



(HEAD OFFICE: BANGALORE)

GLOBAL TENDER FOR
IMPLEMENTATION OF
COMPREHENSIVE CENTRALISED DESKTOP MANAGEMENT SOLUTION
IN
CANARA BANK

TENDER REFERENCE NO : RFP -22/2010-11
DATE OF TENDER DOCUMENT : 31.01.2011
DATE OF PRE BID MEETING : 08.02.2011, 04.00 PM
LAST DATE FOR SUBMISSION OF TENDER : 21.02.2011 UPTO 3.00 PM
DATE OF OPENING OF TECHNICAL BID PART A : 21.02.2011 AT 3.30 PM
COST OF TENDER DOCUMENT : ₹ 20,000/- (Non Refundable)
EARNEST MONEY DEPOSIT/BG IN LIEU OF EMD : ₹ 10,00,000/-
NO. OF PAGES : 65 Pages

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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 bidders should pay the cost of the tender document by means of DD drawn on any scheduled Bank for ₹ 20,000/- in favour of Canara Bank, payable at Bangalore and enclose the same to Technical Bid PART A of this tender.

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CALENDER OF EVENTS

Sl. No	EVENT	DATE
1	Date of Issue	31.01.2011 Monday
2	Date of Pre Bid Meeting	08.02.2011 Tuesday 04.00 PM
3	Date of Submission	21.02.2011 Monday 03.00 PM
4	Date of Opening of Technical Bid Part A	21.02.2011 Monday 03.30 PM
5	Date of Opening of Technical Bid Part B	Will be intimated subsequently
6	Date of opening of Commercial Bid	Will be intimated subsequently

REQUEST FOR PROPOSAL (RFP) FOR IMPLEMENTATION OF COMPREHENSIVE CENTRALISED DESKTOP MANAGEMENT SOLUTION IN CANARA BANK.

INTRODUCTION:

Canara Bank is a premier Indian Public Sector Bank having Pan India presence with its operations spreading across length and breadth of the country.

The Bank intends to bring all their Desktops (including Laptops) and Servers at all Branches and Offices in the country under Comprehensive Centralised Desktop Management Solution and also a Standard Operating Environment (SOE). Standard Operating Environment (SOE) across all its desktops & laptops include Standard Operating System, Security Setting, User Profile Settings, Antivirus, Official Software and Common Software.

To support this countrywide infrastructure, there is a need for robust, scalable, secured, easy to deploy/ maintain/ manage/ upgrade, easy to integrate with third party solutions, simple enterprise class standard architecture, cost effective system with fulfilling future requirements.

In order to obviate the difficulty in managing the Desktops, Laptops and Servers for doing OS Deployment, Asset Inventory by the system, Remote Troubleshooting & Management and also to apply any patches, policies, including Anti Virus etc., the Bank desires to have a suitable Desktop Management Solution for the Bank as a whole.

The Proposed Solution should be able to provide the following by using Centralized Management Control Solutions with a maximum of two OEM Products.

- Desktop Management including Directory Services.
- Patch Distribution & Management (including Antivirus Updates)
- OS and Software Deployment
- Security Management
- Inventory Management (Both Hardware & Software Assets)
- Remote Desktop Management

To implement the Desktop Management Solutions, the Bank proposes to select a vendor who can offer a suitable, technical and cost effective solution.

The Organisation Structure, Network Architecture, Existing Desktop Setup, Existing Antivirus Management Setup and Expansion Plan of the Bank are furnished below:

Organisation Structure:

- Head Office at Bangalore.
- 34 Circle Offices
- One International Division, Treasury Wing at Mumbai.
- 4 Overseas Branches.
- 3170 Branches in India and 32 Extension Counters.
- Branches in Metro - 755, Urban -757, Semi Urban -868 and Rural -790.
- Around 193 Service units which includes, Currency Chests, Account Sections, Clearing Sections, Foreign Departments, Funds and Investment Section, Local Processing Centers.
- 2152 ATMs, out of which 1371 are Onsite and 781 are Offsite.

Network Architecture:

- ❖ Canara Bank has adapted 3-tier network architecture.
- ❖ The branches including onsite ATMs/offices/offsite ATMs are connected to their Network Aggregation Points (NAPs) i.e., Circle Offices usually by using Leased line connectivity varying from 64Kbps to 2Mbps / VSAT connectivity varying from 8kbps to 2mbps.
- ❖ The secondary connectivity is through Leased line connectivity varying from 64Kbps to 2Mbps / ISDN connectivity varying from 128kbps to 2Mbps/ VSAT connectivity varying from 8kbps to 2mbps/ CDMA varying from 144kbps to 256kbps.
- ❖ NAPs are in turn connected to Data Center [DC] and Disaster Recovery Center [DRC] usually varies from 2Mbps to 10Mbps by using leased line as a primary connectivity and ISDN as a secondary connectivity.
- ❖ The details of Network is attached as per Annexure - C

Existing Desktop Setup:

- The Bank has approximately 35000 Plus Desktops, 800 plus Laptops, and 200 Plus Servers having various major operating systems across India.
- The operating system in the Desktops, Laptops and Server is Windows 98/XP/2000/2003/2008/Vista/Windows 7, Linux, Sun, HP etc with various versions and editions distributed among various branches and Offices. The Bank is having Desktops from various vendors like HCL, Wipro, PCS, Acer etc.
- The configuration of the Desktops is as below :

Approximately 20000 Desktops are with the following configuration:

Intel Core 2 Duo- E4500 with 2.2 GHz, 1 GB RAM, 160 GB SATA HDD

Rest Desktops are with the following configuration:

Pentium P IV with minimum HDD 40 GB and 512 MB RAM.

Existing Antivirus Management Setup:

- ❖ The Bank has two types of Antivirus solutions.
 1. Symantec End-Point Protection Manager version 11.x.x
 2. Trend Micro Anti Virus Solution version 10.x.x Service Pack 1 for CBS application.
- ❖ Symantec End-Point Protection setup
 - a. The Bank has adapted 3-tier Antivirus Management architecture.
 - i. Central Management Server at Bangalore [Configuration-Xeon Quad Core Processor 5310 model, 1.6Ghz, Dual Core, 12 GB DDR-2 RAM, 300 X 3 GB SAS Hard disk]
 - ii. Antivirus relay servers located at each Network Aggregation Points [configuration-Xeon Dual Core Processor 3040, 2.0Ghz, Dual Core, 8GB DDR-2 RAM, 160x2GB SATA HDD]
 - iii. Distribution Point at one PC of each branch/office (Group Update) and other Desktops/Laptops at Branches/Offices.
- ❖ Trend Micro setup
 - a. Central Management Server at Bangalore.
 - b. Around 120 Servers and 70 Desktops are loaded with Trend Micro Antivirus.

Expansion Plan:

- Presently, all the Branches /Offices / ECs and all Services Units are Under CBS Environment.
- The approximate expansion of branches/offices may be 300 plus branches/offices every year.

We invite sealed offers (Technical Bid and Commercial Bid) for implementing the Desktop Management Solutions as described in this document.

A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder'.

Interested Bidders who can offer and implement Comprehensive Desktop Management Solution in the Bank and meeting the following Eligibility Criteria may respond.

ELIGIBILITY CRITERIA

Sl. No	Criteria	Documents Required
1.	The Bidder must be a registered company having presence all over India.	Copy of Certificate of Registration / Certificate of Commencement of Business.
2.	The Bidder should have minimum of 3 years experience as on 31.3.2010 in the activity of implementation of Desktop Management Solutions.	Proof of document to this effect by way of Purchase Order/s and Certificate by the customer with satisfactory report by mentioning the time frame clearly.
3.	Bidder must have a minimum turnover of Rs. 100.00 Crores per year during last three financial years i.e. 2007-08 and 2008-09, 2009-10 in IT related business in India.	Audited Balance Sheet and P & L Account for the last three years. Certificate from Chartered Accountant certifying the IT related business turnover of last three years i.e. 2007-08, 2008-09 & 2009-10.
4.	The Bidder should have supplied and implemented Desktop Management Solutions in at least Two of the reputed organizations in BFSI Sector of which one should be PSU Banks in India during the period from 1-4-07 till date of RFP (31.01.11). The Bidder should have implemented Comprehensive Centralised Desktop Management System/ Solution for more than 10000 Desktops in India during the above period in the above organisations in India.	1. Purchase Order copies issued by Organisations / BFSI etc. since 01-04-2007 and 2. Satisfactory working certificate from the above organisations.(two organisations- atleast one certificate is from BFSI)
5.	a)The Bidders desirous of quoting should have their own solution or a channel partner to the leading OEMs and should have a permanent office or a subsidiary company in India and preferably one of the office in Bangalore	1. Details of Office addresses with phone number, E-mail ID, FAX number, etc. 2. Authorization letter from OEM as per Annexure J. 3. The declaration and Authorisation letter should not be older than six months earlier to the date of submission of Bid.

	<p>OR</p> <p>b) If the Bidder is not an Original Equipment Manufacturer (OEM) and only an authorized dealer, they should have valid authorization letter from their OEMs to deal/market the product in India and such agreement should be valid for a further period of minimum one year from the date of RFP.</p>	
6.	<p>The Bidder should be able to provide qualified service engineers for implementing the solution / attending the problems if any during the implementation period as well as during the AMC/ATS period, if contracted. The availability of services of the engineers for the proposed locations as per Annexure B should be ensured. The Service Engineer should be able to visit all the branches / offices of Bank during implementation of the solution till completion of AMC/ATS period for any issues, troubleshooting and preventive maintenance etc. The bidder should have at least 100 service centers in India.</p>	<p>Qualified Engineers should be employed/ available with the company. The Bidders have to furnish their existing service centre infrastructure details like contact details with postal address, no. of engineers, engineer's skill set, technical support structure, jurisdiction of the engineer etc as per Annexure G.</p>
7.	<p>EMD/Bank Guarantee in lieu of EMD (As per format Annexure -M)</p>	<p>EMD / Bank Guarantee (As per format Annexure M) in lieu of EMD for ₹ 10,00,000/- issued by a Scheduled Commercial Bank must be enclosed.</p>
8.	<p>Submission of Tender Document fees of ₹ 20,000/- Non Refundable</p>	<p>By way of DD favouring "Canara Bank" payable at Bangalore.</p>

Before submission of the offer, the Bidders are requested to go through the following instructions and the terms and conditions detailed below.

1. INSTRUCTIONS.

1.1 BIDDER'S RESPONSE AND OPENING OF BIDS

1.1.1. Preparation of Bids

1.1.1.1 The bidder has to submit the response to the bid in

- Technical Bid Part A - indicating their compliance to Eligibility Criteria as per Annexure D, E, F, G, H, and J.
- Technical Bid Part B - indicating the response to the technical and functional requirement specifications of the Desktop Management Solution as per Annexure L.
- Commercial Bid - furnishing all relevant information as required as per Bill of Material as Per Annexure K.

1.1.1.2 All the Bids shall be submitted in English Language in Font size 12 and above.

1.1.2. Submission of Bids

1.1.2.1. Technical Bid Part A

The Technical Bid Part A for Desktop Management Solution is to be sealed in a separate Envelope superscribed on the top of the cover as "**Technical Bid for Desktop Management Solution - Part A**".

The Technical Bid Part A must contain EMD/ Bank Guarantee in lieu of EMD as per clause 1.19 of Instructions of this document.

1.1.2.2. Technical Bid - Part B

The Technical Bid Part B for Desktop Management Solution is to be sealed in a separate Envelope superscribed on the top of the cover as "**Technical Bid for Desktop Management Solution- Part B**".

1.1.2.3. The Technical Bid Part B should be complete in all respects and contain all information sought for, as per **Annexure L**. The Technical Bid **should not contain any price information**. The Technical Bid Part B should be complete and should cover all products and services.

1.1.2.4. Commercial Bid

The Commercial Bid for Desktop Management Solution is to be sealed in a separate envelope superscribed on the top of the cover as "**Commercial Bid for Desktop Management Solution**".

Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per **Annexure K**.

Under no circumstances the Commercial Bid should be kept in Technical Bid Covers. *The placement of Commercial Bid in Technical Bid covers will make bid liable for rejection.*

- 1.1.2.5. All the pages of Bid including Brochures 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 paginated with Name, Seal and Signature of the Authorized Signatory. Bids with eraser / overwriting/cutting are liable to be rejected. If required, the corrections can be made by scoring out entries and writing afresh and the authorized signatory should authenticate. Authorization letter for signing the Bid documents duly signed by Company's Authorised signatory should be submitted
- 1.1.2.6. The separately sealed envelopes containing Technical Bids both Part A & B and Commercial Bid for Desktop Management Solution shall be placed and sealed in another big envelope superscribed on the top of the envelope as "**Offer for Implementation of Comprehensive Desktop Management Solution in Canara Bank in response to RFP 22/2010-11 DT 31.01.2011**". The Name of the Bidder and Due date of the RFP is to be specified on the top of the envelope.
- 1.1.2.7. 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 **MONDAY, 21st February 2011, 3:00 PM**. 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.
- 1.1.2.8. If any of the bidders or all the bidders who has responded the RFP 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.

1.1.3. Opening of Bids

- 1.1.3.1. The Technical Bid Part A shall be opened in the presence of the Bidder's representative on Monday, 21st February 2011, at 3:30 PM at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M.G Road, Bangalore 560001. Bidder's representative may be present in the venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format (Annexure -I) enclosed and sign in Register of Attendance during opening of Technical Bid Part A.
- 1.1.3.2. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday then the bid will be accepted upto 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

- 1.1.3.3. The Technical Bid Part - A submitted by the bidder will be evaluated based on the eligibility criteria stipulated. The Technical Bid Part B of only those bidders who qualified in Technical Bid Part A will be opened with due communication by the bank.
- 1.1.3.4. The Commercial Bid of only those bidders who qualified in Technical Bid Part B will be opened with due communication by the Bank.

1.2 REQUIREMENT DETAILS

This tender consists of following requirements.

Sl. No	Item details	Locations
1	Supply, Installation, Configuration & Commissioning of Hardware / Software and End To End implementation of Comprehensive Centralised Desktop Management Solution including all the relevant activities and AMC for hardware items and ATS for Application Software etc as mentioned in the Scope of Work as per Annexure A and Technical Specifications as per Annexure L.	All Branches / Offices of the Bank.

1.3 DETERMINATION OF L1 PRICE

- 1.3.1 The Commercial Bids as per Bill of Material (Annexure K) to be submitted.
- 1.3.2 The Commercial Bid will be evaluated based on the Total Cost of Ownership (TCO) of the Comprehensive Centralised Desktop Management Solution i.e., Cost of Hardware (including OS) + Cost of Software + AMC for Hardware (including OS) for 3 years at present values + ATS for Application Software for 5 years at present values + Implementation Charges + Support Charges for 5 years at present values + Taxes. Basing on the TCO, L1 Bidder will be determined.
- 1.3.3 Present Value of the AMC for 3 years on hardware items, ATS for 5 years on application software and Support Charges for 5 years shall be added to the price of the Desktop Management Solution offered, for the purpose of evaluation of Price Bid and arriving at L1, L2 & L3. The Present Value per year will be calculated as per the following formula.

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

Where 'C' is the annual AMC/ATS amount of each year
'r' is Bank's prevailing Base Rate which is presently 8.50%
'n' is number of years i.e. n is 1 for First year, 2 for Second year and 3 for Third year etc.

1.4 TIME SCHEDULE

- 1.4.1. Time is the essence of the Contract. Time Period for delivery, installation, configuration, commissioning and acceptance shall also be indicated separately by the bidder and the same shall also be firm and binding.

- 1.4.2. The successful bidder shall co-ordinate all the activities relating to provision of infrastructural facilities and implementation of complete Comprehensive Centralized Desktop Management Solution within the scope of the Bank. Such facilities and activities shall be specifically listed out by the Bidder at the time of submission of the tender in the technical proposal.
- 1.4.3. The Delivery, Configuration, Installation & Commissioning of Hardware (including OS) and Application Software and any other related software at Primary Site and all NAP Locations, if any, shall be completed within a period of **Two Months** from the date of placement of order.
- 1.4.4. Once the requisite hardware & software is ready at Primary Site and NAP Locations - Bangalore Metro, Chennai, Delhi, Kolkata and Mumbai, Bank shall identify five identified branches / offices in these Circles and all Sections in DIT, HO for Pilot Implementation of Desktop Management Solutions. The selected bidder shall undertake the pilot implementation of the said project and prove that the solution is working effectively and to the satisfaction of Bank. It is to be ensured by the bidder that the normal functioning of the branches / offices are not affected during the pilot implementation by taking all necessary precautions. The entire Pilot Implementation and acceptance of the Solution shall be completed within a period of **One Month** from the date of installation of hardware & software at Primary Site and NAP Locations.
- 1.4.5. On successful pilot implementation, the Bank shall advise the bidder to implement the solution in all the branches in a phased manner.
- 1.4.6. Time schedule for completion of the solution at all branches / offices is as follows:

First Set of 750 branches and all Sections in HO & all offices at HO/CO locations	Within a period of 2 months after Pilot Implementation.
Second Set of 1000 branches	Within a period of 4 months after Pilot Implementation
All Remaining branches and Offices of Bank.	Within a period of 6 months after Pilot Implementation

- 1.4.7. The entire project i.e., implementation of Comprehensive Centralised Desktop Management Solution in Bank is to be made within a period of 9 months from the date of order. However, adherence to the time schedule should be followed as specified in the above paragraphs 1.4.1 to 1.4.6.
- 1.4.8. After complete implementation of the Solution in the entire Bank as defined in Scope of Work as per **Annexure-A**, the Bank shall monitor the performance of the Solution for a period of SIX months, said period will be treated as Evaluation Period and the Project closure process shall be initiated by the Bank only upon satisfactory performance of the Solution and the Sign off of the Project shall take place.

The Bidder should take care of all necessary corrective steps, fine tuning and trouble shooting of the Systems during this period. However it is to be noted that the Bank reserves the right to use the system/ solution and such usage shall not be construed as acceptance of the System/Solution by the successful Bidder.

During this period the Bidder has to attend to all the hardware, software and support related issues including visiting and trouble shooting at branches (including onsite ATMs), Offices and Offsite ATMs of the Bank. Please note that the branch hardware support and ATM hardware support will be taken care by existing AMC vendors, however solution support w.r.t desktops and ATMs will have to be provided by the selected bidder.

- 1.4.9. The delay in implementation will attract Liquidated Damages as per terms & conditions (PART B, point No.2.3.8).

1.5 OFFER VALIDITY PERIOD

The Offer submitted and the Price quoted therein shall be valid for 15 Months from the date of declaration of successful bidder and for such further period as mutually agreed between the bank and successful bidder.

1.6 PROPOSAL OWNERSHIP

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank.

1.7 MODIFICATIONS AND WITHDRAWALS OF BID/S

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

1.8 PRE-BID MEETING

- 1.8.1. A pre-tender meeting of the intending bidders will be held at **16.00 hours IST on Tuesday 8th February 2011** at Canara Bank, Conference Hall, II Floor, Naveen Complex, 14 M G Road, Bangalore - 560 001 to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting. All communications regarding points requiring clarifications and any doubts shall be given in writing to the General Manager, DIT Wing, HO Bangalore by the intending bidders before **14.00 hours IST on 4th February 2011**.
- 1.8.2. Authorized representatives of interested bidders shall be present during the scheduled time. The Bank shall clarify the queries during the pre-bid meeting and the replies along with the queries shall be uploaded in the Bank's website and no individual correspondence shall be made. No individual consultation shall be entertained. Bank will not consider any other queries raised by the bidder's representative during the pre-bid meeting without prior notice as specified in 1. 8.1 above.

1.9 PRELIMINARY SCRUTINY

The Bank will scrutinise 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.

1.10 CLARIFICATION OF OFFERS

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.

1.11 NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER

- 1.11.1. The Bank is not bound to accept the lowest or any tender or to assign any reason for non-acceptance. It also reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 1.11.2. The Bank will not be obliged to meet and have discussions with any bidder and / or to entertain any representations in this regard.
- 1.11.3. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

1.12 SUBMISSION OF TECHNICAL DETAILS

- 1.12.1. It is mandatory to provide the technical specifications and details in the exact format as mentioned in **Annexure L** of this tender.
- 1.12.2. 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.
- 1.12.3. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 1.12.4. The relevant product/solution information offered, printed product brochure, technical specification sheets, elaborated technical solution details, etc. should be submitted along with the Offer. Failure to submit this information along with the Offer could result in disqualification.

1.13 FORMAT FOR TECHNICAL BID

Please note that all the pages of the Bid document including Annexure submitted to the Bank should be made in the Bidder's letter head, paginated, neatly filed and duly signed by the Authorised Signatory with Company Seal.

1.13.1. FORMAT FOR TECHNICAL BID PART A

The list of Documents to be submitted for Technical Bid Part A for this RFP is as follows:

- a. Index of the all documents submitted, with page numbers.
- b. Earnest Money Deposit (EMD)/ BG In lieu of EMD for ₹ 10,00,000/-.
- c. Demand Draft favouring Canara Bank drawn on Bangalore for ₹ 20,000/- towards cost of application. The Technical Bid Part A will be evaluated only for those bidders who submit EMD and Cost of application.
- d. Bidder's Covering letter. This should be as per **Annexure D**.
- e. Profile of the Company / Firm as per **Annexure E**.
- f. Write up on the Work Experience / Expertise in Supply, Installation, Commissioning of hardware / software and Implementation & Maintenance of Desktop Management Solution.
- g. Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- h. Copy of Certificate of Registration / Certificate of Commencement of Business.
- i. Purchase order copies issued by the Major Clients in respect of Desktop Management Solution since 1.4.2007 till date of RFP (31.01.11) to establish that the Bidder has implemented the Solution in more than 10000 Desktops in India during the last three years.
- j. Satisfactory working certificate from minimum 2 major clients as per Eligibility Criteria (4) for having implemented similar Desktop Management Solution.
- k. Annual Reports (Audited Balance Sheet and P&L account) of the bidder's company /firm for the last 3 years. i.e., for the year 2007-08, 2008-09 and 2009-10.
- l. Certificate from the Chartered Accountant certifying the turnover of last three years i.e., 2007-08, 2008-09 and 2009-10 from IT related business in India.

- m. Manufacturer / Dealer / Distributor certificate - Certificate from OEM/ manufacturer for proving 3 years experience.
- n. Track record of Past 3 years for Installation/implementation of complete Centralized Desktop Management Solution covering Name and addresses of major clients and email ids, telephone numbers (landline and mobile no), fax numbers of their contact executives etc. as per the Annexure F.
- o. The Bidders to furnish the details of their existing offices/branches/ service centers across the country as per Annexure G with at least 100 offices across the country, preferably our Bank's Circle Offices locations. A detail of addresses of our Circle offices is given in **Annexure-B**.
- p. Technical Compliance Statement as per **Annexure H**.
- q. Manufacturers Authorization Form as per **Annexure J**.

1.13.2. FORMAT FOR TECHNICAL BID PART B

The list of Documents to be submitted for Technical Bid Part B for this RFP is as follows:

- a. The Bidder to furnish the Comprehensive Centralised Solution Offered to the Bank detailing the
 - i. Proposed architecture,
 - ii. Hardware with configuration
 - iii. Operating System Software including licenses.
 - iv. Application Software including licenses.
- b. The Bidder also to submit a certificate / letter from OEM of the Application software that the proposed Architecture, Hardware, OS, Application Software, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the Branches (including onsite ATMs), Offices, Offsite ATMs.
- c. The bidder should provide necessary hardware with latest product and software with latest version and any third party licenses with latest version required for the implementation Desktop Management Solution. The charges for the above should be factored in Bill Of Material(BOM), otherwise the Bid is liable for rejection. The bidder should submit BOM as per Banks format - Annexure K.Changes in the BOM by the bidder will also be liable for rejection.
- d. Technical Offer as per Specifications given in **Annexure L** should be complete with all the columns filled in.
- e. The masked Price Offer should be enclosed to the Technical Offer as per Annexure K. *This table should not contain any price information in Technical Offer.*

- f. Technical Documentation (Product Brochures, leaflets, manuals, drawings). An index of technical documentation/solution submitted with the offer must be enclosed.
- g. A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Bid.
- h. Terms and Conditions Compliance Table in the following format should be invariably submitted. 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).

Sl. No.	Terms & Condition No.	Short Description of Term	Complied (Yes / No)	Deviations if any the Bidder wishes to convey.

- i. Detailed Time Schedule & PERT chart for delivery, installation, commissioning of hardware and software and for complete End to End implementation of Comprehensive Centralised Desktop Management Solution to the Bank to be submitted.

1.14 FORMAT FOR COMMERCIAL BID.

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

- a. Index of documents submitted with page numbers.
- b. Covering Letter
- c. Commercial Version of Bill of Materials and Price Schedule (as per Annexure-K).

1.15 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", "negotiable", "to be discussed" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

1.16 ALTERNATIVE OFFERS /BIDS

The Bidder/s desirous of offering the Bank two or more alternatives of Desktop Management Solution meeting the tender specifications should submit separate Offer/Bid for each alternative. Each alternative Offer /Bid should be complete in all

respects and should not make cross-reference to details given in other offer/alternative. Every such alternative Offer should accompany separate EMD.

1.17 PRICE

- 1.17.1. The price should be quoted as per Bill of Material (BOM) -Annexure - K.
- 1.17.2. The Price/s quoted for supply of the hardware and software and implementation of Desktop Management Solution in our Bank must be made in Indian Rupees only, including the following if relevant:
 - a. Cost of the Hardware, Software and Services including all duties and importing cost.
 - b. License fee for all software including OS and client level software licenses for three years.
 - c. Packing, Transportation and Forwarding charges to the site.
 - d. Installation and Commissioning charges, if any.
 - e. Local levies in the country of origin and shipment.
 - f. Insurance to cover all risks of damages from the date of shipment, delivery, installation and commissioning at site and handing it over to the Bank.
 - g. Implementation of Desktop Management Solution at all branches (including onsite ATMs)/ offices / Offsite ATMs of our bank.
- 1.17.3. The Sales Tax / Value Added Tax / Central Sales Tax/ Entry Tax/ Octroi / Service Tax if any as applicable will be paid/reimbursed by the Bank at actual. Octroi /Entry Tax shall be reimbursed at actuals on submission of Original receipts.

The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 1.17.4. If any of the deliverable product, mainly, Hardware, software, Service/Support etc. has both VAT and Service Tax, the bidder has to indicate the Goods component with percentage of VAT and Service Component with service Tax involved. The Goods Component + Service Component should be limited to 100% of the Cost Price, For example, if Goods Component is 60% then, the Service Component cannot be more than 40%.
- 1.17.5. If the bidder fails to include any other expenditure/item in the tender, no claim thereof will be considered by the bank afterwards.
- 1.17.6. The AMC/ATS prices shall be firm and binding without any escalation whatsoever for entire period of the AMC/ATS contract quoted by the bidder at the time of bidding.
- 1.17.7. No escalation in price is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 1.17.8. Bank shall place the Orders on the selected Bidder at cost price excluding tax.

1.18 MAKE AND MODELS

It is mandatory to provide product details including all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated 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.*

1.19 EARNEST MONEY DEPOSIT/BANK GUARANTEE IN LIEU OF EMD

- 1.19.1. The bidder shall submit Earnest Money Deposit (EMD) of ₹ 10,00,000/- (Rupees Ten Lakhs only) by way of Demand Draft drawn on any scheduled Commercial bank in favour of Canara Bank, payable at Bangalore.
- 1.19.2. No interest is payable on EMD.
- 1.19.3. In Case, the EMD is submitted in the form of irrevocable Bank Guarantee, the same should be issued by any Scheduled Commercial Bank in India for ₹ 10 Lacs with a validity period of minimum 15 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 M.
- 1.19.4. The DD for EMD / Guarantee in lieu of EMD should be placed in the Technical Bid PART A only.
- 1.19.5. Submission of EMD / Bank Guarantee in lieu of EMD in other than Technical Bid PART A, is entirely at the risk of the bidder and in all such cases the bid is liable to be rejected on grounds of non submission of EMD.
- 1.19.6. The Technical Bid Part A will be evaluated only for those bidders who submit EMD/Bank Guarantee in lieu of EMD in the same cover.
- 1.19.7. The EMD of the Bidders not qualified under Technical Bid will be returned within 15 days after opening 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.
- 1.19.8. For each alternative Offer/bid, a separate EMD/ Bank Guarantee in lieu of EMD must be submitted.
- 1.19.9. The EMD may be forfeited/ Bank Guarantee may be invoked:
 - 1.19.9.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
 - 1.19.9.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the Contract Agreement or fails to furnish Performance Guarantee in accordance with the terms of the RFP.

2. TERMS AND CONDITIONS

2.1. EFFECTIVE DATE

2.1.1 The contract shall come into effect from the date of acceptance of Order by the successful bidder. Such acceptance shall be made within 7 days from the date of Order. The Project is deemed to have commenced from the date of acceptance of the Order by the Successful Bidder.

2.1.2 Execution of Agreement

2.1.2.1. Within 21 days from the date of acceptance of the Order by the selected Bidder, the selected bidder shall sign a stamped "Contract Agreement" with the Bank at the time, place and in the format prescribed by the Bank. Failure to execute the Contract Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.

2.1.2.2. The Contract Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Contract shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The contract shall be valid till all contractual obligations are fulfilled.

2.2. SCOPE OF WORK

The Successful Bidder has to carry out all the Scope of Works defined in **Annexure-A** and also to comply with the Technical Specifications narrated in **Annexure-L** and any other related works related to this Project so as to ensure smooth implementation of End to End Comprehensive Centralised Desktop Management Solution in all the Branches (including Onsite ATMs), Offices and Offsite ATMs of the Bank.

2.3. DELIVERY, INSTALLATION, COMMISSIONING & ACCEPTANCE

2.3.1. The Bidder has to strictly comply with the Time Schedule in Implementation of Solution as per Para on "Instructions Point No. 4."

2.3.2. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware, software, appliance to various locations and the Bidder has to make the arrangements for delivery of hardware, software, etc. to the locations as per the list of locations /items provided from time to time by the Bank.

2.3.3. UPTIME

- 2.3.3.1. The Bidder shall guarantee a monthly uptime of 99.95% for the entire Solution from the date of commencement of pilot implementation by the Bank till signing off of the Project. Please note that the Uptime is for Solution and relevant Scope of Work to the Bidder only.
- 2.3.3.2. If the monthly uptime is below 99.95% during the above period, the bank shall deduct 0.50% of the total implementation charges as LD for every 0.50% of downtime or part thereof in down time, from the amount payable to the bidder.
- 2.3.3.3. After Signing Off of the Project, the Bank may at its discretion enter into AMC / ATS with Service Level Agreement with the selected bidder for maintenance of the Solution for one year. The Bank may at its discretion renew the arrangement thereafter.
- 2.3.3.4. During the AMC / ATS agreement period, the bidder shall guarantee a monthly uptime of 99.95% for the entire solution. If the uptime is below 99.95% during the period, bank shall deduct 0.50% of the total AMC/ATS charges payable as LD for every 0.50% of downtime or part thereof in downtime, from the amount payable to the vendor.

2.3.4. LIQUIDATED DAMAGES

- 2.3.4.1. Liquidated damages for delay in Delivery and Installation of Hardware and Software in Primary Site and all NAP Locations.

If the supplier fails to meet the specified completion schedule (ie., the delivery and installation of the hardware and software within a period of Eight weeks from the date of acceptance of order by the Bidder), the bidder shall be liable to pay Liquidated damages at the rate of 0.50% for each completed calendar week of delay or part thereof on the total Invoice price of the hardware(including OS) and software for each location. The total LD shall not exceed 5% of the total Invoice price of the hardware (including OS) and software for each location.

- 2.3.4.2. Liquidated damages for delay in implementation

If the bidder fails to meet the specified completion schedule (ie., implementation of Complete End to End Comprehensive Centralised Desktop Management Solution in Bank within a period of nine months from the date of receipt of order), the bidder shall be liable to pay as Liquidated damages at the rates specified below, for each completed calendar week of delay or part thereof, on the TOTAL PROJECT COST.

Liquidate Damages rate per week or part thereof	Delay Period
0.5% (Half Percent)	For the first Four weeks of Delay.
1.00 % (One Percent)	Beyond Four weeks of Delay.

2.3.4.3. The bidder agrees and considers that the liquidated damages set out herein above are fair and reasonable and that he will raise no objection or dispute with regard to the Bank's right to recover the liquidated damages.

2.3.4.4. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Orders.

2.3.4.5. All the above LDs are independent of each other and are applicable separately and concurrently.

2.3.4.6. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

2.3.5. RESIDENT ENGINEER

2.3.5.1. One or more qualified engineers to be stationed at the Head Office and at all NAP locations for smooth implementation of the Project. The bidder should specify the number of support engineers required / to be stationed at the locations during the period of implementation, Warranty and AMC Period, if contracted.

2.3.5.2. The Services of the engineer should be available from morning 8 am to till 9 pm in the night on all the Bank working days, during the entire project implementation period and during warranty/AMC, if contracted. Bank also has the right to advise the engineer concerned to stay overtime, if their services are warranted.

2.3.5.3. In case the engineer goes on leave / absent, suitable replacements to be arranged by the bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of monthly supporting charges during the particular month. The bank shall also impose a penalty of 0.5% of the monthly supporting charges payable to the bidder.

2.4. TERMS OF PAYMENT

The following terms of payment shall be applicable to this contract.

2.4.1 Bank will not pay any advance.

2.4.2 Hardware and Software

2.4.2.1 25% of the total invoice value of all the ordered Hardware (including OS) and Software (incl application software) to Primary Site and all NAP

locations, if any, shall be paid upon Delivery within 30 days on production of relevant documents. The bidder has to submit Original Invoice and Original Proof of Delivery duly signed by the Bank Officials while claiming payments.

2.4.2.2 35 % of the total invoice value of all the ordered Hardware (including OS) and Software(incl application software to Primary Site and all NAP locations, if any, shall be paid upon Configuration and Installation of the Hardware (including OS) and Software within 30 days on production of relevant documents. The bidder has to submit Original Invoice and Original Proof of Installation certificate duly signed by the Bank Officials while claiming payments. Applicable LD will be deducted while making payment.

2.4.2.3 30% of the total invoice value of all the ordered Hardware (including OS) and Software (incl application software to Primary Site and all NAP locations, if any, shall be paid) after completion of Pilot Implementation. The bidder has to submit relevant certificates for having completed the Pilot Implementation, while claiming payments.

2.4.2.4 Balance 10% Payment shall be paid after expiry of warranty period of Hardware and Software or after signing off of the Project by the Bank on submission of a Bank Guarantee for equivalent amount by the Bidder.

2.4.3 Implementation Charges

2.4.3.1 The Payment towards implementation charges shall be paid as indicated below:

Upon completion of implementation of first Set of 750 branches and all Sections in HO & all offices at HO/CO locations	20% of the total implementation charges.
Upon completion of second Set of 1000 branches.	30% of the total implementation charges.
Upon completion at all remaining branches and Offices of Bank and acceptance of the solution by the Bank.	50% of the total implementation charges.

2.4.4 Support Charges after Signing off the Project

Support Charges including Resident Engineer Charges, if any, shall be paid quarterly in arrears.

2.5. PERFORMANCE BANK GUARANTEE

- 2.5.1. The successful bidder should submit a Performance Bank Guarantee for **10% of total value of the contract** within **fifteen days** from the date of acceptance of the order.
- 2.5.2. If the Performance Guarantee is not submitted within the date stipulated, penalty at 0.50% per week or part thereof, on the value of the order will be deducted from the delivery payment for the delay in submission of Performance Guarantee.
- 2.5.3. The successful bidder should submit Performance Bank Guarantee issued by a First Class Scheduled Bank in India.
- 2.5.4. The Performance Bank Guarantee should be valid for 18 months. The guarantee should also contain a claim period of three months from the last date of validity.
- 2.5.5. 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 delay in completion of the project and warranty period.
- 2.5.6. 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. The proceeds of the guarantee shall be payable to the bank as compensation for any loss from the selected Bidder's failure to complete his obligations under the contract.

2.6. ORDER CANCELLATION / TERMINATION OF CONTRACT

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

- i. Delay in delivery, installation of Hardware and Software and Implementation of the Project beyond the specified periods.
- ii. Non satisfactory performance of the Project during Pilot implementation.
- iii. Failure to integrate / implement the project as per the requirements of the Bank.
- iv. Serious discrepancies noted in the implementation of the project
- v. Breaches in the terms and conditions of the Order.
- vi. Non satisfactory performance of the Project in terms of affecting the Core Systems of the Bank or the Core Business of the Bank and the functioning of the Branches/Offices of the Bank.

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

In the event of termination of contract, bank shall have the right to avail the services of any other person for the purpose without any let or hindrance from the successful bidder besides claiming the liquidated damages as per para 3.8.

2.7. SOFTWARE, DRIVERS AND MANUALS

- 2.7.1. The bidder shall supply along with each Desktop Management Solution ordered, all the related documents, Software Licences and necessary media of the software loaded in the hardware without any additional cost. The media and documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 2.7.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

2.8. WARRANTY

- 2.8.1 The entire hardware (including OS) shall be under Comprehensive Onsite Warranty covering all parts, updates, upgrades of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 36 months from the Date of Installation of the Hardware (including OS) at each locations.
- 2.8.2 The application software and any software including client related software shall be under Comprehensive Onsite Warranty covering all updates, upgrades of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 12 months from the Date of Installation of the Software at each location.
- 2.8.3 The supplied hardware shall be free from defective material and workmanship and any shortfall/defect that may appear/be detected within 36 months from the date of installation, which in the opinion of the Bank has arisen from bad design, material and/or workmanship, shall upon intimation to the bidder, be made good at the bidder's own risk and cost within 30 days.
- 2.8.4 The defective or replaced parts shall be returned to the Bidder upon request and at his cost and responsibility. The Bank will, however, render such assistance in the matter as will expedite the same.
- 2.8.5 If the Bidder on account of the defects and/or repairs replaces certain items by changing the design or materials, such change shall not reduce the performance of the equipment as per the technical specification.
- 2.8.6 The issue of acceptance certificate/inspection certificate/approval by the Bank shall in no way relieve the Bidder from the provisions of this clause.

2.9. ANNUAL MAINTENANCE CONTRACT / TECHNICAL SUPPORT (AMC/ATS)

- 2.9.1 At the time of submission of bids, the Bidder has to submit his quote for AMC for Hardware (including OS) for three years and ATS for application software & any other related software for five years, after completion of respective warranty periods, both in words and figures in the Commercial Bid separately for Comprehensive maintenance contract.

- 2.9.2 The Bank, at its discretion may enter into Annual Maintenance Contract AMC /ATS with the Bidder at its discretion after completion of respective warranty periods.
- 2.9.3 The support for maintenance of entire Desktop Management Solution supplied should be available for a minimum period of 5 years after expiry period of warranty of the Project.
- 2.9.4 The Bidder shall quote their rates per year for all inclusive (comprehensive) maintenance service exclusive of taxes. Taxes to be furnished separately.
- 2.9.5 The AMC/ATS Charges should cover the regular maintenance of the hardware and software and support charges. It may be noted by the bidder that Bank will not provide any kind of assistance in the form of men/material and the Bidder will have to make his own arrangements for deputing the required skilled manpower including all necessary spares for setting right the reported/observed defects. These rates shall remain firm and valid for a period quoted in the BOM.
- Repairs to the systems and trouble shooting of software in the event of any breakdown, the scope of the contract shall comprise and include all costs, all taxes, duties, levies and other transport, handling, insurance charges for the following.
- 2.9.6 AMC /ATS Payment will be made quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 2.9.7 The Bank shall have the option to terminate the service contract any time during the contract period by giving a written notice of 3 months, without assigning any reason thereof. However, the contractor shall commit himself to the service contract for a minimum period of 5 years, unless the service contract is terminated by the Bank and the bidder will have no right to terminate the contract within this period.
- 2.9.8 During the Warranty and AMC period, the Bidder should extend the On Site Service Support. The scope of Warranty and AMC shall include
- i. Upgradation, supply, installation and implementation of upgraded versions of software (updates /upgrades)
 - ii. Rectification of Bugs/defects if any
 - iii. Fine tuning of application and database
 - iv. Maintenance of application and database
 - v. Reinstallation of software /database whenever required.

2.10. INSURANCE

The Hardware to be supplied for implementation of Desktop Management Solution 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 respective Bank Branch / Offices.

2.11. LOCAL SUPPORT

The Bidder should be capable of meeting the service & support standards as specified in this tender. Service support should be available on all Bank working days/ hours.

2.12. INDEMNITY

The Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Desktop Management Solution supplied by them.

2.13. 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.

2.14. GUARANTEES

The Bidder should guarantee that the hardware delivered for Desktop Management Solution to the Bank are brand new, including all components if any. In the case of software, the Bidder should guarantee that the software supplied to the Bank includes all patches, upgrades / updates etc., and the same are licensed and legally obtained. All hardware and features must be supplied with their original and complete printed documentation.

2.15. SPARE PARTS

The Bidder will make available the spare parts for the hardware supplied for implementation of Desktop Management Solution for a minimum period of 5 years after warranty period.

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 without any cost to the Bank.

2.16. OTHER CONDITIONS

The bidder will take due precaution to protect systems from any loss of data / information from any Server / Desktop / Laptop otherwise bank may charge penalty to the bidder equivalent to amount incurred by the bank for recovering the data / information.

The Successful bidder also has to comply with the IT Security Policy of the Bank at the time of implementation of the Solution and also during Warranty/AMC period. The successful Bidder should also to execute the Non-Disclosure agreement.

2.17. NEGLIGENCE

In connection with the work or contravenes the provisions of General Terms, If the Contractor neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the Contractor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the Contractor liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the Contractor.

2.18. RESPONSIBILITY FOR COMPLETENESS

Any supplies and services which might not have been specifically mentioned in this tender but are necessary for the design, engineering, manufacture, supply, installation, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian condition.

The Bidder shall be responsible for any discrepancies, errors and omissions in the drawings or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission in drawings and other information as mentioned above within the time schedule and without extra cost to the bank.

2.19. FORCE MAJEURE

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.

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.

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 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.

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.

2.20. RESOLUTION OF DISPUTES

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 their 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.

The venue of arbitration shall be Bangalore, INDIA.

2.21. JURISDICTION

The Purchase Contract / Annual Maintenance Contract shall be governed by the Laws and Regulations of India for the time being in force and will be subject to the exclusive jurisdiction of the Courts in Bangalore, India.

Yours faithfully,

R Rajendran
Deputy General Manager

ANNEXURE - A

Scope of Work

1. Objective:

The broad scope of work for the bidder under this RFP shall be

- 1.1. To protect all PCs, LAPTOPs and desktops hereafter referred as Desktops of the Bank by using Policy enforcement Solution.
- 1.2. To distribute the application software, OS, patch and other software updates to the desktops
- 1.3. To ensure that all desktops are with Anti virus solution and also updated with the latest version / pattern files on going basis.
- 1.4. To ensure that all desktops having various O/S are updated with the latest updates and patches.
- 1.5. To maintain the inventory details of Hardware and software Asset and generate the reports
- 1.6. To take entire control of Desktops remotely and fix the problem.
- 1.7. To bring all desktops under comprehensive centralized desktop management solution

2. Purpose:

- 2.1. The Bank requires that all Desktops which are already connected or getting connected as and when required, comply with the Bank's IT security policy and fully protected in respect of security and operational aspects for smooth running of Bank's core Banking application.

3. Requirements & Scope of Work:

The proposed solution should have the following General Features:

3.1. Patch Management:

- 3.1.1. The solution should provide a very comprehensive solution for Patch / Update Management to all the desktops in the Bank - it should provide an integrated solution to deploy software and hardware updates seamlessly across physical and virtual clients independent of location. IT administrators should be able to use the solution to distribute both security and non-security related updates/patches of Microsoft products, Anti Virus, third party applications, and custom/ in-housed applications.
- 3.1.2. The bidder should design centralized patch management solution optimised for Bank's network architecture which segregates the desktops for the patches, with granular and flexible grouping mechanism. Bidder should configure and implement all the patches without user intervention.

- 3.1.3. The proposed patch management solution should provide automated patch management capabilities and it should provide multiplatform patch management.
- 3.1.4. The Security and Non-Security Patches of Microsoft Products and Anti Virus patches should be installed in all the desktops/Laptops. The solution should continue to update the latest versions / patterns /security and Non-Security patches in all the desktops and ensure that at any point of time there is no Computer System in the Bank without updated antivirus solution and OS Patch and also without policy compliance. The solution should check all desktops while logging on the network that desktops are with latest updates and patterns. This is to ensure that entire network of the Bank is secure from Virus/spyware/ malware etc. end to end.
- 3.1.5. The proposed patch management solution should have the facility to identify missing patches on multiple desktops and to approve patches for installing the same.
- 3.1.6. Vulnerability identification: The proposed solution should be able to scan and inventory our systems for identification of applicable patches and top vulnerabilities / mis-configuration.
- 3.1.7. The Bidder should support the existing Antivirus solution which will work concurrently with the new solution, till the time the new system fully functional in all the systems of the Bank.
- 3.1.8. The bidder should ensure that all the systems of the Bank must be protected from Virus / malware / Trojans etc. The bidder has to liaison with System integrator of Antivirus solution for any Antivirus related activity.
- 3.1.9. The Bank is presently having Symantec Anti Virus licenses for the existing setup. However during expansion of the same, the Bank may also procure and handover further licenses to the bidder. The bidder shall ensure that they shall port Antivirus circuit related software/updates in all desktops and up-to-date.
- 3.1.10. The proposed patch management solution should be able to track and evaluate the appropriate software updates depending on OS and products installed in the desktops.
- 3.1.11. The proposed patch management solution should be able to manage patches for a large number of target desktops in a variety of topologies.
- 3.1.12. The solution should have ability to roll back patch/es and also able to roll back to previous version in case of the patch installation failure.
- 3.1.13. Patch deployment wizard: A simple console wizard should be provided to assist administrators in deploying required patches to managed devices with Zero Day availability of the patches and security Updates to the desktops.

Please note that the Selected Bidder is responsible to recommend the patches in time once the vulnerability is identified and the patches are ready for it by the OEM.

3.2. Centralized application Distribution including upgrades / Rollback / New Deployment etc. to all the distributed desktops:

3.2.1 The proposed solution must be capable of distributing all types of applications & OS, like .exe, .msi, .bat, .vbs, etc. without requiring repackaging. Applications must be targeted to workstations based on multiple parameters such as IP Subnets, hardware criteria, Directory containers, groups, users, etc.

3.2.2 **Add/Remove Programs integration:** The deployed application should have capability to be registered in the destination Add/Remove Programs, providing a simple, clean interface to users wishing to install optional packages.

3.3. Centralized Hardware / Software Inventory monitoring / Asset Intelligence:

3.3.1. Hardware & Software Inventory: The solution should identify Hardware inventory (Like Processor, Memory, Hard Disk, Motherboard, Serial Numbers, PCI Slots etc.) and all software installed on the workstation with their versions etc. Installed software / Applications should be available from multiple methods like file information on the workstation, Registry contents and Add/Remove Programs.

3.3.2. The solution should collect the inventory details from all the distributed desktops and update to the central database for detailed Hardware Inventory reporting.

3.3.3. Advanced level of Software Identification and Categorization through a knowledge Catalog: The application detection technique should go beyond the standard "Add/ Remove Programs", "Registry scanning" etc. and should be able to identify software which does not register itself in the traditional way like "Add Remove program", registry entry etc.

3.3.4. Details of AMC on Desktops, Desktops and other Hardware items connected with Desktops/ Desktops like AMC Renewal Date, AMC Expiry Date, Name of AMC Service Provider, AMC Amount, AMC Amount Paid details, AMC Year etc. shall be provided in the system by way of a report or view.

3.3.5. Details of ATS on Software Items available in Desktops, Desktops and other Hardware items connected with Desktops/ Desktops like Licence activation date, License expiry date, ATS Renewal Date, ATS Expiry Date, Name of ATS Service Provider, ATS Amount, ATS Amount Paid details, ATS Year etc. shall be provided in the system by way of a report or view.

3.3.6. The bidder should generate the inventory details as mentioned above and it should be customizable based on the audit and Bank's requirements. The

solution should have provision of enabling custom tags/details. Please note that if any field is required for the bank apart from the product's fields, the solution should have the provision for the same.

4. Other Conditions/Requirements:

- 4.1. Deployment of desktop management solution on desktops should not deteriorate their performance.
- 4.2. All the above mentioned features should be offered as a single agent/client or agent less on the client desktops / workstations.
- 4.3. The desktop management agent on the distributed workstation should not be reflected as part of "Add / Remove program" - This is to ensure that users should not be able to easily remove the agents.
- 4.4. Reporting should be flexible and easily customizable.
- 4.5. There should be a complete GUI based Configuration changes utility.
- 4.6. The solution should have the capability of discovering machines, users, Groups and to distribute any software packages or patches to those Directory Objects.
- 4.7. The performance, availability and reliability of the proposed desktop Management tool should be manageable centrally. It should be possible from a centralized management console to monitor the health and performance counters of the Desktop management application (Along with the underlying OS, Directory and Database) like starting and stopping of all Desktop management server services, including critical dependent services such as Windows Management Instrumentation (WMI), Internet Information Server (IIS), and database. Any critical service stops, service failures, performance thresholds, status messages, and site system status should be able to raise alerts.
- 4.8. The solution should be highly scalable to accommodate the small to large distributed branches for desktop management functionalities.
- 4.9. If a system is turned off, the system should be able to determine when it was last interrupted and resume the download of patches when the system is back online.
- 4.10. The proposed solution should have the following features and capabilities:
 - 4.10.1. Ability to inform users via a pop-up message box which should be Customizable prior to installation of patch/service pack and facility to re-start of computer after installation should be available.
 - 4.10.2. Ability to allow users to defer installation of patch/service pack by a period/number of time, Configurable by the administrator.

- 4.10.3. Ability to manage all desktops/clients/agents from a central management console.
- 4.10.4. Ability to manage multiple patches of desktops from a centralized control console
- 4.10.5. Ability to delegate administrator roles only to Specific groups of desktop users.
- 4.10.6. Ability to provide summary statistics of PCs in the whole organization or within a specific group or IP range.
- 4.10.7. Ability to list all applications Installed on a particular PC.
- 4.10.8. Ability to list all applications installed for a group of PCs.
- 4.10.9. Ability to provide software auditing report for individual PC and group of PCs.
- 4.10.10. Ability to provide software auditing report for particular software for a group of PC.
- 4.10.11. All traffic transported shall be secured using encrypted channel between server and clients/agents if agent based solution.
- 4.10.12. Ability to generate auditing reports on patches/service packs
- 4.11. Policy enforcement should be deployed centrally.
- 4.12. Product should support multiple user roles (including guests and visitors) and allows different admission policies to be applied to each role
- 4.13. Product should support scan systems for vulnerabilities with or without an agent installed ie., the Solution may be agent based or agent less.
- 4.14. Product should update automatically to become aware of new versions or data files of common applications (e.g., anti-virus DAT files, OS patches, etc.)
- 4.15. Product should support custom checks for Windows Registry, files, services and applications.
- 4.16. Product's agent should not make admission control decision (e.g., if host was compromised or agent disabled).
- 4.17. The Product should be an integrated software solution supporting centralized administration and should support Emergency Bypass from the central manager. Emergency bypass may be due to desktop management solution having bug or its misbehavior or creating congestion on the network, etc.

- 4.18. In case disaster strikes at the primary site (where Policy & management desktops are deployed), all clients should be able to access to Bank's DR site seamlessly without policy enforcement infrastructure and without manual intervention.
- 4.19. The selected bidder has to co-ordinate with existing network/system integrator and Anti Virus solution implementer while implementing current project.
5. The bidder should configure software metering for tracking of usage of licenses/applications in each desktop wise.
6. The bidder should do software distribution if required by the Bank. The solution should support software distribution. It should support customizable distribution schedules. It should also provide dynamic content delivery service that enables the efficient distribution of files and bulk content to large number of targets using distributed setup or peer to peer services. It should be able to distribute software to desktops which are standalone and also under domain.
7. The bidder should do remote OS deployment and remote troubleshooting centrally.
8. The solution should support bandwidth throttling, compression of data, fractional differencing and fault tolerance to network outages for pushing the patches/software. The solution should support to push the patches by taking multiple measures to most efficiently use the available bandwidth and it should provide adaptive bandwidth control facility for the transfer rate. It should support for fixing the minimum level bandwidth at system level for pushing the patches.
9. The solution should support a bandwidth aware client on the end desktops such that software distribution/security updates happen over a slow link and at the same time not inter with critical business processes or making the production processes to run slow. The solution should be able to automatically detect the capacity of the client network connection and to adjust transfer rates efficiently, allowing desktops to download software in a bandwidth sensitive manner.
10. The solution should work seamlessly in VSAT/CDMA/ISDN/LL/MPLS connectivity.
11. If the solution is client based solution, it should allow communication between client and server to happen over a single configurable port.
12. The solution should have the provision of quarantining security non-compliant desktops's for securing the corporate network and also have the remediating procedure for it.
13. IT administrators should be able to deliver the applications, updates, patches and security fixes that the target computer requires.
14. For Desktop OS migrations and / or reinstallation scenario, the solution should provide and integrate with tools for administrators to collect user's documents,

personalization and settings, which it will automatically restore to the computer after the installation.

15. Solution should be able to control the security features of all desktops.
16. The administrator should be able to select one or more software signatures to be used for scanning a target computer or a group of computers.
17. The proposed solution should provide the capability to generate reports of the non-compliant issues and recommend corrective actions.
18. The proposed solution should provide facility to administrator to easily customize reports or create new reports and view all history reports. The administrator should be able to generate reports for Patch management, software distribution, security patch management, antivirus management, inventory management, software metering, etc on daily, weekly, monthly, quarterly, yearly basis.
19. Dashboard should be provided in multiple ways like executives view, administrators view, guest view, Audit view, less privilege users view, etc. and the bidder should provide the dashboard with role based permission.
20. The solution able to provide details like how many desktops are updated with latest patch, pending to load patch, rollback list, patch applied, no of vulnerabilities detected, TOP 10 vulnerabilities, software installed in each desktop, list of quarantined desktops, etc.
21. The proposed solution should have facility to get entire control of desktops and enable/disable hardware/peripherals/software/services.
22. The solution able to manage all desktops/clients/agents from a central management console.
23. All traffic transported shall be secured using encrypted channel between server to desktop/client/agent or peer to peer.
24. The solution should have provision of interface with Bank's existing antivirus solution for pushing patches/updates to the desktops.

25. Technical deployment:

- 25.1. Design & implement the logical and physical structure of Directory services, organization Unit (OU) structure as per Bank's requirements under DNS structure and Group policy or equivalent policy features etc.
- 25.2. Group policy, Canara Bank domain policy, Naming conventions of the user accounts/OU's/Groups should be deployed on desktops as per the Bank's specifications.

- 25.3. The solution Design should take into the consideration the directory services and should integrate with the desktop management solution.
- 25.4. The proposed DNS architecture and Directory services should support multi tier architecture with single main domain and hierarchical sub domains and the total number of user objects in the domain is around 35,000 + spread across Branches/Offices of the Bank.
- 25.5. Domain should have high availability and multiple redundancies to cater to 50000+ desktops and users across entire Bank. However, the solution offered by bidder with Enterprise Licence should support all existing as well as future desktops, servers and laptops without any restriction.
- 25.6. Schedule for replication: The proposed solution should have DC and DRC setup and it should be sync in near real time based. However it will be mutually discussed with selected bidder during finalization of solution.
- 25.7. The bidder should provide the complete desktop Group policy settings for user and computer configurations and Bank will decide on various policies such as password policy, power management policy, device policy, backup policy, software policy, access rights to the users and groups , etc, and the same should be implemented by the bidder.

26. Client Migration:

- 26.1. Migration strategy should include the design plan, test plan, migration plan, implementation plan and remedial plan.
- 26.2. Standard Operating Environment should include the Banks standard applications used by the Bank.
- 26.3. Application Testing: Standard applications such as Core Banking applications, Legacy applications, Mail, anti Virus, etc should be tested before implementation and roll-out the solution.
- 26.4. Profile migration, domain joining and password creation and handing over to the users needs to be carried out at the respective client locations.

27. Solution design should cover the following:

- 27.1. Design and implementation of the centralized patch management solution, centralized desktop/laptop/server hardware and software inventory, software metering, remote software distribution and remote troubleshooting for approx 50000 desktops.
- 27.2. Report generation as per the Banks requirements.
- 27.3. Display of Patch severity.

- 27.4. Able to provide information necessary for pre-patch impact analysis i.e., before pushing the patches, the selected bidder has to make study on the environment.
- 27.5. Switching over to alternate technology i.e push or pull technology vice versa
- 27.6. Verification of dependencies/pre-requisites for the patches prior to installation of patch on desktops.
- 27.7. Status of patch deployment on desktops like patched, not patched, deployment history and timing. For non-patched desktops, the system has to do the following;
 - 27.7.1. Alert administrator in charge
 - 27.7.2. Prompt a message and then automatically apply the patch
 - 27.7.3. Ability to deploy patches remotely
 - 27.7.4. Ability to remotely force reboot after patch.
 - 27.7.5. Allow patches to deploy progressively to group of computers.
- 27.8. Apply multiple deployment policy by Administrator.
- 27.9. Creation of mandatory baselines for each group of computers.
- 27.10. Integration of the Solution:
 - 27.11.1 The Integration of all the PCs with the policy compliance and enforcement solution.
 - 27.11.2 Integration of the policy compliance and enforcement solution with all the policies as desired by the Bank.

28. Security Policy.

- 28.1. Desktop management policy should be implemented based on Bank's security policy.
- 28.2. In case any desktops do not comply with the policy, the access should be denied as Non-Compliance and a remediation process should be defined for them so that they can remediate themselves to the correct posture and then gain connection to the corporate network resources.

29. Other requirements:

- 29.1. Bidder should provide a detailed description of how the updates/upgrades will be reaching the desktops/desktops to update the AV package and OS patches, with reference to size of the updates, the frequency of updates and bandwidth utilization.

30. Pilot Setup: The bidder shall do the following:

- 30.1. Configure a pilot setup consisting of five identified branches / offices each in Circles of Bangalore Metro, Chennai, Delhi, Kolkata and Mumbai besides all Sections in DIT, HO.
- 30.2. Demonstrate that all the policies which have been setup at these offices are functional
- 30.3. Document the findings, configuration details and the policies
- 30.4. Replicate the configurations and policies to the other locations
- 30.5. The activities are required to be carried out by the successful bidder at each location but not necessarily in the same order and not limited to the following:

30.5.1. At Head Office. The bidder shall do the following;

- 30.5.1.1. Deliver the hardware, software, client agent for the policy compliance and enforcement solution and all the other related equipments and software as required by the solution
- 30.5.1.2. Physical installation of the all the equipment for the solution
- 30.5.1.3. Directory services deployment for the Bank and integration of the solution with the Directory server
- 30.5.1.4. Checking and reconfiguring the existing security software deployed at the PCs namely the anti-virus software and domain membership. If any system is found not to have the proper anti-virus software or if the system is not a member of the domain, that needs to be rectified by the field engineer visiting the site in coordination with the Bank's officials
- 30.5.1.5. Integration of the policy compliance and enforcement solution with all the remediation and authentication desktops
- 30.5.1.6. Deploy/configure Agent on all the desktops if agent based solution.

30.5.2. At Circle Office The bidder shall do the following;

- 30.5.2.1. Directory deployment for the Bank and integration of the solution with the Directory server
- 30.5.2.2. Checking and reconfiguring the existing security software deployed at the PCs namely the anti-virus software and domain membership. If any system is found not to have the proper anti-virus software or if the system is not a member of the domain,

that needs to be rectified by the field engineer visiting the site in coordination with the Bank's officials.

30.5.2.3. Deploy/configuring the agent on all the desktops

30.5.3. At Branches and other Offices the bidder shall do the following:

30.5.3.1. Directory deployment for the Bank and integration of the solution with the Directory server

30.5.3.2. Checking and reconfiguring the existing security software deployed at the PCs namely the anti-virus software and domain membership. If any system is found not to have the proper anti-virus software or if the system is not a member of the domain, that needs to be rectified by the field engineer visiting the site in coordination with the Bank's officials.

30.5.3.3. Deploy/configure agent/client on all the desktops if agent based solution.

GENERAL

1. Assessment of Bank's existing Hardware, Operating System Software, Network, Anti Virus Solutions running in the Bank , other software and any other related items like infrastructure required for smooth implementation of Desktop Management Solution should be done by the bidder.
2. Designing and handing over the Architecture for implementation of the Solution in the Bank.
3. Preparing and Handing over the PERT Chart to Bank till Sign off.
4. Guiding the Bank for upgradation of Hardware and Network, if any.
5. Delivery, Installation, commissioning of Hardware and Software at HO, CO-NAP locations to be done as per schedule.
6. Installation of client software if required in all the Desktops at the Branches/offices of Bank.
7. Review of pilot implementation and taking corrective steps.
8. Assisting the Bank in designing the configuration of Desktops. (like Computer Name etc.)
9. The Vendor to take always proactive, reactive, preventive and corrective maintenance steps and ensure that the functioning of the Bank is no way affected.
10. The Vendor has to train the staff of the Bank as under:

- 10.1. A capsule training programme for all the Technology Overseeing Executives of all Circles and all the Executives of Head office of the Bank.
 - 10.2. An intensive three days programme for at least Ten officials of Technology Management Sections of all the Circles and the Selected Officials of DIT Wing, Head Office and RSTCs.
 - 10.3. On the job training to the Branch-in-charge and other officials of the Branch/office at the time of roll over to the new solution. The necessary proof for having undergone the training programme by the branch should be produced invariably at the time of claiming implementation charges.
 - 10.4. The successful Bidder shall associate the Bank's staff during the installation, and commissioning of the Desktop Management Solution. The successful Bidder shall train Bank's staff in proper Operation, Trouble identification, Troubleshooting and routine maintenance of the Desktop Management Solution at each and every location on a mutually agreed Date & Time.
11. The documents to be submitted to Bank as under:
- 11.1. Two Sets of all Manuals of Hardware and OS and Application Software, Original OS and Application Software and Driver CDs including client related softwares.
 - 11.2. All Original license related OS and Application Software to the entire project.
12. Weekly progress report/plan of action for the ensuing week on the Project implementation to be submitted.
13. Attending all the review meetings once in a fortnight.
14. Designate one Senior Official for single point of contact by the Bank.
15. One or more qualified engineers to be stationed at the Head Office and at all NAP locations for smooth implementation of the Project. The bidder should specify the no. of support engineers required / to be stationed at the locations.
- 15.1. The Services of the engineer should be available from morning 8 am to till 9 pm in the night on all the Bank working days, during the entire project implementation period and during warranty/AMC, if contracted. Bank also has the right to advise the engineer concerned to stay overtime, if their services are warranted.
 - 15.2. In case the engineer goes on leave / absent, suitable replacements to be arranged by the bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged,

bank shall pay only the proportionate amount of monthly supporting charges during the particular month. The bank shall also impose a penalty of 0.5% of the monthly supporting charges payable to the bidder.

16. For implementation at the branches/offices the bidder should have a separate team.
17. They should visit the branches/offices with prior notice, coordinate with branch manager/Concerned official and ensure that the normal functioning of the Branch/office is not affected.
18. For post service implementation issues, the support to be given by remote or by personal visit of the engineer.
19. The Bidder also can have a nation wide toll free number to assist the branches/offices for trouble shooting, guidance etc round the clock.
20. The Bidder should ensure that CBS & Other related Applications should run Smoothly during implementation and after implementation of Desktop Management Solution.
21. The existing and proposed peripherals including Printers, Scanners and Other IT related equipments should be configured properly. So that after implementation of the solution, the set up should not be disturbed.
22. The acceptance test to be conducted to the satisfaction of the Bank.
23. Vendor to ensure that the RISK & THREAT TO THE IT SYSTEMS OF THE BANK THROUGH VIRUSES, MALWARE & OTHER VULNERABLE ITEMS are minimized /curtailed and increase the security in IT area within our Banking System by implementing this solution.
24. At all points of time vendor should integrate, coordinate with all our System Integrators (SI) for smooth implementation.

Annexure B

Details of HO and CO-NAP Locations where Comprehensive Desktop Management Solution to be implemented

1	Agra
2	Ahmedabad
3	Bangalore Metro
4	Bangalore Rural
5	Bangalore Head Office
6	Bangalore DIT, HO
7	Bhopal
8	Bhubaneswar
9	Calicut
10	Chandigarh
11	Chennai
12	Coimbatore
13	Dehradun
14	Delhi
15	Goa
16	Guwahati
17	Gulbarga
18	Hubli
19	Hyderabad
20	Tresury & International operations, Mumbai
21	Jaipur
22	Karnal
23	Kolkata
24	Lucknow
25	Madurai
26	Mangalore
27	Meerut
28	Mumbai
29	Mysore
30	Nagpur
31	Patna
32	Pune
33	Ranchi
34	Shimoga
35	Thiruchirapalli
36	Trivendrum
37	Visakhapatnam

Annexure - C
Details of Connectivity Circle wise

Circle	Primary Connectivity			Secondary Connectivity					Grand Total
	LL	VSAT	CDMA	Grand Total	CDMA	ISDN	VSAT	Nil	
Agra	94	4	2	100	9	36	48	7	100
Ahmedabad	74	3		77	20	41	12	4	77
Bangalore Metro	153			153	8	92	53		153
Bangalore Rural	82	2		84	3	3	73	5	84
Bhopal	56			56	3	29	14	10	56
Bhubaneshwar	63		1	64	5	21	28	10	64
Calicut	137			137	3	15	118	1	137
Chandigarh	167			167	9	63	94	1	167
Chennai	152		6	158	1	102	54	1	158
Coimbatore	133			133	6	28	96	3	133
Dehradun	51	5		56		32	15	9	56
Delhi	126			126		102	23	1	126
Goa	26			26		8	15	3	26
Gulbarga	42			42	2	9	28	3	42
Guwahati	29			29	2	6	21		29
Hubli	91		2	93	1	28	62	2	93
Hyderabad	126	1		127	2	61	60	4	127
Jaipur	52	1	1	54	5	31	7	11	54
Karnal	95			95	4	44	33	14	95
Kolkata	90	10		100	6	56	23	15	100
Lucknow	72			72	5	49	12	6	72
Madurai	125	2		127	7	40	77	3	127
Mangalore	92			92	5	27	58	2	92
Meerut	47	1		48		21	26	1	48
Mumbai	126			126	1	122	3		126
Mysore	96		5	101	1	28	71	1	101
Nagpur	38			38	6	16	15	1	38
Patna	90	11	4	105	11	41	43	10	105
Pune	81	1		82	2	38	37	5	82
Ranchi	49	8		57	2	26	19	10	57
Shimoga	63			63		10	50	3	63
Trichy	142		1	143	13	15	111	4	143
Trivandrum	149			149	3	57	89		149
Visakhapatnam	85	5		90	2	26	53	9	90
Grand Total	3094	54	22	3170	147	1323	1541	159	3170

ANNEXURE - D

[Note: This Covering letter should be on the letter head of Bidder and should be signed by a an Authorised Signatory with Name and Seal of the Company]

Covering letter format

Offer Reference No:

Date:

To

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: RFP-22/10-11 DT: 31.01.2011

Having examined the tender document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement comprehensive desktop management solution at all branches / offices of Canara Bank in India 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, commissioning and handing over the Desktop Management Solution project to the Bank within 9 months at all Branches/Offices as specified in the offer document.

If our offer is accepted, we shall carry out all the works specified in Scope of Work (Annexure A) and also all other works related to implementation of End to End Comprehensive Centralised Desktop Management Solution in Bank.

We enclose a Demand Draft /Bank Guarantee in lieu of EMD for ₹ 10,00,000/- in favour of Canara Bank as EMD.

We agree to abide by this offer till 15 months from the date of declaration of successful Bidder and for such further period as may be requested for by the Bank, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfill all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions

contained in tender together with the return acceptance of the contract for implementation of the Comprehensive Desktop Management Solution.

We enclose a list of clients in India (giving their full addresses) where we have implemented the Comprehensive Desktop Management Solution. We also confirm that we have not been disqualified by any Govt. / Semi Govt. Departments / Banks in any of the projects like supply of hardware/software and the implementation of projects like Desktop Management Solution

Our PAN number for Income Tax is _____.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.

Sales Tax/VAT Registration Number is _____.

Service Tax Registration Number is _____.

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 _____

Signature of the Authorized Signatory with date & seal

ANNEXURE - E

Particulars of Bidder

Sl. No	Particulars	
A	Company/Bidder Profile	
1	Name of the Bidders/Firm / Company	
2	Constitution	
3	Date of Establishment/Incorporation	
4	Address	
	Registered Office Corporate Office	
5	Telephone No	
	FAX No	
	E-mail Address	
	Website	
6	Sales Turnover from IT related business.	
	2007-2008	
	2008-2009	
	2009-2010	
7	Domestic Customer Base (Number of Clients where Desktop Management Solution implemented in India)	
8	Service Net Work (Number of Service Centers in)	
	North India	
	South India	
	East India	
	West India	
	Central India	

Sl. No	Particulars	
B.	Manufacturer's Profile	
1	Name of the Manufacturing Company	
2	Constitution of the Manufacturing Company	
3	Date of Establishment/Incorporation of the Manufacturing Company	
4	Address of the Manufacturing Company Registered Office Corporate Office	
5	Telephone No FAX No E-mail Address Website	
6	Nature of Relationship of your company with the Manufacturing Company. Subsidiary of the Manufacturing Company/Division of Manufacturing Company/Sole Distributor/Non Exclusive Distributor/Agent/Others Please Specify	
7	Experience of the Manufacturing Company in Implementation of Desktop Management Solution Machine	

Signature of the Authorised Signatory with date & seal

ANNEXURE - F

[Note: This details should be on the letter head of Bidder and should be signed by a an Authorised Signatory with Name and Seal of the Company]

Track Record of Past Implementation of Desktop Management Solution

Name of the Bidder _____

Sl. No.	Name of the Client	Desktop Management Solution		Contact Person, Name, Tele No, FAX No & Address
		No. of Desktops implemented	Year of Implementation	
1				
2				
3				
4				

Signature of the Authorised Signatory with date & seal

ANNEXURE - G

[Note: This details should be on the letter head of Bidder and should be signed by a an Authorised Signatory with Name and Seal of the Company]

Details of Offices/ Branches /Service Centers

Sr No	Place	Postal Address	Contact Details (including Name of In charge and his contact no. email etc)	Service Facilities Available (Describe)	No of Engineers	Jurisdiction
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Signature of the Authorised Signatory with date & seal

ANNEXURE - H

[Note: This details should be on the letter head of Bidder and should be signed by a an Authorised Signatory with Name and Seal of the Company]

Technical Compliance Statement

Declaration

We hereby undertake to agree to abide by all the Instructions, Terms & Conditions including the Scope of Work stipulated in the RFP/tender document for smooth Implementation of End to End Comprehensive Desktop Management Solution in Bank.

We also hereby undertake to supply the latest product of hardware and latest version of software for implementation of Desktop Management Solution and confirm policy compliance.

We certify that the systems / services offered by us for tender conform to the specifications stipulated in the tender form.

Signature of the Authorised Signatory with date & seal

ANNEXURE - I

[Note: This details should be on the letter head of Bidder and should be signed by a an Authorised Signatory with Name and Seal of the Company]

Authorization letter format

Date:

The Deputy General Manager,
Canara Bank
Asset Procurement & Management Group,
DIT-Wing
Naveen Complex, 14 M G Road,
Bangalore - 560 001
Karnataka

Dear Sir,

SUB: Authorization Letter for attending the Bid Opening

REF: Your RFP No. _____ Dated _____.

This has reference to your above RFP for implementation of Comprehensive Desktop Management Solution in Canara Bank_____.

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

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Attesting Authority
With Name and Seal

Signature of Authorizing Authority

Name of Authorizing Authority

ANNEXURE - J

{Note: This Letter should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer}

Manufacturer's Authorization Form

No. _____ dated _____

The General Manager,
Canara Bank,
Asset Procurement & Management Group,
DIT-Wing,
Naveen Complex, 14 M G Road,
Bangalore-560 001
Karnataka

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputed manufacturers of _____ having factories at 1) _____ and 2) _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm and will extend technical support for a period of 6 years from the date of submission of this tender.

Yours faithfully

(Name)
For and on behalf of
M/s _____
(Name of Manufacturers)

ANNEXURE - K

[Note: These details should be on the letter head of Bidder and each & every page should be signed by an Authorised Signatory with Name and Seal of the Company]

Bill of Material and Price Schedule

Note:

1. This Bill of Material must be attached in Technical Offer as well as Commercial Offer. The format will be identical for both Technical and Commercial Offers, **except that the Technical Offer should not contain any price information.** Technical offers without the Bill of Materials will be liable for rejection.
2. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
3. The full details (including configuration) of Hardware & OS and Application software suggested for the solution to be specified separately by the bidder with the Architecture and Working of the Solution in detail along with the Bill of Material **invariably.**
4. The Commercial Bid will be evaluated based on the Total Cost of Ownership (TCO) of the Comprehensive Centralised Desktop Management Solution i.e., Cost of Hardware (including OS) + Cost of Software + AMC for Hardware (including OS) for 3 years after warranty period at present values + ATS for Application Software for 5 years at present values + Implementation Charges + Support Charges for 5 years at present values + Taxes. Basing on the TCO, L1 Bidder will be determined.
5. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
6. If any of the deliverable product, mainly, Hardware, software, Service/Support etc. has both VAT and Service Tax, the bidder has to indicate the Goods component with percentage of VAT and Service Component with service Tax involved. The Goods Component + Service Component should be limited to 100% of the Cost Price, For example, if Goods Component is 60% then, the Service Component cannot be more than 40%.

Signature of the Authorised Signatory with date & seal

i. HARDWARE (including OS)

SI No	Item Details (Specify the details of Hardware(including OS) with Specifications)	Cost Price per unit with 3 year Comprehensive onsite warranty (Exclusive of Taxes) for Hardware(including OS)	3 years AMC charges after warranty period for Hardware (including OS) [Exclusive of Tax]	Total Taxes (Split up details for taxes pertaining to amount furnished in Col. 3 & 4 to be furnished separately)	Cost per unit with 3 year warranty and 3 year AMC for Hardware (including OS) (inclusive of all Taxes) [3+4+5]	Q u a n t i t y	Total
1	2	3	4	5	6	7	8=6x7
1 2 3 4							
	HARDWARE-(A)	XXXXXXX	XXXXXXX	XXXXXXX	XXXXXXX	X	

ii. SOFTWARE

SI No	Item Details (Specify the details of Application Software and any other related software with full details)	Cost Price with one year ATS (Exclusive of Tax)	5 years ATS charges after completion of first year ATS [Exclusive of Tax]	Total Taxes (Split up details for taxes pertaining to amount furnished in Col. 3 to be furnished separately)	Cost per Unit with 6 year ATS [Inclusive of all Taxes] [3+4+5]	Quanti ty	Total
1	2	3	4	5	6	7	8=6x7
1	Application Software (Enterprise Edition) and including Licenses						
2	Any other related Software including licenses, if any						
B	SOFTWARE- (B)	XXXXXX	XXXXX	XXXXX	XXXX	XXX	

Signature of the Authorised Signatory with date & seal

iii. IMPLEMENTATION CHARGES

SI No	Item Details (Split up details to be furnished)	Total Charges [Excl. Tax]	Total Taxes (Split up details for taxes pertaining to amount furnished in Col. 3 to be furnished separately)	Total Charges [Inclusive of all Taxes] [3+4]
1	2	3	4	6
1	Charges, if any, for carrying out all the implementation activities specified in the Scope of Work as per RFP. (Including porting of software at Desktops at Primary site, Desktops/ desktops at all offices / branches of our Bank and also providing resident engineer support 24X7- at HO / NAP till signing off the Project)			
	IMPLEMENTATION CHARGES (C)	XXXXXX	XXXXXX	

iv. SUPPORT CHARGES AFTER SIGNING OF THE PROJECT

SI No	Item Details (Split up details to be furnished)	Total Charges [Excl. Tax]	Total Taxes (Split up details for taxes pertaining to amount furnished in Col. 3 to be furnished separately)	Total Charges [Inclusive of all Taxes] [3+4] 'D'
1	2	3	4	6
1	<u>HO And NAP Locations</u> Support Charges for 24x7 at HO, if any, towards Residential engineer situated at HO and trouble shooting at HO AND 8 hrs at NAP locations for Five years from the date of Signing off the Project. (Minimum 1 engineer per shift at HO i.e 3 engineers at HO and 1 engineer at NAP) Year Wise Break up be given			
2	<u>Branches</u> Support Charges, if any, for trouble shooting, visits to branches/offices, ATMs for Five years from the date of Signing off the Project.			
	SUPPORT CHARGES (D)	XXXXXX	XXXXXX	

Signature of the Authorised Signatory with date & seal

v. CONSOLIDATION

Sl. No	Details	TOTAL COST
1	HARDWARE- 'A'	
2	SOFTWARE- 'B'	
3	IMPLEMENTATION CHARGES- 'C'	
4	SUPPORT CHARGES AFTER SIGNING OF THE PROJECT- 'D'	
	TOTAL	

vi. SPLIT UP OF TAXES

Sl. No	Details		VAT	Service Tax	Any other Tax (Specify)	Any other Tax (Specify)	TOTAL TAX
	i. HARDWARE (including OS)	Goods Component					
		Service Component					
	ii. SOFTWARE	Goods Component					
		Service Component					
	iii. IMPLEMENTATION CHARGES	Goods Component					
		Service Component					
	iv. SUPPORT CHARGES AFTER SIGNING OF THE PROJECT	Goods Component					
		Service Component					
	TOTAL						

Signature of the Authorised Signatory with date & seal

vii. COMMERCIAL VERSION - POST WARRANTY AMC /ATS /IMPLEMENTATION CHARGES/ SUPPORT CHARGES CALCULATION TABLE

Sl. No	Details	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	TOTAL
1	AMC on Hardware	*****	*****	*****				
2	ATS on Software	*****						
3	Implementation Charges for maximum period of 15 Months		*****	*****	*****	*****	*****	
4	Support Charges after Signing off the Project	*****						
	TOTAL							

* The Present Value (PV) of the AMC / ATS price offered/Support Charges for all the years quoted by the Bidders shall be added to the price of the offered, for the purpose of evaluation of the price bid and arriving at L1. The Present Value (PV) for the AMC component will be calculated as per the following formula:

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

Where 'C' is the annual AMC/ATS amount of each year
'r' is Bank's prevailing Base Rate which is presently 8.50%.
'n' is 1 for 1st year, 2 for 2nd year, 3 for 3rd year etc.

We understand that the above-mentioned figure is for price-comparison purpose only and for arriving the L1 Bidder.

We understand that 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 against production of invoice / bills.

We understand that Bank will pay VAT only for Good 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.

Confirmation to be submitted with masked bill of materials - AMC /ATS Charges

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

Date: _____ Signature of the Authorised Signatory with date & seal

Annexure - L

TECHNICAL SPECIFICATIONS

Sl. No.	Specifications	Complied Yes/No	Deviation
	PROJECT MANAGEMENT		
	Bidder should provide the following documentation - a) Design Plan, b) Migration Strategy, c) Test Plan, d) Implementation Procedure e) Project Management Guide		
1.	The Desktop Management should be a complete GUI Based		
2.	The performance, availability and reliability of the proposed solution should be manageable centrally. It should be possible from a centralized management console to monitor the health and performance counters of the Desktop management application (Along with the underlying OS, Directory and Database) like starting and stopping of all Desktop management server services, including critical dependent services such as Windows Management Instrumentation (WMI), Internet Information Server (IIS), and database. Any critical service stops, service failures, performance thresholds, status messages, and site system status should be able to raise alerts		
3.	Patch / Update Management, Centralized application Distribution including upgrades / Rollback / New Deployment etc. to all the distributed desktops centralized Hardware / Software Inventory monitoring / Asset Intelligence, Remote Troubleshooting through Remote Control Desired Configuration Monitoring, OS Deployment should be an integrated solution with easy to use, flexible and customizable user interface and offered as a single agent on the client desktops / workstations. It should not be multiple agent installation		
4.	The Proposed solution should have hardware with latest product and software with latest version and any third party licenses with latest version for the implementation of Desktop Management Solution.		
	PATCH MANAGEMENT		
5.	It should provide automated patch management capabilities and it should provide multi platform patch management from		

	single management server. Please note that the Desktops are having administrative privileges.		
6.	Patch / Update Management, Centralized application Distribution including upgrades / Rollback / New Deployment etc. to all the distributed desktops centralized Hardware / Software Inventory monitoring / Asset Intelligence, Remote Troubleshooting through Remote Control Desired Configuration Monitoring, OS Deployment should be offered as a single agent on the client desktops / workstations. It should not be multiple agent installation if the solution is agent based		
7.	Bidder should configure the Patch Management server for Patch management configuration and the settings optimally set for peak/non-peak hours as per Bank's needs.		
8.	It should help ensuring that desktops in our organization have the most up to date patches as per the Bank's policy.		
9.	The tool should help tracking and evaluating the appropriate software updates depending on operating system and products installed.		
10.	The desktop management agent on the distributed workstation should not be reflected as part of "Add / Remove program" if the solution is agent based.		
11.	The solution should take advantage of the Organization Unit Structure.		
12.	Comprehensive reporting must be available out of the box that indicates application delivery successes, failures, etc.		
13.	Applications must be targeted to workstations based on multiple parameters such as IP Subnets, hardware criteria, directory containers, groups, users, etc.		
14.	The solution should provide advanced scheduling options that enable IT departments to deploy software updates at times convenient to the organization. The Wake-on-LAN feature should be available that enables distributions to occur after business hours by sending wake-up packets to desktops that require software updates.		
15.	The solution should offer Pre-defined Patch Compliance reports		
	ASSET MANAGEMENT		
16.	The hardware inventory items must be customizable.		
17.	The solution must include pre-defined reports that allow comprehensive reporting against hardware information. Besides there should be provisions to create customized reports and should provide secure access to reports based on Directory services user credentials.		
18.	The Inventory collection for Hardware should be very granular,		

	based on Asset Intelligence for effective decision making process.		
19.	The solution must be capable of inventorying all software installed on the workstation with their versions etc. Installed software / Applications should be available from multiple methods like file information on the workstation, Registry contents and Add/Remove Programs.		
20.	The solution should provide advanced level of Software Identification and Categorization through a knowledge Catalog: The application detection technique should go beyond the standard "Add/ Remove Programs", "Registry scanning" etc. and should be able to identify software which does not register itself in the traditional way like "Add Remove program", registry entry etc.		
21.	The solution should offer facility for basic License Monitoring facilities like tracking License usage, manage desktops with their Application License Status across the enterprise and deliver License compliance reporting (Entitled versus installed) etc. It should help us to take informed decision for License reconciliation exercise.		
22.	The proposed Solution should support handheld devices		
23.	Identify software and hardware configurations from a central location. Provide complete hardware and software information from all the desktops and desktops.		
24.	Bidder should provide detailed report on the software and hardware inventory and metering for all the desktops/laptops and desktops.		
25.	Solution should be able to centrally manage Power management of the client systems wherever feasible.		
26.	Software metering: The solution should be able to track application usage. Track which users are running applications, for how long, and how many instances concurrently.		
	SOFTWARE DISTRIBUTION		
27.	This should provide customizable distribution schedules and alternate fan out methods.		
28.	This module should provide a monitoring interface (GUI) with complete status of the software distributed e., successful, failed, pending etc.		
	DIRECTORY SERVICES		
29.	Bidder should create and design and migration of physical and logical structure of directory services.		
30.	The solution should natively and out of Box integrate with Directory services. Ability to target patches / Updates directly to Directory		

	<p>services objects and Organization Units: It should have the capability of discovering machines, users, Groups using query and to distribute any software packages or patches to those Directory services Objects.</p> <p>If the patch is having big size, the patches should be pushed to the targeted system based on Bank's requirements without occupying more bandwidth on network as well as having the facility of utilising the available bandwidth resources at the time in an optimised manner.</p>		
31.	The Directory system should support differential replication		
32.	The solution should support for synchronization with various directory system.		
33.	The Directory system should provide multi-level passwords to ensure that no single administrator may have full control of important credentials.		
34.	The Directory system should provide the following authentication methods Encrypted passwords, Certificates.		
35.	The Directory system should have support for implementing policy based access control for access of the directory data for every user and also should replicate the same.		
36.	The Directory system should have password policy management like retry attempts, lockout, min/max length and password history as per standard enterprise policy and Bank's password policy. Password Policy management should be part of directory Services for end users.		
37.	The Directory system should support on line administrative operation on the directory data such as backups, schema updates, and configuration.		
38.	Ability to support delegate the administrative rights at different levels depending upon the server, users and task level.		
39.	The Directory system should have an GUI console and Web Based console for performing the administrative tasks.		
40.	The Directory system should permit monitoring directory server in real time using the Simple Network Management Protocol (SNMP)		
41.	The Directory system should provide support for different log levels, log rotation policies and log analysis tools.		
42.	The Directory system should be capable for on line import, export, backup and restore of data.		
43.	Ability to analyse and do power management.		
44.	Solution should be able to scale up to managing the local policies of the client systems.		
45.	Solution should be able to provide different set of policies based on the groups/users as per the Banks requirement		
46.	Solution should be able to manage the account and audit polices based in various user groups, OU.		
47.	Directory Service should support fine-grained password policy		

	as per the Bank's IT Security policy like different restrictions for password and account lockout policies etc.		
48.	Solution should be able to create policy setting to control access to devices like USB, CD and other removable media's and also control device driver installation.		
49.	Location Awareness: The proposed solution must be roaming user friendly. Users who have traveled to different locations must have applications delivered to them from Local Distribution sources (Server or desktop) and must avoid traversing the WAN to pick up applications		
50.	The solution should provide reboot control post deployment of applications.		
	REMOTE DESKTOP MANAGEMENT		
51.	The proposed solution should support that The Administrator should be able to take remote control of client workstations		
52.	The solution should address the key steps in patch deployment: Identify vulnerabilities to be addressed Acquire the applicable patches Determine the systems to target Deploy patches reliably		
53.	It shall support security related features for taking the control o remote PCS, based on pre-defined policy and authorisation.		
	VULNERABILITY MANAGEMENT (ANTI VIRUS IMPLEMENTATION, SECURITY PATCH)		
54.	Vulnerability identification: We should be able to scan and inventory our systems for identification of applicable patches and top vulnerabilities / mis-configuration. This will include not only identification of non-compliance against policies defining the patches that should be present in the Client machines but also includes vulnerability also.		

Annexure - M

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