



HEAD OFFICE::BANGALORE

RFP FOR "SUPPLY, INSTALLATION & COMMISSIONING OF NETWORK DEVICES IN OUR BANK"

TENDER REFERENCE NO : RFP - 02/2011-12

DATE OF TENDER DOCUMENT : 29.04.2011  
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This document can be downloaded from Bank's website <http://www.canarabank.com/English/Scripts/Tenders.aspx>. In that event, the suppliers should pay the cost of the tender document by means of DD drawn on any scheduled Commercial Bank for ₹ 5,000/- in favour of Canara Bank, payable at Bangalore and enclose the same to Bid of this tender.

This RFP is restricted to bidders empanelled with Canara Bank for supply of Network Devices.

We invite sealed offers Commercial Bid for Supply, Installation and Commissioning of Network Devices as described elsewhere in this document.

This RFP is restricted to vendors empanelled with Canara Bank for supply of Network Devices and the names of the empanelled vendors are listed below.

1) M/s Bharti Airtel Services Ltd. 2) M/s Datacraft India Ltd 3) M/s Gemini Communications Ltd 4) M/s HCL Comnet Ltd 5) M/s HCL Infosystems Ltd 6) M/s IBM India (P) Ltd. 7) M/s Reliance Communications Ltd 8) M/s Tulip Telecom Ltd 9) M/s Wipro Ltd.

The quote from vendors other than above will not be accepted.

Before submission of the offer the empanelled vendor is requested to go through the following instructions and terms and conditions detailed below.

## A. INSTRUCTIONS.

### 1. Two Bid System Offer

There should be two separate bids (Technical Bid and Commercial Bid). Both Technical and Commercial Bids shall be submitted in English language in font size 12 point in separate sealed envelopes, superscribing "Technical Bid for Network Devices" on the top of the cover of Technical Bid and "Commercial Bid for Network Devices" on the top of the cover of Commercial Bid. The sealed envelopes containing Technical and Commercial Bid shall be submitted in another sealed envelope superscribing "Offer for Supply, Installation and Commissioning of Network Devices in response to RFP-02/2011-12 Dt.29.04.2011 (includes separately sealed Technical Bid and Commercial Bid)" on the top of the envelope. The Name of the Bidder and Due Date of the RFP are to be specified on the top of the envelope.

The bid/s should be deposited in the **Tender Box** kept at Canara Bank, DIT Wing, First floor, Naveen Complex, 14 M G Road, Bangalore - 560 001, **on or before Friday 13<sup>th</sup> May 2011, 03:00 p.m.** If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered. No offer will be accepted directly.

The Technical Bid/s will be opened in the presence of the bidder's representative on the offer due date **Friday 13<sup>th</sup> May 2011 at 03:30 p.m.** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore-560 001. Bidder's representative may be present in the venue well in time along with an authorization letter, as per the format attached (**Annexure -B**) and should sign in Register of Attendance.

If any of the bidders or all bidders who submitted the tender are not present during the specified date and time of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the technical bids in their absence.

In case the Proposal is not received from any bidder/s as required above on or before the said date and time, it will be presumed that they are not interested in participating in this RFP and Bank shall proceed further.

**ENVELOPE - I -Technical Bid. (One Copy)**

The Technical Bid should be complete in all respects and contain all information sought for as per **Annexure E**. Masked Commercial offer (BOM) i.e. as per **annexure- F** should be enclosed with the Technical offer. The technical Bid should not contain any price information. The Technical Bid should be complete in all respects to indicate that all products and services sought for are quoted. EMD or Bank Guarantee in lieu of EMD and cost of tender document by way of DD should be enclosed along with Technical Bid.

**ENVELOPE - II -Commercial Bid. (One Copy)**

The Commercial Bid should give all relevant price information as per **Annexure F**. Both these envelopes (Technical & Commercial) should be placed in a third envelope and superscribed “Offer for Supply, Installation and Commissioning of Network Devices in response to RFP-02/2011-12 Dt. 29.04.2011 (includes separately sealed Technical Bid and Commercial Bid)”

**2. Requirement Details.**

2.1. This tender consists of following requirements.

Sl. No.	Item details	Qty	Locations
1	Cisco Catalyst 2960-24TC-L	260	Location details with full address shall be provided at the time of placing PO.

2.2. Bank will have the option to purchase 10% more or less than the quantity specified, at the same price and the terms and conditions of this tender.

**2.3. Optional Items:**

Bidders shall quote for all Optional Items as mentioned in Bill of Material as per **Annexure-F** otherwise bid is liable for rejection. Bank will announce the optional items to be taken for arriving L1 before opening price bids. However, Bank reserves the right to place order for Optional Items.

**3. Determination of L1 Price.**

3.1. The Commercial Bid will be evaluated based on the Total Cost of Ownership (TCO) of Network Devices as per Bill of Material **Annexure F**, i.e., Cost of Layer-2 Switch with taxes, Cost of LAN Cabling with taxes, AMC Cost for 5 years with taxes on layer-2 Switch at present value at Bank’s Base rate and cost of applicable optional items with taxes. Basing on the TCO, Ranking of the Bidders will be determined.

3.2. The Present Value (PV) of the AMC cost offered for all the 5 years shall be added to the price of the Hardware Items offered, for the purpose of evaluation of the price bid and arriving at L1, L2 & L3. The Present Value (PV) for the AMC component per year will be calculated as per the following formula:

$$\frac{C}{(1+r)^n}$$

Where 'C' is the annual AMC amount of each year.

'r' is Bank Base Rate prevailing at the time.

'n' is number of years, i.e. 'n' is 1 for 1st year, 2 for 2nd year ... 5 for 5th year.

#### **4. Non-transferable Offer.**

This tender document is not transferable. Only the empanelled bidders, to whom the RFP is issued, are entitled to submit the offer to the Bank.

#### **5. Offer Validity Period.**

The Offer submitted and the prices quoted therein shall be valid for 6 months from the last date for submission of the offer (BID). The Bank shall have the right at its absolute discretion to place further orders to the extent of 10% of total order on the selected bidder for future requirement on the rates finalized for various items and services under this RFP within six months from the date of first order and such orders, if any shall be governed by the RFP and agreed terms on final bid evaluation. The validity is further renewable with mutual consent.

#### **6. Proposal Ownership**

If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all LAN hardware and software, which are relevant to this RFP.

#### **7. Modifications and Withdrawal of Bid/s.**

No offer can be modified or withdrawn by a bidder after submission of Bid/s.

#### **8. Preliminary Scrutiny.**

The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether technical documentation as required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

#### **9. Clarification of Offers.**

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all bidders/any of the bidders on the offer made by them. The request for such clarifications and the bidder's response will necessarily be in writing and it should be submitted within the time stipulated by the Bank. In the event of any of the bidder fails to submit the response for clarification sought within the time stipulated, his bid is liable to be rejected.

#### **10. No Commitment to Accept Lowest or Any Offer.**

- 10.1 The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 10.2 The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
- 10.3 The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender.

#### **11. Documentation.**

Technical information in the form of Brochures / Manuals / CD etc. must be submitted in support of the Offer made.

#### **12. Submission of Technical Details.**

- 12.1 It is mandatory to provide the technical details of the Network Devices required by the bank in the exact format as has been mentioned in **Annexure E** of this tender.
- 12.2 The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 12.3 If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason of their quoting a different specification than what is sought

for, like higher version or non availability of the specifications quoted by us, invariably to process the technical quote.

12.4 The Bank shall not allow / permit changes in the technical specifications once it is submitted.

12.5 The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer could result in disqualification.

### 13. Make and Models.

It is mandatory to provide make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. *Please note that substituting required information by just brand name is not enough.*

### 14. Format for Technical and Commercial Bid.

The Technical Bid should be made in an organized, structured and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. The format for Technical Bid and Commercial Bid is furnished in **Annexure H**.

### 15. Erasures or Alterations

The Offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

### 16. Costs & Currency.

The Offer must be made in Indian Rupees only as per Bill of Material (**Annexure F**).

### 17. Short-listing of Vendors.

The Bank will prepare a short-list of technically qualified bidders and the commercial bid/s of only these bidders will be opened. The Bank will intimate the date and time of opening of Commercial Bid/s to the technically qualified bidders.

**18. Right to Alter Quantities.**

The Bank reserves the right to alter the quantities specified in the Offer in the event of changes in plans of the Bank.

**19. Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD.**

- 19.1 The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of ₹ 5,00,000/- (Rupees Five Lakhs only) by way of Demand Draft drawn on any scheduled bank in favour of Canara Bank, payable at Bangalore and should be kept along with the Technical Bid only.
- 19.2 In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for **minimum period of 6 months** from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per **Annexure D (1)**.
- 19.3 Submission of EMD in other than Technical Bid Envelope-I is liable to be rejected on grounds of non submission of EMD.
- 19.4 The EMD of the Bidders not qualified under Technical Bid will be returned within 15 days after opening of the commercial bid of the technically qualified bidders. The EMD of other bidders will be returned upon the selected bidder accepting the order and furnishing the performance guarantee.
- 19.5 The EMD may be forfeited/ Bank Guarantee may be invoked:
- 19.5.1 If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
- 19.5.2 If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.
- 19.6 Within **Twenty one** days from the date of acceptance of the order by the selected bidder, the bidder shall sign a stamped “Contract agreement”, referred as “Contract” in this RFP, with the Bank at the time, place and in the format prescribed by the Bank. The Contract agreement shall include all agreed terms, conditions and specifications of RFP and also the Bill of material and price, as agreed finally after bid evaluation. The soft copy of draft contract agreement shall be provided to the selected bidder along with the order. The Contract shall be executed in English language in 1 (ONE) original, the bank receiving the duly signed original and the selected bidder receiving the photocopy. The contract shall be valid till completion of Warranty period.

19.7 **Effective Date:** The effective date of start of the contract with the selected bidder shall be date of acceptance of the order by the bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The bank reserves the right to consider the late acceptance of the order, if any, at its discretion. Failure to accept the order within seven days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of the Bank. Thereafter the Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFP by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.

19.8 The Bank intends to implement LAN at around 260 locations. The exact location, addresses and contact details shall be informed while placing the order. However, the Bank reserves the right of placing the order and also order for one or more locations at a time or otherwise. Bank reserves the rights to substitute/modify the locations at its discretion

## 20. Scope of Work

The Selected Bidder has to undertake all the works mentioned in Scope of Work as per Annexure G.

## B. TERMS AND CONDITIONS.

### 1. Delivery, Installation & Commissioning and Acceptance.

- 1.1. Delivery should be within **Four weeks** for each ordered location/s from the date of acceptance of the Purchase Order/address provided by the bank. Delivery should be **Six weeks in case of road permit location/s** from the date of acceptance of purchase order/address provided by the bank. Please note that no extra charge / tax will be paid for those location/s where road permit is required. Bidder only has to arrange for road permit, Transit insurance, Transit Permit at his cost. Acceptance shall be one week after one month of successful working from the date of successful installation and commissioning of all the ordered items in each location.
- 1.2. Installation should be within **Two weeks** from the date of delivery of ordered equipments at each ordered location/s.
- 1.3. Acceptance shall be **One week after one month of successful working** from the date of successful installation and commissioning of all the ordered items in each location.

- 1.4. Non-compliance of the above delivery and installation clause (B.1.1, B.1.2.) will result in imposing penalty separately at 0.50% of the cost of all the ordered equipments of the respective location for every 7 days of delay from the due date or part thereof . However the total LD to be recovered under this clause shall be restricted to 10% of the total value of the order.
- 1.5. If the specifications of the RFP are not met by the Bidder during various tests, the Bidder shall rectify or replace the same to comply with the specifications within 15 days to ensure the committed uptime.
- 1.6. LD is not applicable for reasons attributable to the Bank or Force Majeure. However, it is the responsibility/onus of the bidder to prove that the delay is attributed to the Bank and Force Majeure. The bidder shall submit the proof authenticated by the bidder and bank's official that the delay is attributed to the Bank or Force Majeure at the time of requesting delivery and installation & commissioning payment. If the bidder fails to produce proof from Bank's officials for delay in delivery and installation & commissioning, if any, the date of installation shall be taken for calculating the delay for LD purpose.
- 1.7. The bidder shall submit the proof of performance authenticated by the bidder and bank's official at the time of requesting acceptance payment.
- 1.8. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations. The Bank in such cases shall bear the shifting charges/arrange shifting and the bidder shall shift the material to the alternate locations at mutually agreed price if bank request. The Warranty/AMC should be applicable to the altered locations also.
- 1.9. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank due to non-suitability, and not supplied as per the specification as mentioned in the RFP. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.10. If undue delay happens for delivery and / or installation of the ordered hardware/s by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Bank Guarantee/Forfeit the Security Deposit without any notice to the bidder.

- 1.11. In case the Installation/ATP of ordered hardware is pending in any location on account of non-readiness of the site by the bank, relevant payment shall be released only against submission of Installation/ATP report duly certified by the bank's officials and bidder's representative mentioning that site not ready with reason in the report during their visit made by the bidder for installation/Acceptance and also submission of financial Bank Guarantee of value equivalent to the payment claim made along with an undertaking letter to complete the installation process as per Scope of Work mentioned in this RFP, as and when the sites become ready for installation/Acceptance. The bank shall communicate to the bidder whenever readiness of site/s for hardware installation, commissioning of link, autofallback configuration, cabling, etc, the bidder shall make visit/s without any cost to the bank till the scope of work completed.
- 1.12. In case, if any of the location where items are delivered but not installed for 60 days from the date of delivery, for the reasons 'Site Not Ready' Bank will pay the installation & commissioning amount to the bidder on production of 'Site Not Ready' report from the particular locations duly signed by our Bank Officials from the said location in addition to the above i.e clause no B-1.9. However, the bidder should arrange for the immediate installation of the Network Devices and Commissioning of leased line as soon as the sites are ready.
- 1.13. The bidder shall take appropriate insurance at their cost to cover the hardware items during transit, delivery, installation and commissioning and till acceptance test completed and duly certified by the bank' official in the acceptance report.
- 1.14. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of hardware to different locations and the Bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.
- 1.15. Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this RFP.
- 1.16. During the period of contract up to completion of Warranty and also during annual maintenance (if contracted), any engineering changes/ upgradations applicable to the Hardware shall be communicated to the Bank by the Bidder within a period of one month from the date of release. The Bank shall have the option of purchasing the necessary Hardware to incorporate the same.
- 1.17. Any software support like update/enhancement/IOS upgrade etc. as defined below released till the completion of warranty and during annual maintenance (if contracted) shall be supplied, installed and commissioned free of cost by the bidder. However, any such software support like update/enhancement/upgrade shall be communicated to the Bank by the Bidder within a

period of one month from the date of release, during warranty and annual maintenance (if contracted). The bank reserves the right to procure the update/enhancement/IOS upgrade and at an extra cost, if the software is not under warranty and AMC.

- 1.18. Software Support is defined specifically as helpdesk, update/enhancement, upgrade, technical guidance , technical consultancy, enablement of features and functionality, problem solving and troubleshooting, rectification of bugs, enabling features of the software already provided, providing additional user controlled reports, Changes in configuration & settings, enabling parameterized features, future product information, migration, manpower resource allotment for pre-planned activity,co-ordination for changes in structure,etc. The support shall be given in person or through telephone, FAX, letter and E-mail within a reasonable time as the case may be.
- 1.19. The Bank reserves the right to modify/update the parameter files/configuration with required awareness of its consequences and any such modification/updation will be recorded for information of the selected bidder.
- 1.20. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.
- 1.21. The System spare parts/services, as and when required, and complete maintenance of the System during warranty period and AMC (if contracted), shall be supported for a period not less than 6 years (Warranty + AMC) from the date of acceptance of the System by the Bank. The bidder shall submit an undertaking letter to this effect along with the bid; otherwise, the bid is liable for rejection.
- 1.22. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during warranty and AMC etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.
- 1.23. The selected Bidder shall take all steps to ensure safety of their's and the bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or theirs sub-bidders. The bidder shall also ensure cleanliness of the site (work area) during execution of the contract.
- 1.24. The Bidder shall also give an undertaking as a part of this contract to provide technical consultancy and guidance for successful operation of the LAN and its expansion in future by the Bank during the warranty and AMC period (if contracted). The said undertaking letter shall be submitted along with the bid; otherwise, the bid is liable for rejection.

- 1.25. The bidder shall do internal cabling to extend lines from BSNL/MTNL's/MTNL's distribution box in the building to the identified modem/router location in the building. The bidder shall ensure proper line condition before connecting to LAN equipment. All LAN equipment shall be installed by the bidder at LAN/LAN ante-room and systematically fixed in the rack available/ordered for this purpose wherever LAN/LAN is provided, central LAN switch room wherever it is provided, LAN floor switch room wherever it is provided or server room of the branch, as the case may be, after obtaining approval from the Bank.
- 1.26. The bidder shall do LAN cabling from the cable dropped place by BSNL/MTNL to Router/Modem place with neat and structured manner as per Bill of material. cabling materials and labour charges are required for doing LAN cabling are included in the Bill of material. However If any other cabling materials/items required other than the materials as mentioned in the Bill of material, it should be taken care by the bidder at their's cost and without any extra cost to the bank.
- 1.27. The bidder shall provide the details like Name of the contact person, contact nos. and address, etc of Implementation team, project team, field engineers and service support at all the locations in which the equipments are ordered and installed during project, warranty and in AMC, if contracted. The bidder shall also specify the availability and details of Technical expertise (personnel) and stocking of spares for each of their Service / Support Centers across the country. The bidder's response time during warranty and AMC if contracted is 2 hours from the time of reporting.
- 1.28. Spares should be kept at Bank's premises in various NAP locations, if bank request the selected bidder. However the total no of spares each item-wise location-wise should be finalized after mutually agreed between the Bank and selected bidder. If any of the original equipment supplied by the bidder found faulty during project implementation time, the bidder shall arrange standby item immediatly for bringing up the locations for accessing network resources and replacement of faulty one with new device of the same technical specification or higher end should be made available within 3 days at the respective places. It is also responsibility of the bidder to pickup the faulty material, packing, dispatching, providing standby material, delivering the new device, replacement of faulty with new one at their cost.
- 1.29. Only licensed copies of software shall be supplied and ported on the LAN. The bidder shall grant an irrevocable perpetual license to the bank to use the software. Further, all software supplied shall be of latest version.
- 1.30. The bidder should take all care not to hamper the working of the branches and offices. Any interruption in the branches/offices has to be foreseen by the bidder and the same has to be brought to the notice of the Bank in writing and only on

approval by the Bank, the bidder shall proceed ahead. The bidder shall always take prior permission of the premise in-charge of the bank before starting any work. The selected bidder shall supply identity cards to all their employees scheduled to work in the bank's premises and formally submit request letter to the bank's official for permitting access. The bidder shall abide by the security rules & procedures of the bank. Any requirement of working after office-hours and on holidays of the bank shall be foreseen and a request in writing shall be made to the bank in advance and obtain permission from the bank.

- 1.31. In case any damage of bank's property during execution of work is attributable to the bidder, bidder has to replace the damaged property at his own cost.
- 1.32. The bidder has to do necessary configuration in the router for enabling auto fallback, features, etc for leased line, MPLS,ISDN,RF,VSAT, CDMA,etc.
- 1.33. It is the responsibility of the bidder to uncrating, inspection of the delivered boxes etc. for which the bank shall provide the required space. While unpacking and installation the bidder shall check physical availability of items as per the packing list.
- 1.34. The bidder shall also indicate the site preparation required and prerequisite from the bank for completion of entire scope of Work of RFP at the respective locations before delivery of material for installation of equipments and establishment of links not limited to like the size and weight of the System/sub-system (space required), operating temperature and relative humidity, dust level, requirement of air-conditioner, power requirement (stabilizer, UPS), electrical grounding (earthing), grouting requirement, floor/ceiling type, requirement of false floor/ceiling, etc., separately for each location/LAN equipment. Load on power and heat dissipation for each LAN Equipment shall also be mentioned. However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply.
- 1.35. The selected Bidder shall submit the document indicating site preparation requirements after visiting all locations within one week from the date of order for review and acceptance of the Bank. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing the LAN. The Bank's deliverable specifically includes supply of UPS, Earthing, AC and providing space for keeping the LAN equipments/Racks.
- 1.36. The Bidder shall specify in the bid the necessary space and facilities required by them at the time of installation and also other facilities required viz. storage cabinets, work bench, cupboards, telephone, etc.
- 1.37. All the cabling done for LAN shall be neat and structured. The bidder shall do the cabling through PVC conduit/casing/flexi-pipe. The bidder shall document the

cabling PATH along with equipment/rack layout and get it approved by the Bank before actual installation.

- 1.38. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications/ superior features suggested/ offered.
- 1.39. The selected bidder shall own the responsibility to demonstrate that the product offered are as per the specification/performance stipulated in this RFP and as committed by the bidder, either at site or in his works without any extra cost to the Bank. However the Bank will bear the traveling, boarding and lodging cost related to its own personnel.
- 1.40. The bank shall place order either single or multiple to the selected bidder under the quantity mentioned in the RFP. Effective date shall be from the date of providing addresses to the selected bidder. After the placement of Order, the Bank shall have the right to cancel or substitute the component /equipment before first notification of the dispatch made by the Bidder as per the PERT chart to be finalized by the Bank. This shall be done only when it is deemed necessary by the Bank that the supplied or substituted components may not fulfill the required functions or the acceptance criteria.
- 1.41. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the network pertaining to this project.

## 2. Pricing & Payments.

- 2.1. The Price offered to the Bank must be in Indian Rupees, and inclusive of Duties/Insurance/Freight/charges of road permit but Exclusive of all taxes CST / LST / VAT/Octroi/Entry Tax, Etc.
- 2.2. The item value along with CST/VAT should be claimed in the invoice, location wise and CST/VAT will be paid in actual at our end to the maximum of taxes indicated in the Bill of Material. **Octroi / Entry Tax, if applicable, will also be paid / reimbursed at our end centrally on production of original payment receipt from the respective location where the items were delivered.**
- 2.3. The Octroi/Entry Tax will have to be claimed separately submitting the original Octroi/entry tax paid receipt, location wise and it should be claimed along with

delivery & installation payment and not after payment of delivery & installation payment.

- 2.4. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 2.5. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.
- 2.6. Applicable Taxes will be paid at actual to the maximum of taxes indicated in the Bill of Material. If there is any delay in delivery of the hardware ordered on account of the Bidder, then any increase in tax rate has to be borne by the bidder. However if any decrease in the tax rates, then the taxes at actual will be paid.
- 2.7. Bank will pay only VAT for Goods Component of Hardware/ Software and Service Tax for Service Component of Hardware/Software. The Goods Component + Service Component should be limited to 100% of the Cost Price of Hardware/ Software.
- 2.8. The charges towards supply, installation, commissioning, integration, acceptance, liasioning and services (other than AMC), etc, should be included in the cost of the equipment and it should not be quoted separately, otherwise, the bid is liable for rejection at the discretion of the bank. Cabling charges shall be paid at actual against submission of certificate duly signed by our Bank's officials.

### 3. Payment Terms.

- 3.1. Payment terms will be **40%** on delivery, **30%** installation & commissioning, **20%** on completion of the acceptance test and 10% after completion of warranty period of one year or on submission of Bank Guarantee. Please note that Delivery Proof, Installation Report and Acceptance Report duly signed by bank officials of the respective branch/office should be submitted in originals while claiming payment in respect of orders placed. The bank shall finalise the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the format of Bank and submit the same for each location wise while claiming installation and Acceptance payment.
- 3.2. Payment for LAN Cabling and Labour Charges shall be released basing on the actual consumption and submission of the proof in this regard.

#### 4. Security Deposit / Performance Bank Guarantee.

- 4.1. The successful bidder should submit a Security Deposit / Performance Guarantee for **10%** value of the contract within **Seven Working days** from the date of receipt of the order.
- 4.2. If the Security Deposit / Performance Guarantee is not submitted within the date stipulated above, penalty at 0.50% per week on the total cost of the order will be deducted from the delivery payment for every 7 days or part thereof delay in submission of Bank Guarantee.
- 4.3. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bangalore / Bank Guarantee may be obtained from any of the Scheduled Banks.
- 4.4. Security deposit shall be retained till the completion of warranty period. Similarly bank guarantee is to be valid / extended till completion of warranty period. The guarantee should also contain a **claim period of Three months from the last date of validity.**
- 4.5. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.
- 4.6. The security deposit / bank guarantee will be returned to the bidder on completion of delivery of all items and warranty period of one year.
- 4.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

#### 5. LAN Documentation

- 5.1. All documentations shall be supplied by the selected bidder in printed media at no extra cost. However, if the documentation is not printed in hardcopy as per the policy of the product manufacturer, the bidder shall submit a proof from the product manufacturer confirming the same. All documents supplied shall be in English language.
- 5.2. One copy of original comprehensive CD and manuals shall be supplied for each unit/sub-unit along with the delivery of LAN equipment. Two complete set of documentations of LAN shall be supplied to Asset Procurement Group/Network Logistic Group, DIT WING, Canara Bank, Naveen Complex, No.14, M.G.Road, Bangalore - 560 001.

- 5.3. A detailed packing list should be submitted along with each delivery consignment. The packing list may be a part of delivery challan or separate.
- 5.4. Circle-wise documentation of the project including site survey report, list of documents supplied, network diagram, cabling and equipment/rack layout plan, configuration/settings details, technical write-up on LAN architecture /functioning etc. shall be supplied before the acceptance tests at each circle. A copy of the above documentation circle-wise shall be submitted to Asset Procurement Group, DIT Wing, Canara Bank, Naveen Complex, No.14, M.G. Road, Bangalore - 560 001 along with overview summary of the whole project before the acceptance tests.
- 5.5. Documentation detailing procedures of all testing, installation, commissioning activities and acceptance testing carried out including the final results, completed site plan after all installation shall be supplied before acceptance by the Bank. A copy of the above documentation shall be submitted to Asset Procurement Group, DIT WING, Canara Bank, Naveen Complex, No.14, M.G. Road, Bangalore - 560 001 before acceptance by the Bank.
- 5.6. Training shall be provided to the branch staff at the time of installation on the operation and first level maintenance (FLM) of the equipments.
- 5.7. Wherever applicable the Bidder shall submit the relevant test certificate/guarantee certificate/licenses along with the supplies, installation and acceptance, as applicable.
- 5.8. The selected bidder shall provide the Technical Documentation (Product Brochures, leaflets, manuals etc) once the order is awarded to the selected bidder.

#### **6. Commissioning of Leased Line and ISDN/VSAT/CDMA/RF/MPLS:**

- 6.1. The Bank is already commissioned leased line, MPLS, ISDN, RF, CDMA, etc depends upon the feasibility. The bidder has to do necessary configuration in the switch for enabling auto fallback, features, etc for leased line, MPLS, ISDN, RF, CDMA, etc.
- 6.2. It is the responsibility of the bidder to configure the switch for LL/ISDN/VSAT/CDMA/RF/MPLS in all the ordered location during implementation, Warranty and AMC (If contracted) for acting as a fall back connectivity. The configuration at switch shall be done by the bidder for acting as a load sharing between the connections if required.

## 7. Order Cancellation.

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

1. Delay in delivery beyond the specified period for delivery.
2. Serious discrepancies noted in the items delivered.
3. Breaches in the terms and conditions of the Order.

In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the supplier towards non performance/non compliance of the terms and conditions of the contract, to appropriate towards damages.

- 7.1. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
  - 7.1.1. The selected bidder commits a breach of any of the terms and conditions of the bid.
  - 7.1.2. The bidder goes in to liquidation voluntarily or otherwise.
  - 7.1.3. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
  - 7.1.4. The progress made by the selected bidder is found to be unsatisfactory.
  - 7.1.5. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
  - 7.1.6. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during AMC period (If contracted).
- 7.2. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.
- 7.3. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving three months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur in executing

the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

- 7.4. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.

#### **8. Software, Drivers and Manuals.**

The bidder will supply along with each item ordered all the related documentation and software. These will include but not restricted to user manual, operational manual, operating system, other software, drivers etc.

#### **9. Warranty.**

- 9.1. The Offered Hardware must include a minimum one-year comprehensive on-site warranty covering all parts, maintenance and support.
- 9.2. The bidder will re-install the Internetwork operating software supplied by him during the warranty / AMC period as and when required by the Bank at no additional charge.
- 9.3. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period. Bidder shall also maintain the hardware items and repair / replace at the site all defective components, at no extra charge to the Bank.
- 9.4. Warranty should not become void if the Bank buys any other add-on hardware from a third party and installs it with in hardware items in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items installed by the Bank.

#### **10. Annual Maintenance Contract.**

- 10.1. Support for maintenance of hardware supplied should be available for a minimum period of 5 years, after warranty period.
- 10.2. The Bank will pay AMC charges after the end of warranty period. Such payment shall be released quarterly in arrears.
- 10.3. It may be noted that the Bank reserves the right to demand performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, for 1 year duration, if AMC charges quoted by the bidder are abnormally low (below 3% of the cost). The Bank has discretion to consider such offer or for seeking

clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote rate of AMC as per the Bill of Material (**Annexure F**).

10.4. Such support shall be for 12 hours basis (8 am to 8 pm) on 365 days of the year for all locations.

10.4.1. The bidder shall offer AMC for a minimum period of 5 years from the date of expiry of warranty with price break-up for each year. However, the Bank reserves right to enter into AMC for one or more years after Warranty at the finalized price and terms. If the bidder fails to offer AMC for 5 years, then the bid is liable for rejection.

10.4.2. The price for AMC shall be separately indicated in Price Bid only. The bidder shall quote the price both in percentage and its equivalent value.

10.4.3. The conditions of AMC including Preventive and Corrective maintenance shall be detailed by the bidder. However, all support required during the AMC for maintaining the accepted performance and other services as detailed elsewhere in the RFP, shall be provided by the selected bidder at no extra cost to the Bank.

10.4.4. The Bank reserves right to enter into AMC centrally at Bangalore.

10.4.5. The Bank reserves right to enter into AMC for part or full project/items and either one or more locations.

## 11. Other Conditions.

11.1. The selected bidder has to execute an Undertaking of Authenticity for Hardware items as per (**Annexure C**).

11.2. As the requirement of the hardware is for new branches the delivery locations will be given in phases, and in some cases the hardware may have to be delivered at the controlling office or the existing nearest branch temporarily. Once the branch premises is fixed the new unused hardware is to be delivered, installed and commissioned by the bidder at the new branch to be opened by our bank and the bidder has to install the same on short information from the bank and the warranty period will start from the date of acceptance only. The Bank in such cases shall bear the shifting charges / arrange shifting. The Warranty/AMC should be applicable to the altered locations also.

## 12. Spare Parts.

12.1. The bidder will make the spare parts for the systems available for a minimum period of 5 years, after warranty period.

12.2. If any of the peripherals / components is not available during the warranty /AMC period, the substitution shall be carried out with peripherals/components of equivalent or higher capacity.

12.3. Spares should be kept at Bank's premises in various NAP locations, if bank request the selected bidder. However the total no. of spares each item-wise location-wise should be finalized after mutually agreed between the Bank and selected bidder.

**12.4. Defect liability**

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, the bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to the other remedies as may be available to the bank under the contract.

**13. Uptime**

13.1. The bidder shall guarantee an uptime of 99.5% for LAN at each location where the equipments are commissioned, during warranty and also during AMC, if contracted, which shall be calculated on monthly basis. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the LAN. "Restoration" is the condition when the selected bidder demonstrates that the LAN is in working order and the Bank acknowledges the same.

13.2. The Downtime calculated shall not consider any failure due to bank, BSNL/MTNL (if Maintenance of lines is not contracted) and down time happened during the time of preventive maintenance activity and Force Majeure. However bidder shall inform the Bank well in 7 days advance before doing preventive maintenance or pre-planned activity.

13.3. The percentage uptime is calculated on monthly basis as follows:

$$\frac{\text{(Total contracted minutes in a month - downtime minutes within contracted minutes)}}{\text{Total contracted minutes in a month}} \times 100$$

13.4. Log book shall be maintained by the bank for each LAN location for recording details such as date and time of failure, nature of failure, time of reporting, time of restoration, details of repair, acknowledgement by the bank that the

failure is rectified, signature of both bidder and bank, etc. Log book shall also be maintained for recording failure on the part of UPS and earthing.

- 13.5. If the bidder fails to maintain guaranteed uptime of 99.5%, for each location the Bank shall impose penalty as mentioned below on slab basis.

Duration of failure	Penalty
Up to 108 Minutes	Nil
109 Minutes- 168 minutes	Rs 500/-
169 Minutes- 228 Minutes	Rs 750/-
229 Minutes- 432 Minutes	Rs 1000/-
Beyond 432 Minutes	Rs 2000/- (For every one hour of failure or part thereof)

Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under this clause shall be restricted to 25% of the claimed quarterly AMC value.

- 13.6. If the uptime is below 98%, the Bank shall have full right to terminate the contract under this RFP or AMC, if contracted. The right of termination shall be in addition to the penalty as mentioned above. Uptime will be calculated on monthly basis.

- 13.7. The above penalty shall be applied for each LAN location separately.

- 13.8. In case of down time due to faults in Network equipments supplied by the bidder during Warranty and AMC period, the bidder shall ensure to provide standby equipment before taking the faulty equipment for repair.

#### 14. Local Support.

The bidder should be capable of meeting the service & support standards as specified in this tender. Service support should be available for 12 hours (8AM to 8PM) on 365 days of the year for the items supplied.

#### 15. Mean Time Between Failures (MTBF).

If during the warranty period, any hardware items fails (hardware) on four or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.

#### 16. Indemnity.

The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from breach of any of the terms and conditions of this agreement or infringement of any law pertaining to patent, trademarks, copyrights etc. or both.

#### 17. Publicity.

Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

#### 18. Insurance.

The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, it is delivered, installed and commissioned at site and handed over to the Bank Branch/Office. Certificates of the “Comprehensive Insurance Cover” will be submitted to the Bank for verification / examination and record.

#### 19. Guarantees.

The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

#### 20. Force Majeure.

- 20.1. The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.
- 20.2. For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.
- 20.3. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 20.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

## 21. Resolution of Disputes.

21.1. All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration.

## 22. The jurisdiction of the court.

The jurisdiction of the court is at Bangalore

Yours faithfully,

R Rajendran  
Deputy General Manager

**Annexure A - Covering letter format**

Offer Reference No:

Date:

The Deputy General Manager,  
Canara Bank,  
Asset Procurement & Management Group,  
Department of Information and Technology,  
Naveen Complex, 14 M G Road,  
Bangalore - 560 001  
Karnataka

Dear Sir,

Tender Ref: \_\_\_\_ / \_\_\_\_ DT: \_\_\_\_\_.

Having examined the tender document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver and commission Network Devices in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete delivery, installation and commissioning of all the Network devices and other items as specified in the offer document within Six Weeks from the date of acceptance of Purchase Order.

We agree to abide by this offer till 6 months from the date of last day for submission of offer (Bid).

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the devices supplied as per the above referred RFP, during warranty as well as AMC period of 5 years if contracted.

We accept all the Instructions and Terms and Conditions of the subject RFP.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2011

Signature \_\_\_\_\_

Name of the company with seal

**Annexure B - Authorization letter format**

(To be presented by the authorized person at the time of Technical / Commercial Bid Opening)

Ref No:

Date:

The Deputy General Manager,  
Canara Bank,  
Asset Procurement & Management Group,  
Department of Information and Technology,  
Naveen Complex, 14 M G Road,  
Bangalore - 560 001  
Karnataka

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: YOUR RFP NO: 02/2011-12 Dated 29.04.2011

This has reference to your above RFP for Supply, Installation and Commissioning of Network Devices.

Mr. /Miss/Mrs. \_\_\_\_\_ is hereby authorized to attend the bid opening of the above RFP on \_\_\_\_\_ on behalf of our organization.

The specimen signature is attested below:

\_\_\_\_\_  
Specimen Signature of Representative

\_\_\_\_\_  
Signature of Authorizing Authority

\_\_\_\_\_  
Name & Designation of Authorizing Authority

**Annexure C - Undertaking of Authenticity for Hardware & Peripherals**

The Deputy General Manager,  
Canara Bank,  
Asset Procurement & Management Group,  
Department of Information and Technology,  
Naveen Complex, 14 M G Road,  
Bangalore - 560 001

Sub: Supply of LAN & LAN Equipments.

Ref: 1. Your Purchase Order No..... Dated.....  
2. Our Invoice no/Quotation no.....Dated.....

With reference to the LAN & LAN equipments/Other Hardware being supplied / quoted to you vide our Invoice no/Quotation no/Order no cited above...

We hereby undertake that all the components/parts/assembly/software used in the LAN & LAN equipments/Other Hardware under the above shall be original new components /parts/assembly/software only from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly/software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the hardware without demur, if already supplied and return the money if any paid to us by you in this regard.

We (System OEM name) also take full responsibility of both, parts and service SLA as per the content even if there is any defect by our authorized service centre/Reseller/SI etc.

Authorized Signatory

Name:

Designation & Seal

Annexure D

1. BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

To

.....  
.....  
.....

WHEREAS \_\_\_\_\_(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated \_\_\_\_\_ (Date) for the execution of (Name of Contract) \_\_\_\_\_ (hereinafter called "the Tender") in favour of \_\_\_\_\_ hereinafter called the "Employer";

KNOW ALL MEN by these presents that we, \_\_\_\_\_(name of the issuing Bank), a body corporate constituted under the \_\_\_\_\_ having its Head Office at \_\_\_\_\_ amongst others a branch/office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs \_\_\_\_\_(Rupees \_\_\_\_\_ only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Employer during the period of Tender validity;
  - (i) Fails or refuses to execute the Agreement, if required; or
  - (ii) Fails or refuses to furnish the performance security, in accordance with clause \_\_\_\_\_ of conditions of Contract.

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)
- ii) This Bank Guarantee is valid up to \_\_\_\_\_ and

- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

SIGNATURE & SEAL OF THE BANK

## 2. PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To: Name and Address of the PURCHASER

WHEREAS (Name and address of M/s Wipro Ltd)(hereinafter referred to as “the CONTRACTOR”) has undertaken to supply, transportation, transit insurance, local delivery, storage and installation insurance up to Acceptance by the bank, cabling, installation, commissioning and integration, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training of your personnel related to establishment of LAN as per their Contract dated \_\_\_\_\_with you (hereinafter referred to as “the CONTRACT” )

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause \_\_\_\_\_ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as “the PERFORMANCE GUARANTEE”)

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, \_\_\_\_\_and local office at \_\_\_\_\_,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at \_\_\_\_\_ India furnishes you the PERFORMANCE GUARANTEE in manner hereinafter contained and agrees with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs\_\_\_\_\_ (Rupees\_\_\_\_\_) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs\_\_\_\_\_ (Rupees\_\_\_\_\_) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of \_\_\_\_\_ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) as aforesaid or extend the period of the guarantee beyond the said day of \_\_\_\_\_ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and 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 Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only)
- ii. This guarantee shall be valid upto \_\_\_\_\_ and ;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bangalore on or before \_\_\_\_\_ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney to him by the Bank.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2011.

For and on behalf of

\_\_\_\_\_  
BRANCH MANAGER

SEAL

ADDRESS

PLACE

## Annexure E

### Technical Specifications

1. The Bidder shall submit their Technical Bid indicating the compliance or otherwise with details of each specification stipulated
2. The bidder should have knowledge of Bank's applications and generic standard applications.
3. The proposed LAN solution/system shall:
  - 3.1 Be the combination of Layer-2 Switch, LAN administering software/hardware tools to meet the capabilities that can function well over Bank's existing CUG (Closed User Group) LAN (Wide Area Network). Bank's existing network is detailed in **Annexure - G**.
  - 3.2 supports QoS and CoS
  - 3.3 Not be bandwidth intensive and shall be capable of administering/ allocating the bandwidth requirements for Data/Voice/Video Communication as per the needs of Bank
  - 3.4 Have high security, high availability and very high performance.
4. The Bank intends to establish LAN solutions at its Branches/Administrative offices. The address and contact details shall be informed to the selected bidder while placing the order. However, the Bank reserves the right of placing the order for one or more location/buildings at a time.
5. The technical scope of work is to provide total LAN solution in turn key basis in the design and implementation of LAN solutions at branches and administrative offices. This project includes the cable plant solution, active devices and enablement of network management for LAN devices.
6. The bidder shall adhere to the Network addressing scheme of the Bank.
7. The bidder shall submit in the technical bid, a technical write-up on the LAN solution explaining various features/functions of the system/sub-system in the order of minimum requirement stipulated in this document.
8. The bidder shall submit a statement of facts regarding their capabilities with respect to Technical expertise (personnel), Service locations, Manufacturing facilities, and availability/stocking of spares.

9. The bidder should take all care not to hamper the working of the Offices/Head Office, Circle Offices and Regional Offices. Any interruption in the Offices/Head Office, Circle Offices and Regional Offices has to be foreseen by the bidder and the same has to be brought to the notice of the Bank in writing and only on approval by the Bank, the bidder shall proceed ahead. The bidder shall always take prior permission of the Head Office, Circle Offices and Regional Offices before starting any work.
10. In case of damages in Bank's property during LAN work, bidder shall replace the damaged property at his own cost.
11. The bidder shall ascertain the bill of material (BOM) required as per this RFP and indicate the same in Technical bid with masked prices. Corresponding to the bill of material the bidder shall quote the prices in Price bid only.
12. The LAN offered shall be modular in design, scalable, facilitate easy migration to new protocol support, manageable, reliable, cost effective, easily operable, maintainable with less MTTR and have high availability, high MTBF, etc.

#### 13. Maintainability

The bidder shall submit the maintenance procedures and call log-in procedures. The preventive and break down/corrective maintenance procedures and the diagnostic /test procedures available shall be submitted. The escalation procedure for maintenance during Warranty and AMC, if contracted, shall also be submitted. The bidder shall confirm the availability of hot swapping/maintenance in the LAN. The bidder shall detail the first-level maintenance to be done by the Bank's official for LAN.

#### 14. Expandability

The expansion capabilities of the proposed LAN should be submitted.

#### 15. Upward Growth path

The offered LAN's software should be upgradable to meet future requirements without any degradation in response time during peak load. The bidder should indicate the upgradable path available.

16. Only licensed copies of software shall be supplied and ported on the system.
17. All cables/ connectors /adapters/other interfaces required for interconnection of LAN shall be indicated by the bidder. The bidder shall also specify mandatory requirement of testing instruments required at the Bank for diagnostics and maintenance of the LAN.
18. The bidder shall also indicate the site preparation required for installation in terms of requirements like the size and weight of the System/sub-system (space required), operating temperature and relative humidity, dust level, requirement of air-conditioner,

power requirement (stabilizer, UPS), electrical grounding(earthing), grouting requirement, floor/ceiling type, requirement of false floor/ceiling, etc., separately for each LAN. Load on power and heat dissipation for LAN shall also to be mentioned. However, the equipment shall be operable in 190-270V, single phase 47-65 Hz AC power supply. The bidder shall offer UPS and other power conditioning equipments as required for the LAN proposed to be installed at each location. RACK required for mounting the equipment shall be offered by the bidder. The bidder shall also do separate earthing at each site, as required. The selected Bidder shall submit the document indicating site preparation requirements after visiting all locations within one week from the date of order for review and acceptance of the Bank.

19. The Bidder shall specify in the bid the necessary space and facilities required by them at the time of installation and also other facilities required.
20. The Bidder shall be fully responsible for installation and commissioning of the system including cabling and other related activities such as unpacking, uncrating, inspection etc. For which the owner shall provide the required space. While installation the bidder shall check physical availability of items as per the packing list. The Bidder shall have to arrange for all testing equipments and tools required for installation, maintenance and also arrange vehicle for transport at no extra cost to the Bank.
21. All the cabling done for LANs shall be neat and structured. The bidder shall document the cabling plan along with equipment/rack layout and get it approved by the Bank before actual installation.
22. The bidder shall indicate details of all “standards” complied for the LAN offered.
23. The bidder shall detail the fault tolerance/redundancy available in the LAN offered. The Bank reserves the right to procure the same.
24. The selected bidder shall own the responsibilities to demonstrate that the product offered are as per the specification stipulated in this RFP either at site or in his works without any extra cost to the Bank.
25. After the placement of Order, the Bank shall have the right to cancel or substitute the component/equipment before first notification of the despatch made by the Bidder as per the PERT chart to be finalized by the Bank. This shall be done only when it is deemed necessary by the Bank that the supplied or substituted components may not fulfil the required functions or the acceptance criteria.
26. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the network.

## 27. LAN COMPONENTS

### 27.1. Cable Plant Solution (Passive Components)

#### 27.1.1 CABLE

- 27.1.1.1 The cabling includes all the materials and related civil work including cable pulling, UTP and fiber termination and manual labour for fixing the racks and panels.
- 27.1.1.2 The cable plant solution shall conform to the EIA/ TIA 568 B draft standards. The connectivity between L3/L2 Switch and Jackpanel shall be factory crimped UTP cable and it should support Gigabit Ethernet speed.
- 27.1.1.3 The Uplink connectivity between L3 switch to each floor's L2 switch shall be fiber optic SC-Type as primary and Gigabit Ethernet UTP cable as secondary if required for ordered equipments to be connected to L3 switch. However the selected bidder shall conduct site survey for assessing the same.
- 27.1.1.4 UTP patch cable shall support gigabit transmission and it shall be multistrand category.
- 27.1.1.5 Multimode graded index six core fiber indoor cables for each of the floors to have uplink gigabit connectivity from the floor switches to the central switch.
- 27.1.1.6 Each floor shall have a separate cable and steel pipes of adequate sizes have to be provided for routing the cables
- 27.1.1.7 All the cables should be routed via cable Manager. The selected bidder shall access the requirements of cable manager.
- 27.1.1.8 The conduit used for laying the cables shall be PVC pipes with casing and capping wherever it is required.
- 27.1.1.9 UTP cable, Fibre cable, PVC/casing/capping/conduit/GI pipe and all labour/installation/fixing/laying charges as per bill of material at actuals against cabling/passive components.
- 27.1.1.10 All the fiber termination on the cable as well as panel shall be of the SC - Type and conform to the EIA/ TIA 568 A standards.
- 27.1.1.11 The cables and the connectors shall be either Systemax or AMP make only

**27.1.2 JACKPANEL**

27.1.2.1 The bidder shall provide Jackpanel size 1U only having 24 ports if needed at branch or branch is not having jackpanel.

27.1.2.2 The Jackpanel shall be either AMP or Systimax make only.

**28 Active Components**

**28.1 Layer-2 Switch**

28.1.1 Layer-2 switches shall be located at each floor/s for providing connectivity based on the desktop client systems, local servers and peripheral devices.

28.1.2 Layer-2 switch should have 24 ports fast Ethernet module.

29 The Bidder must ensure dedicated wirespeed performance for the chosen technology.

30 The connectivity of central switch to floor switch in the same floor shall be either UTP or fiber uplink.

31 The specification of the High Performance Switches are given below:

31.1 Support for IEEE 802.3u, 802.1d and 802.1p, 802.1q.

31.2 Support RMON on all modules.

31.3 SNMP manageability

Annexure - F Bill of Material

Sr. No	Product/Part No	Description	Quantity	Price in Rs.			
				Unit Price	Tax @ % (as per Govt. Norms)	Tax Value for unit cost in Rupees	Total Price in Rupees = [(Unit Price + Tax Value) x Quantity]
<b>A Layer-2 Switch</b>							
	Cisco Catalyst 2960-24TC-L	Catalyst 2960 24 10/100, 2 dual-purpose ports	260				
<b>TOTAL FOR LAYER-2 SWITCH (A)=</b>							
<b>B LAN Cabling</b>							
Sr. No	Description	Quantity	Price in Rs.				
			Unit Price	Tax @ % (as per Govt. Norms)	Tax Value for unit cost in Rupees	Total Price in Rupees = [(Unit Price + Tax Value) x Quantity]	
1	SUPPLY						
	AMP/Systimax	CAT- 6 UTP Cable	2600 Mtr				
	AMP/Systimax	CAT-6 Information Outlet	260				
	AMP/Systimax	RJ45 CONNECTOR	520				
	AMP/Systimax	2 mtr Patch Cord (Factory Crimped)	260				
	AMP/Systimax	3 mtr Patch Cord (Factory Crimped)	260				
	AMP/Systimax	Surface Mounting Box	260				
	ISI Brand	1"or 2" casing n capping/GUI pipe/PVC Pipe/Flexible Pipe	2600 Mtr				
2	LABOUR CHARGES						
		Laying of E CAT6 UTP Cable	2600 Mtr				
		Termination of Information Outlets and surface mounting box	260				
		Crimping and testing of Patchcords with RJ 45 Connectors and Boots	260				
		Fixing of 1"or 2" casing n capping/GUI pipe/PVC Pipe/Flexible Pipes and accessories	2600 Mtr				
<b>TOTAL FOR LAN CABLING (B)=</b>							

<b>C Annual Maintenance Charges</b>						
<b>Layer-2 Switch</b>			<b>Price in Rs.</b>			
	<b>YEAR</b>	<b>AMC Amount</b>	<b>AMC %</b>	<b>Tax @ % (as per Govt. Norms)</b>	<b>Tax Value in Rupees</b>	<b>Total AMC Amount (AMC Amount + Tax Value)</b>
1	FIRST YEAR					
2	SECOND YEAR					
3	THIRD YEAR					
4	FOURTH YEAR					
5	FIFTH YEAR					
<b>TOTAL AMC AMOUNT FOR 5 YEARS. (C)=</b>						
<b>D Consolidation</b>						
<b>TOTAL FOR LAYER-2 SWITCH (A)=</b>						
<b>TOTAL FOR LAN CABLING (B)=</b>						
<b>TOTAL AMC AMOUNT FOR 5 YEARS.(C)=</b>						
<b>GRAND TOTAL COST FOR LAN [D=A+B+C]=</b>						
<b>E Optional Items</b>			<b>Price in Rs.</b>			
<b>Sr.No</b>	<b>Part Code/Description</b>	<b>Quantity</b>	<b>Unit price</b>	<b>Tax @ % (as per Govt. Norms)</b>	<b>Tax Value for unit cost in Rupees</b>	<b>Total Price in Rupees = [(Unit Price + Tax Value) x Quantity]</b>
1	APW/Rittal Rack 9U	1				
2	APW/Rittal Rack 12U	1				
3	AMP/Systimax JackPanel-24 port	1				
4	AMP/Systimax JackPanel-48 port	1				
5	Cable Manager	1				
6	AMP/Systimax SC-Type OFC cable	1 Mtr				
7	WS-C2960G-24TC-L/Catalyst 2960 24 10/100/1000, 4 T/SFP LAN Base Image	1				
8	WS-C2960-24TC-S/Catalyst 2960 24 10/100 + 2 T/SFP LAN Lite Image	1				

We understand that the above-mentioned figure of Tax is for price-comparison purpose only and the bank shall be placing Order to the Selected Bidder exclusive of taxes only and that all applicable Taxes like CST/VST/VAT/Service Tax will be paid at actual to the maximum of taxes indicated in this Bill of Material against production of invoice / bills.

We understand that there can be only one tax either Service Tax or VAT. We also understand that Bank will pay VAT only for Goods Component of Hardware/ Software and Service Tax for Service Component of Hardware/Software. We also understand that the Goods Component + Service Component should be limited to 100% of the Cost Price of Hardware / Software.

We confirm that we have quoted for 5 years post warranty AMC rates (as per terms and conditions of the tender), giving the rates/price in our Commercial Offer.

Date:  
Place:

Signature  
(name)  
On behalf of  
\_\_\_\_\_  
(Name of the bidder)

**Existing Setup and Scope of Work**

**1. Existing setup of the Bank & Network Architecture**

- 1.1. The Bank has its HO at Bangalore, 34 Circle Offices (COs) and International Division (ID) at Mumbai reporting to HO, All the branches including extension counters, Currency Chests ,ATMs and service units at various cities reporting to respective COs. Thus the business architecture is 3-Tier. Now all the Branches, Offices, Extension counters, Currency Chests, ATMs and service units are inter connected through Corporate LAN. Now Bank wants to establish the LAN 260 locations.
- 1.2. The selected bidder shall coordinate with all existing System Integrators/Telecom Service Providers like IBM, Wipro, HCL Infosystems, BSNL/MTNL, HCIL, Bharti Airtel Ltd, etc., for doing all integration including NATting requirements and migration work with respect to connecting proposed network with the existing network. The router shall be configured by the bidder for Access list, QOS, etc., as required by the bank during acceptance, warranty and AMC, if contracted. The details of connectivity of all the above locations are given below.
- 1.3. The Bank is having.

**1.3.1. 3-Tier Network Architecture:**

Data Centre at Bangalore and the Disaster Recovery Centre (DRC) at Mumbai, where most of the application servers are housed including ATM Switch. 34 Circle Offices namely Agra, Ahmedabad, Bangalore Metro, Bangalore Rural, Bhopal, Bhubaneswar, Calicut, Chandigarh, Chennai, Coimbatore, Dehradun, Goa, Gulbarga, Guwahathi, Hubli, Hyderabad, Jaipur, Karnal, Kolkata, Lucknow, Madurai, Mangalore, Meerut, Mumbai, Mysore, Nagpur, New Delhi, Patna, Pune, Ranchi, Shimoga, Trichy, Trivandrum, Vishakapatnam are connected to Data Center and Data recovery center by n X 2Mbps leased lines (LL), Airtel MPLS and One ISDN PRI link as backup.

1.3.2. The bank is having L3 switch at administrative offices and configured VLANs based on the group and enabled the policies and rights based on roles assigned to each group.

1.3.3. The Administrative offices are having L3 switch and multiple L2 switches connected through either UTP or fiber uplink.

1.3.4. At present, most of the branches are using Manageable switches and in-turn it is connected to the router and policy enabled in the switch based on the needs. Some of the branches are using either hubs or unmanageable switches and in-turn it is connected to the router.

#### 1.3.5. Connectivity to INFINET

The Bank's LAN is connected to INFINET (Indian Financial Network), a Closed User Group (CUG) VSAT and Leased line Backbone network of Institute for Development and Research in Banking Technology (IDRBT), Hyderabad. And also, our DC at Bangalore connected to INFINET leased line backbone node at IDRBT, Hyderabad by 1 x 2 mbps leased line. This direct leased line between Bangalore and Hyderabad also serves as connectivity between IDRBT VSAT HUB and DC at Bangalore, which will facilitate connectivity from remote VSATs through one VSAT hop and one leased line hop thus avoiding propagation delay in the existing 2 VSAT hops between remote VSATs and DC at Bangalore through IDRBT's VSAT HUB.

#### 1.3.6. VSAT Connectivity

The bank has currently installed 1859 VSATs (TDM/TDMA) at various locations and one PAMA/DAMA VSAT at DC and proposes to install few more VSATs (TDM/TDMA) in future. Bangalore (DC) connected to INFINET leased line backbone node at RBI Office Bangalore by 1 x 2 mbps leased line.

#### 1.3.7. RBI Connectivity

The Funds & Investment section (F&I) at Mumbai is connected to INFINET at RBI Main location; Mumbai by 1x 64 kbps leased line and will be connected to RBI Disaster recovery location at Mumbai by 1x 64 kbps leased line.

#### 1.3.8. MPLS Connectivity

Data Center as well as Data Recovery Center connected to NAP locations by L3 MPLS VPN connectivity in addition to leased line connectivity for load sharing and Auto Fall backup.

1.3.9. The LAN shall be an end-to-end TCP/IP network. The Bank is using OSPF as routing protocol. The VSAT backbone of IDRBT and HCIL is using RIPv2 as routing protocol.

1.3.10. The Bank has the following Network Security Architecture.

End-to-End Router based security (IPSEC 3 DES) for all locations.

Installed Cisco and Checkpoint firewall at DC and DRC and the primary/Secondary/Backup connectivity is encrypted

1.3.11. The LAN shall be equipped with following redundancy.

The connectivity shall have 1 x 64 kbps leased line backed by 1 x 128 kbps ISDN configured for load sharing and redundancy. The 128 kbps ISDN shall be configured to work on 64 kbps or 128 kbps as per the bandwidth required.

In case of Leased line backed up by ISDN, whenever leased line fails, the branch end shall initiate an ISDN call to the central location automatically without any manual intervention. Similarly, whenever leased line is restored, the link should switch over automatically from ISDN to Leased line.

In case of Leased line backed up by VSAT/CDMA/MPLS, whenever leased line fails, the branch end shall automatically connect to the central location automatically without any manual intervention. Similarly, whenever leased line is restored, the link should switch over automatically from VSAT/CDMA/MPLS to Leased line.

#### 1.3.12. Router's capability

The existing routers are working with IPSEC 3DES encryption. And the routers are having latest IOS version with general deployment.

#### 1.3.13. Network Management System

Bank installed the Network Management System (NMS) at each NAP location for management of network of respective CO/ROs/branches. Apart from this, there is a centralized NMS at core location (at Bangalore), which collects data from distributed NMS for centralized reporting and monitoring.

## 2. PRESENT SCOPE OF WORK.

2.1 The Bidder's scope of work as per the conditions of RFP and technical specifications shall include supply of Cisco Make LAN devices, transportation, transit insurance, local delivery, storage and installation insurance up to Acceptance by the bank, cabling, installation, commissioning and integration, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training of Bank's personnel.

2.1.1 Replacement existing Hubs/Unmanageable Switches with ordered LAN devices in the ordered locations

2.1.2 Supply of Cisco Make of LAN devices, Installation & Commissioning Acceptance Test and Warranty support.

2.1.3 Hand over the existing Hubs/Unmanageable Switches to the branch in-charge/TM section of respective Circle Offices.

2.1.4 Creation of VLAN in Layer-2 Switch in the ordered locations based on the needs.

2.1.5 Enabling routing in the Layer-2 Switch for connecting Wide Area Network (LAN) and InterVLAN communications if required.

- 2.1.6 Providing training to the Bank's officials in the ordered locations.
- 2.1.7 The complete System including Layer-2 Switch, LAN Cabling etc and also meeting with technical specifications as per **Annexure-E** and/or as agreed upon after final bid evaluation will be warranted and must operate at or above the guaranteed levels with regard to Availability and other performance parameters. The bidder shall submit details of such performance parameters for the product/service offered by them.
- 2.2 The Bidder has to supply the Network Devices and other items to all the ordered locations as per the Specifications as mentioned in the Technical Specifications (**Annexure E**).
- 2.3 The Bidder shall be fully responsible for Delivery, Installation and Commissioning of the Network Devices, and establishment of LAN in all the ordered locations.
- 2.4 The bidder shall install the ordered locations in the existing network rack of ante room/network room at each ordered locations where LAN jack panel is already fixed and the switch should be connected to the router.
- 2.5 All existing LAN cables should be connected to the switch and ensure all the working. If any LAN cable is faulty or required as additional, the bidder shall do LAN cabling as per the Branch in-charge's request. However cabling charges shall be paid at actual.
- 2.6 It is the responsibility of the bidder to configure the switch to function layer-2 functionality and enable the features required for establishing LAN and fine-tuning the network setup.
- 2.7 It is the responsibility of the bidder to configure the Switch for configuring VLANs and establishing VSAT/CDMA/MPLS [if backup] as backup connectivity in all the ordered location during implementation, Warranty and AMC (If contracted) for acting as a fall back connectivity if required.
- 2.8 The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the network.

Annexure - H

**A. Format for Technical Bid**

The Technical Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

The format for submission of Technical Offer for this RFP is as follows:

Sl. No.	Documents to be submitted
1	Index of the entire document submitted with page numbers.
2	Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD as per <b>Annexure D (1)</b> .
3	Cost of Tender document by way of DD payable at Bangalore.
4	Name and address and contact person along with phone number, email id etc and Address of Office on which order has to be placed.
5	Bidder's Covering letter. This should be as per <b>Annexure A</b> .
6	Technical Offer as per Specifications given in <b>Annexure E</b> should be complete with all the columns filled in.
7	The masked Commercial Offer should be enclosed to the Technical Offer as per <b>Annexure F</b> .
8	Ownership letter by the bidder. (Undertaking letter by the bidder taking the ownership of the project execution in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.)
9	Undertaking letter by the bidder for providing technical consultancy, Support and guidance during warranty support period and AMC if contracted.
10	Undertaking letter by the bidder for acceptance of providing service support for warranty and AMC for 5 years if contracted.
11	Technical Documentation (Product Brochures, leaflets, manuals etc). An index of technical documentation submitted with the offer must be enclosed.

12	Terms and Conditions compliance Table in the following format as under. <b>This table must cover bidder's response to all the terms and conditions specified in the offer document i.e. Part B (Terms and Conditions). The format is mentioned as below.</b>			
	Sl. No.	Term No.	Short Description of Term	Complied (Yes / No)
	1			
	2			
	3			

**B. Format for Commercial Offer**

The Commercial offer must not contradict the Technical Offer in any manner. The suggested format for submission of commercial offer is as follows:

Sl. No.	Documents to be submitted
1	Covering Letter
2	Commercial Version of Bill of Materials and Price Schedule. This annexure must contain all Price information, including AMC details and taxes along with the cost of consumables sought for.