

Ref : IT-1343 - 2022-2023

Date : 30/03/2023

**To,**  
**CONNECTIVITY IT SOLUTIONS PVT LTD**  
3RD FLOOR, OFFICE NO.309,  
ECOSTAR PREMISES CO-OPERATIVE SOCIETY LTD  
VISHWESHWAR ROAD, NEAR UDIPI HOTEL,  
GOREGAON EAST  
MUMBAI - 400063

**Billing / Invoicing Address:**  
**As Per Shipping Address**  
**Billing / Invoicing Email ID :**  
**ITBILLING@HDFC.COM**

Attn : Mr. Ruchesh Bhanushali,

With reference to your proposal no. Version 1.2 and Dated:- 22nd March 2023, we are pleased to place an order for Cisco Core and Access Switches for multiple Location, as commercial detailed mentioned below.

Sr. No.	Description	Qty	Unit Price (INR)	Total Price (INR)
1	48 Port Cisco switch. Catalyst 1000 48port GE, 4x1G SFP(C1000-48T-4G-L). 10A Power cable for India(CAB-IND-10A) Power Retainer Clip For 3560-C, 2960-L & C1000 Switches(PWR-CLP)	89	52,244.04	46,49,719.56
2	SNTC-8X5XNBD Catalyst 1000 48port GE, 4x1G SFP, LANBa (CON-SNT-C10T48GL). Service Duration (Months): 60	89	24,775.43	22,05,013.27
3	48 Port Cisco POE switch Catalyst 1000 48port GE, POE, 4x1G SFP(C1000-48P-4G-L). 10A Power cable for India(CAB-IND-10A). Power Retainer Clip For 3560-C, 2960-L & C1000 Switches(PWR-CLP)	1	83,590.47	83,590.47
4	SNTC-8X5XNBD Catalyst 1000 48port GE, POE, 4x1G SFP.(CON-SNT-C10048GL). Service Duration (Months): 60	1	39,610.08	39,610.08
3	One time implementation and sustenance support fo 5 years (Partner Services)	1	40,00,000.00	40,00,000.00
Total Price (INR)				1,09,77,933.38

Price : The total value for the above cost is Rs.1,09,77,933.38 (Exclusive of all taxes)

Payment terms for hardware: 50% advance along with PO and balance 50% payment after hardware delivery.

Payment terms for Implementations: 100% payment after completion of Implementation.

Delivery: 168 days, as mentioned in proposal, plus 15 working days.

Delivery address : As per annexure I

Billing Address : As per Shipping address(Physical bill has to be submitted to Head office). Contact Person : Sharukh Shaikh  
9664524719 / 9029313404. email : itbilling@hdfc.com

Warranty : 5 Years Warranty on the Hardware.

Note: SOW for Implementation and Sustenance as per annexure I

Other terms and conditions are as per your proposal.

Please acknowledge the receipt and acceptance of this purchase order with terms & conditions.

Regards,  
For HOUSING DEVELOPMENT FINANCE CORPN. LTD.

Abhijit Singh  
Member Of Executive Management



Page 1 of 5.

Annexure I**SOW for Implementation and Sustenance:****1) One-time configuration of all the devices**

- a. Understand the current switches configuration
- b. Prepared required documentation
  - > Design document
  - > POA
  - > Sign off document
- c. Prepare new configuration template
- d. POST (Power on self-test)
- e. Actual configuration of the switches
- f. Support during replacement to FE Team
- g. Also help to and prepare new template in case configuration changes or added to network

**2) Project Management for Switches:**

- a. Coordinate with HDFC team to understand project timeline.
- b. Prepare tracker.
- c. Update tracker on daily basis.
- d. Work with Internal Engineers, other respective internal department of CS to plan switches replacement activity
- e. Plan and attended governance meeting with HDFC team.

**3) Onsite Field Engineers for One time Switches Installation at the respective sites where switches need to be replaced**

- a. Visit the respective HDFC site for switch installation
- b. Complete the installation activity as per the FE scope

**4) Project Coordinator for Field Engineers alignment for Switches - One time Installation.**

- a. Alignment of Field Engineers for the planned locations PAN India.
- b. Coordinate with the Project Manager Executive to understand the field engineers timeline and accordingly provide the update to the Project Manager Executive on the FE's alignment dates and time

**5) RMA coordination support for 5 year's.**

- a. Incase of device hardware failure, CS backend project coordinators will extend support to HDFC for raising RMA case with the respective OEM.
- b. In the event of a hardware failure, OEMs only provide hardware at respective site. CS Field engineers will be involved to replace the RMA hardware.



**6) RMA process and escalation matrix :**

Email ID: pmo@cosol.in

Contact Number: +91 9844 2302 52

Opening a Support Case by Email - To be followed by HDFC NoC

Open new support cases by email using the CS PMO support email address: pmo@cosol.in . If you are opening a new support case, include the type of issue in the subject line of your email; for example, "Severity - followed by Issue/Query" This will help the agent processing the incoming email to determine the correct support case queue to route your support request.

Once the agent has all the appropriate information, he/she will open a case, provide you with a case tracking number and route your case to Cisco(OEM). They will contact you to provide technical assistance.

**RMA Process:**Step 1: Navigate to <https://www.cisco.com/c/en/us/buy/product-returns-replacements-rma.html>

Step 2: Select Create a RMA, you will be redirected to next page where u have to click on drop down button

Step 3: Select Contract Number from options

Step 4: Provide Contract number details, you will be redirected to next page where device SN need to put

Step 5: Provide faulty device SN and click on the magnifier icon next , Scroll down and click on create new service request, you will be redirected to next page where you have to click on RMA tab.

Step 6: Select Request RMA and provide a faulty device serial number and click on next tab

Step 7: Fill the requested details and click on Next tab

Step 8: Done. RMA would be raised and you will get a mail confirmation along with the RMA number. Please note down RMA number for further follow-ups

Returning of the Faulty Device to the Cisco should be initiated by the HDFC's authorized NoC as the pickup of the device should be based on the Branch Managers availability and presence for which HDFC's authorized NoC shall take concurrence internally from Branch Manager.

**Escalation Levels:**

1) Level 1 - Max 24 Hours - Shruthi M G - shruthi@cosol.in - 9916064499

2) Level 2 - Max 48 Hours - Ruchesh Bhanushali - ruchesh@cosol.in - 9870074006

3) Level 3 - Max 48 Hours - Deepthi Gowda - deepthi@cosol.in - 9964196602.

4) Level 4 - Max 48 Hours - Venkat Rajan - venkat@cosol.in - 9964196603

Ref No.: IT-1343-2022-2023

Page 3 of 5.



Sr. No.	Branch	Service Center	Address	Port SW	Qty
1	AHMEDABAD	AHMEDABAD	HDFC LTD., HDFC HOUSE, NEAR MITHAKHALI, SIX ROADS, NAVRANGPURA AHMEDABAD 380009, GST - 24AAACH0997E1ZR	48	2
2	AHMEDABAD	Ashish Complex	HDFC LTD., HDFC HOUSE, NEAR MITHAKHALI, SIX ROADS, NAVRANGPURA AHMEDABAD 380009, GST - 24AAACH0997E1ZR	48 POE	1
3	AURANGABAD	AURANGABAD	HDFC LTD, First Floor, MP Tower (Beside Sahyadri Diagnostic Center) Plot no: 14, CTS no: 15178/14, Vijay nagar, Garkheda, Opposite Kada office, Aurangabad, 431009, GST - 27AAACH0997E1ZL	48	3
4	BANGALORE	BANGALORE	HDFC LTD., HDFC HOUSE, NO. 51, KASTURBA ROAD, BANGALORE 560001, GST - 29AAACH0997E1ZH	48	2
5	BHOPAL	BHOPAL	HDFC LTD., STAR SQUARE, FIRST FLOOR, PLOT NO. 3, INTER STATE BUS TERMINAL (ISBT), KASTURBA NAGAR BHOPAL 462023, GST - 23AAACH0997E1ZT	48	4
6	BHUBANESHWAR	Bhubaneshwar	HDFC LTD, 3RD FLOOR, PLOT NO 98 BEHIND KESARI TALKIES, UNIT NO 3 KHARAVEL NAGAR BHUBANESWAR 751001, GST - 21AAACH0997E1ZX	48	2
7	CHANDIGARH	CHANDIGARH	HDFC LTD., SCO 153-155, SECTOR 8-C, MADHYA MARG CHANDIGARH 160018, GST - 04AAACH0997E1ZT	48	2
8	CHENNAI	CHENNAI	HDFC LTD., 1ST FLOOR, ITC CENTRE, 760, ANNA SALAI CHENNAI 600002, GST - 33AAACH0997E1ZS	48	2
9	CHENNAI	PONDICHERRY NBO	HDFC LIMITED PLOT NO 5,6,7 56,57 & 58 PART FIRST FLOOR, EAST COAST ROAD KARUVADIKUPPAM, LAWSPET PUDUCHERRY 605008, GST - 34AAACH0997E1ZQ	48	2
10	COIMBATORE	COIMBATORE	HDFC LTD., HDFC HOUSE, NO. 29, KAMARAJ ROAD, (NEAR CIRCUIT HOUSE), COIMBATORE COIMBATORE 641018, GST - 33AAACH0997E1ZS	48	1
11	COIMBATORE	Kamaraj Road	HDFC LTD, Grond Floor, Door # 3 B, Kamaraj road, Race course, Opp to MES recruitment office, Coimbatore - 641018, GST - 33AAACH0997E1ZS	48	1
12	DEHRADUN	DEHRADUN	3RD FLOOR, PREMIER PLAZA 106, RAJPUR ROAD OPP. ASTLEY HALL DEHRADUN 248001, GST - 05AAACH0997E1ZR	48	1
13	Guwahati	GUWAHATI	HDFC LTD., 1ST FLOOR, SWAGOTA ENVISION, KHANAPARA, SIX MILE, G S ROAD, GUWAHATI 781022, GST - 18AAACH0997E1ZK	48	1
14	HYDERABAD	HYDERABAD	HDFC LTD., HDFC HOUSE, 3-6-310, HYDERGUDA ROAD HYDERABAD 500029, GST - 36AAACH0997E1ZM	48	2
15	HYDERABAD	MADHAPUR	HDFC LTD., G2, GROUND FLOOR, MSR BLOCK, KRISHE SAPPHIRE, HITECH CITY MAIN ROAD HYDERABAD 500081, GST - 36AAACH0997E1ZM	48	2
16	HYDERABAD	NALGONDA	HDFC LTD., GROUND FLOOR, NC'S SAI PLAZA, H. NO : 6-3-610/A, VT ROAD, RAMAGIRI NALGONDA 508001, GST - 36AAACH0997E1ZM	48	1
17	INDORE	INDORE	HDFC LTD., HDFC HOUSE, 10-A/1, M G ROAD, NEAR TREASUR ISLAND INDORE 452001, GST - 23AAACH0997E1ZT	48	2
18	JAIPUR	JAIPUR	HDFC LTD., C-25, BHAGWANDAS ROAD, OPPOSITE ST. XAIVERS SCHOOL, C-SCHEME JAIPUR 302001, GST - 08AAACH0997E1ZL	48	2
19	Jogeshwari	Jogeshwari	HDFC HOUSE, CST 154 & 155 MMRDA, OSHIWARA DIST. CENTER, GARDEN ROAD,(OFF. S V ROAD) OSHIWARA, GOREGAON (W) MUMBAI 400104, GST - 27AAACH0997E1ZL	48	5
20	KOCHI	KOCHI	HDFC LTD., HDFC HOUSE, POST BAG NO. 1667, A RAVIPURAM, M. G. ROAD KOCHI 682015, GST - 32AAACH0997E1ZU	48	2
21	KOLKATA	COOKE & KELVEY	HDFC LTD., COOKE & KELVEY BLDG 1ST FLR, 20 OLD COURT HOUSE ST KOLKATA 700001, GST - 19AAACH0997E1ZI	48	1
22	KOLKATA	KOLKATTA (B.HOUSE)	HDFC LTD., BROOKE HOUSE, 2ND FLOOR, 9, SHAKESPEARE SARANI, KOLKATA 700071, GST - 19AAACH0997E1ZI	48	3

Ref No.: IT-1343-2022-2023

Page 4 of 5.

Sr. No.	Branch	Service Center	Address	Port SW	Qty
23	LUCKNOW	GOMTINAGAR	SHOP NOS.219-220 SAHARA PLAZA, NEAR PATRAKARPURAM CROSSING, GOMTI NAGAR LUCKNOW 226010, GST - 09AAACH0997E1ZJ	48	1
24	LUCKNOW	GORAKHPUR	HDFC LTD., LAHIRI CHAMBERS, OPP. SBI MAIN BRANCH, BANK ROAD, GORAKHPUR 273001, GST - 09AAACH0997E1ZJ	48	1
25	LUCKNOW	JHANSI	HDFC LTD., NEAR JAL NIGAM OFFICE, GWALIOR ROAD, CIVIL LINES, JHANSI 284001, GST - 09AAACH0997E1ZJ	48	1
26	LUCKNOW	LUCKNOW	HDFC LTD., SECOND FLOOR, HINDUSTAN TIMES HOUSE, 25, ASHOK MARG, LUCKNOW 226001, GST - 09AAACH0997E1ZJ	48	2
27	LUDHIANA	LUDHIANA	HDFC LTD., SCO - 11, GREEN PARK AVENUE, CANAL COLONY, NEAR NEHRU SIDDHANT KENDRA, PAKHOWAL ROAD LUDHIANA 141001, GST - 03AAACH0997E1ZV	48	3
28	MADURAI (KK NAGAR)	MADURAI (KK NAGAR)	HDFC LTD., 406, SAKTHI SIVAM PLAZA, PUMPING STATION ROAD, 9TH CROSS STREET, KK NAGAR (E) MADURAI 625020, GST - 33AAACH0997E1ZS	48	4
29	MUMBAI	BELAPUR - NBO	HDFC LTD, ITC Park , 6th Floor ,Tower No.8 , CBD Belapur, Navi Mumbai , 400614 , GST - 27AAACH0997E1ZL	48	1
30	Mumbai	KALYAN	HDFC LTD., OFFICE NO. 104-106, FIRST FLOOR, MANOVI CITY CENTER, SHIVAJI CHOWK, R. P. ROAD, OPP. GURUDEV HOTEL, KALYAN WEST 421301, GST - 27AAACH0997E1ZL	48	1
31	Mumbai	PANVEL	HDFC LTD., NEEL EMPRESS, 1ST FLOOR, PLOT NO. 92 & 93, SECTOR 1-S, NEW PANVEL PANVEL 410206, GST - 27AAACH0997E1ZL	48	1
32	mysore	mysore	HDFC LTD., NO. 6, JTK EXTENSION, ADICHUNCHANAGIRI ROAD, KUVEMPU NAGAR MYSURU 570023, GST - 29AAACH0997E1ZH	48	3
33	NASIK	AHMEDNAGAR	HDFC LTD., OFFICE NO 11 TO 15, FIRST FLOOR, SIDDHIVINAYAK INFRASTRUCTURE COMPOUND, BUSINESS CENTER, NEAR SONY GIFTS PROFESSOR CHOWK, AHMEDNAGAR 414003, GST - 27AAACH0997E1ZL	48	1
34	NASIK	DATAMATICS NASHIK - NBO	Suyojit Datamatics Knowledge Centre, Suyojit I.T. Park, Survey No. 804, Unit No. S1-S3, Mumbai Agra Road , Mumbai Naka, Nashik - 422 002, GST - 27AAACH0997E1ZL	48	3
35	PATNA	PATNA	HDFC LTD, 2nd floor, ABC Tower, Boring Road, Above Zudio Showroom, Near Boring road Chauraha , Patna-800001, GST - 10AAACH0997E1Z0	48	3
36	PUNE	CAMP	HDFC LTD., OFFICE NO. 101-A, GANDHI EMPIRE - II, ABOVE LITTLE ITALY RESTAURANT, CAMP-KONDHWA ROAD, LULLA NAGAR, PUNE , GST - 27AAACH0997E1ZL	48	1
37	PUNE	WAKDEWADI	OFFICE NO 7 & 8, FIFTH FLOOR, GODREJ ETERNIA C,WING B, WAKDEWADI PUNE 411005, GST - 27AAACH0997E1ZL	48	9
38	RAJKOT	RAJKOT	HDFC LTD., UNIT NO. 101 TO 105, 1ST FLOOR, THE SPIRE BUILDING, 150 FT RING ROAD, RAJKOT 360007, GST - 24AAACH0997E1ZR	48	4
39	SURAT	SURAT- ADAJAN	HDFC LTD., 201-204, SECOND FLOOR, RIDDHI SHOPPERS, OPP. IMPERIAL SQUARE, ADAJAN-HAZIRA ROAD, ADAJAN SURAT 395009, GST - 24AAACH0997E1ZR	48	4
40	VADODARA	VADODARA	HDFC LTD., HDFC HOUSE, TRIDENT, RACE COURSE, VADODARA 390007, GST - 24AAACH0997E1ZR	48	3
41	Jogeshwari	Jogeshwari	HDFC HOUSE, CST 154 & 155 MMRDA, OSHIWARA DIST. CENTER, GARDEN ROAD,(OFF. S V ROAD) OSHIWARA, GOREGAON (W) MUMBAI 400104, GST - 27AAACH0997E1ZL	Implementation and sustenance support	1

Ref No.: IT-1343-2022-2023

Page 5 of 5.

