENTS OF TECHNICAL BID

Sr. No.	Contents of Technical Bid	Yes / No
1.	Technical Bid - Annexure I	
2.	Proforma Commercial Bid. Annexure II	
3.	Undertaking – Annexure III	
4.	Unconditional Acceptance of RFQ terms – Annexure IV	
5.	Non-Disclosure Agreement - Annexure V	
6.	Self-Declaration Certificate - Annexure VI	
6	Contact Centre Details with Escalation Matrix (Name, Contact No's and email ids)	

IDBI Capital's RFQ For Server Load Balancer

1. ANNEXURE I - TECHNICAL BID FORMAT

(To be submitted on the bidder's letterhead)

Date:

To,

SVP – IT,

IDBI Capital Markets & Securities Ltd.,

6th Floor, IDBI Tower, World Trade Centre,

Cuffe Parade, Mumbai 400 005,

Pls Ref. SECTION 3 - sub clause - 3

Authorized Signatory:

Name and designation:

Company Seal:

Date:

Place

IDBI Capital's RFQ For Server Load Balancer

2. ANNEXURE - II: COMMERCIAL BID FORMAT

(To be submitted on the bidders letterhead)

Date:

To,

SVP

IDBI Capital Markets & Securities Ltd.,

6th Floor, IDBI TOWER, World Trade Centre,

Cuffe Parade, Mumbai 400 005,

Server Load Balancer Appliances – TCO Form				
Sr. No.	Cost Head	Qty	Unit Price	Total (INR)
1	Server Load Balancer at IDBI Capital with 3 years warranty, at three locations (Please furnish the details of feature set & licenses) with GSLB	6		
2	SLB Management Device for at IDBI Capital with 3 years warranty, three locations (Optional)	3		
3	Cost for one time Implementation, configuration of all above devices + One year Support			
4	WAF solution at three locations	3		
5	Cost of Implementation, configuration of WAF Solutions			
6	Vendor Support Year 2 (SLB)			
7	Vendor Support Year 3 (SLB)			
8	Vendor Support Year 2 (WAF)			
9	Vendor Support Year 3 (WAF)			
A	Total Cost of SLB Appliance (1 + 2 +3 + 6 +7)			
A1	Total Cost of WAF solution (4+5+8+9)			
4	OEM Support for Year 4 (SLB)			
5	OEM Support for Year 5 (SLB)			
6	Vendor Support Year 4 (SLB)			
7	Vendor Support Year 5 (SLB)			
8	OEM Support for Year 4 (WAF)			
9	OEM Support for Year 5 (WAF)			
10	Vendor Support Year 4 (WAF)			
11	Vendor Support Year 5 (WAF)			
B	Total Cost of OEM and Vendor Support (4 to 7) -SLB			

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B1	Total Cost of OEM and Vendor Support (8 to 11) -WAF			
D	Total cost with 5 year support (A+B) (Excl. of taxes) – SLB			
	Total cost with 5 year support (A1+B1) (Excl. of taxes) -WAF			

Terms & Conditions:

1. The amounts mentioned in bid should be exclusive of Sales tax / VAT / Service tax / GST as applicable.
2. All other Taxes, Levies, Duties, Charges, freight, insurance, packing, loading and unloading etc should be included in the bid price.
3. The price shall be valid for 3 months.
4. The delivery will be within 3 to 4 week from the date of Purchase Order (PO).
5. Delivery within Mumbai MR.

We unconditionally accept to abide by all the terms and conditions of this Invitation for Quotes issued by IDBICapital.

Authorized Signatory:

Name and designation:

Company Seal:

Date:

Place

IDBI Capital's RFQ For Server Load Balancer

3. ANNEXURE - III: UNDERTAKING.

To,
SVP
IDBI Capital Markets & Securities Ltd.,
6th Floor, IDBI TOWER, World Trade Centre,
Cuffe Parade, Mumbai 400 005,

Ref: RFQ for procurement of Server Load Balancer

We, _____ (name and designation) on behalf of _____ having its registered office at _____ have submitted a bid proposal document to **IDBI Capital Markets & Securities Ltd.** (hereinafter referred to as IDBI Capital) for "**Procurement of Server Load Balancer**" in response to the Request for Quotation (RFQ) issued by IDBI Capital.

We hereby undertake and declare that

- a) We are duly authorized to submit this undertaking.
- b) We have read and understood the Request for Quotation (RFQ) document – "**Procurement of Server Load Balancer**" as obtained from IDBI Capital.
- c) We do not have any other business relationship with IDBI Capital including its Directors and officers nor have any conflict of interest. We shall on occurrence of any such event immediately inform the concerned authorities of the same.
- d) We have submitted our bid proposals in compliance with the specific requirements as mentioned in the RFQ document.
- e) We have provided all necessary information and details as required by IDBI Capital and shall provide any additional information that may be required by IDBI Capital from time to time.
- f) All the documents and information therein are true and accurate and nothing has been concealed or tampered with in the said documents.
- g) We possess the relevant experience in the activity as proposed to be awarded by way of the RFQ document.
- h) We are aware of the fact that furnishing of any false or misleading information or document shall make us liable for punitive action.
- i) No inquiries or investigations have been threatened, commenced or pending against us by any statutory or regulatory or investigative agencies or lending institutions.
- J) Neither the company nor any of its employees/directors have been barred from providing such services by the issuing authority or any other competent institution nor are we blacklisted

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restrained at any time by the Central/ or any of the State Governments in India /any Public sector organization in the last 5 years. No vigilance and / or court cases are pending against us.

- k) We were never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to IDBI Capital.

Yours faithfully,

Signature

Name and designation

(Company Seal)

Date:

Place:

IDBI Capital's RFQ For Server Load Balancer

4. ANNEXURE - IV: UNCONDITIONAL ACCEPTANCE OF RFQ TERMS

(To be submitted on the bidders letter head)

Date:

To,

SVP

IDBI Capital Markets & Securities Ltd.,

6th Floor, IDBI TOWER, World Trade Centre,

Cuffe Parade, Mumbai 400 005,

Ref: RFQ for procurement of Server Load Balancer

This is to confirm that we unconditionally accept all the terms and conditions as mentioned in the said RFQ floated by IDBI Capital Markets & Securities Ltd.

Signature

Name of Authorized Signatory

Designation

Seal/Stamp of the Vendor

IDBI Capital's RFQ For Server Load Balancer

5. ANNEXURE - V: NON DISCLOSURE AGREEMENT.

(To be submitted by successful Vendor)

NON-DISCLOSURE AGREEMENT

This agreement, made on this ___th day of _____, 2025 Between **IDBI Capital Markets & Securities Ltd.** (herein after referred as IDBI Capital), a Company incorporated in India and having its registered office at 6th Floor, IDBI TOWER, World Trade Centre, Cuffe Parade, Mumbai 400 005, (hereinafter referred to as IDBI Capital) and _____, a Company incorporated in India and having its registered office at _____ (hereinafter referred to as Bidder)

WHEREAS IDBI Capital has floated a Request for Quotes calling for Quotes from Prospective Bidders for Procurement of Server Load Balancer at **IDBI Capital Markets & Securities Ltd.**, 6th Floor, IDBI TOWER, World Trade Centre, Cuffe Parade, Mumbai 400 005 or one of its MMR locations.

AND WHEREAS the Bidder has submitted its Bid for the above Assignment. During the course of Assignment, it is anticipated that the Bidder may be privy to some of IDBI Capital's or its affiliate's/subsidiaries/client's trade secrets or confidential or proprietary information hereinafter collectively referred to as the confidential information;

WHEREAS the Bidder agrees to protect IDBI Capital against unauthorized disclosure and/or use of the Confidential Information and Bidder under the following terms and conditions;

NOW THEREFORE, in consideration of their mutual promises and intending to be legally bound, the parties have reached an agreement having the following terms:

1. Confidential Information: "Confidential Information" as used in this Agreement means any and all information, of IDBI Capital including but not limited to business plans, technical data or know-how, including without limitation any of the foregoing relating to research and development, product plans, products, services, customers, markets, software, inventions, processes, designs, drawings, engineering, hardware configurations, marketing or finances in any form including Word documents, Excel Spreadsheets, Power Point Presentations and pictures, either as printed hard copies or electronic softcopies that the Bidder may receive in the course of the Assignment.

2. Disclosure of Confidential Information: The Bidder shall hold in confidence, and shall not disclose the Confidential Information to any person and shall not use or exploit such Information for its own benefit or the benefit of another. The Bidder will promptly notify IDBI Capital, if the Bidder obtains actual knowledge of any unauthorized use or disclosure of any Confidential Information.

3. Limitation on Obligations: The obligations of the Bidder specified in Section 2 above shall not apply, and the Bidder shall have no further obligations, with respect to any Confidential Information to the extent that such Confidential Information:

(a) is generally known to the public at the time of disclosure through no wrongful act on the part of the Bidder;

IDBI Capital's RFQ For Server Load Balancer

(b) is in the Bidder's possession at the time of disclosure otherwise than as a result of Bidder's breach of any legal obligation;

(c) Becomes known to the Bidder through disclosure by sources other than IDBI Capital having the legal right to disclose such Confidential Information;

(d) Is independently developed by the Bidder without reference to or reliance upon the Confidential Information; or

(e) Is required to be disclosed by the Bidder to comply with applicable laws or governmental regulations, provided that the Bidder provides prior written notice of such disclosure to IDBI Capital so that IDBI Capital may obtain an appropriate protective order. If failing the entry of a protective order the Bidder is, in the opinion of its counsel, compelled to disclose Confidential Information then the Bidder may disclose that portion of the Confidential Information that its counsel advises that it is compelled to disclose and will upon the request and at the expense of IDBI Capital, cooperate with IDBI Capital in its efforts to obtain a protective Order or other reliable assurance that confidential treatment will be accorded to that portion of the confidential information that is being disclosed.

4. Ownership of Confidential Information: The Bidder agrees that IDBI Capital is and shall remain the exclusive owner of Confidential Information and all patent, copyright, trade secret, trademark and other intellectual property rights therein. No license or conveyance of any such rights to the Bidder is granted or implied under this Agreement.

5. Return of Documents: The Bidder shall, upon the request of IDBI Capital, return to IDBI Capital all confidential information and shall destroy or erase Confidential Information contained in any materials and documentation or recorded in any memory device. Within thirty (30) days of the placing of the request in writing by IDBI Capital, the Bidder shall certify in writing to IDBI Capital that it has fully complied with its obligations under this Clause.

6. Force Majeure: Neither party shall be considered in breach of this Agreement or in default of its obligations hereunder if it fails to perform or observe any or all of the terms of this Agreement resulting directly or indirectly from causes beyond the reasonable control of such party, such as but not limited to, acts of God, Civil or military authority, acts of the public enemy, war, riots, civil disturbances, insurrections, accidents, explosions, fires, earthquakes, floods, transportation embargoes, epidemics, acts of government, its agencies or officers, or any other legitimate cause beyond the control of the parties, provided the party whose performance is affected or is likely to get effected thereby, shall within reasonable time notify the other party of the occurrence of such cause.

7. Miscellaneous:

- (a) This Agreement shall not be modified, changed or discharged, in whole or in part, except by an agreement in writing signed by both parties.
- (b) This Agreement will be binding upon and inure to the benefit of the parties hereto and their respective heirs, successors and assigns. Any failure or delay in enforcing any provision of this Agreement shall not constitute a waiver of such provision.
- (c) This Agreement shall be construed and interpreted in accordance with the laws of India and shall be subject to exclusive jurisdiction of the courts of Mumbai.
- (d) The provisions of this agreement shall survive for a period of one year from the date of this agreement.
- (e) The Bidder acknowledges that IDBI Capital would be irreparably injured by breach of this Agreement by the Bidder or the Bidder's representatives/employees and that monetary damages may not be a sufficient remedy for unauthorized disclosure or use of Confidential

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Information and that IDBI Capital shall be entitled, without waiving any other rights or remedies, to equitable relief, including injunctive relief and specific performance, in the event of any breach of the provisions of this Agreement.

- (f) The Bidder agrees and acknowledges that they shall be liable to and shall indemnify IDBI Capital for any loss / damages/ costs incurred to IDBI Capital of whatsoever nature due to breach of confidentiality obligations set out herein.
- (g) All disputes arising out in connection of this Confidentiality Agreement shall be settled through arbitration in accordance with the arbitration proceeding as per Indian Arbitration and Conciliation Act, 1996. The place of arbitration shall be Mumbai. The dispute shall be referred to a Sole Arbitrator who shall be a neutral and suitably qualified third party mutually agreed upon by the parties to the dispute, failing which each party shall appoint one arbitrator each and the two arbitrators shall appoint the third or the presiding arbitrator. The arbitration proceeding shall be conducted and the award shall be rendered in English Language. The award rendered by the arbitrator or arbitrators shall be final, conclusive and Binding on all the parties to this agreement and shall be subject to enforcement in any court of competent jurisdiction. Each party shall bear the cost of preparing and representing its case, and cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties, unless the award otherwise provides. The Arbitral Award shall be final and binding on the Parties.

EXECUTED as a sealed instrument as of the day and year first set forth above.

Signed for and on behalf of)

IDBI Capital Markets & Securities Ltd.

By _____)

Designation _____)

Signed for and on behalf of)

_____)

By _____)

Designation _____)

IDBI Capital's RFQ For Server Load Balancer

6. ANNEXURE VI: SELF-DECLARATION CERTIFICATE

(Undertaking to be submitted on Bidder Company's Letter Head)

To,

SVP
IDBI Capital Markets & Securities Ltd.,
6th Floor, IDBI TOWER, World Trade Centre,
Cuffe Parade, Mumbai 400 005,

RFP for procurement of Server Load Balancer Devices

We, [_____] (name and designation) on behalf of [_____]
having its registered office at [_____] have submitted a Bid
proposal to IDBI Capital for [_____] in response to the Request for Proposal (RFP)
dated issued* [_____] by _____ IDBI Capital.

We are duly authorized persons to submit this undertaking

We have read and understood the aforesaid RFP and we hereby convey our absolute and unconditional acceptance to the aforesaid RFP.

We do not have any business relationship with IDBI Capital including its directors and officers which may result in any conflict of interest between us and IDBI Capital. We shall on occurrence of any such event immediately inform the concerned authorities of the same

We have submitted our Bid in compliance with the specific requirements as mentioned in this RFP.

We have provided with all necessary information and details as required by IDBI Capital and shall provide with such additional information's may be required by IDBI Capital from time to time.

Neither we nor any of our employee/director has been barred from providing the Services nor are we in negative list/blacklisted by any public sector banks, statutory or regulatory or investigative agencies in India or abroad in the last 5 years.

There are no vigilance and / or court cases pending against us/company and no inquiry or investigation pending against us from any statutory regulatory and / or investigation agency.

IDBI Capital's RFQ For Server Load Balancer

All the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and are aware that we would be liable to any punitive action in case of furnishing of false information / documents.

We also undertake that, we were/are never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to IDBI Capital.

It is further certified that we have not modified or deleted any text/matter in this RFP.

Dated this ____ day of _____ 2025.

Signature
(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of: