

**REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, INSTALLATION, CONFIGURATION,
IMPLEMENTATION & MAINTENANCE OF HARDWARE,
SOFTWARE AND OTHER ITEMS IN CANARA BANK FOR
CONSOLIDATING THE DATABASES USING ORACLE REAL
APPLICATION CLUSTER (RAC)”**

Issued by: Canara Bank,
AP&M Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001
Phone No - 080- 25590070,25584873
Email Id - hoditapm@canarabank.com



A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Description	Details
RFP No. and Date	RFP 06/2019-20 dated 09/05/2019
Name of the Wing	Department of Information Technology
Brief Description of the RFP	Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank
Bank's Address for Communication	Deputy General Manager Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
	Senior Manager, Asset Procurement & Management Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com
Date of Issue of RFP	09/05/2019, Friday
Tender Fee (Non-refundable)	Rs. 29,500/- (including 18% GST)
Earnest Money Deposit (Refundable)	Rs. 10,00,000/-
Last Date and Time for Submission of Bids	31/05/2019, Friday upto 3.00pm
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	31/05/2019, Friday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date and time for opening of Part-B-Technical Bid / Part-C- Commercial Bid (Indicative)	Will be intimated at a later date.
Pre-Bid Meeting Date & Time	<ul style="list-style-type: none"> ○ Pre-Bid meeting will be held on 20/05/2019, Monday at 3.30 pm <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. ○ Pre Bid queries should be submitted as per Appendix-D. ○ Pre-Bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 16/05/2019, Thursday at 3.00pm. Subject of the email should be given as “Pre Bid Queries for RFP 06/2019-20 dated 09/05/2019”. Queries reaching after 3.00pm on 16/05/2019 will not be entertained.

Other Details	<ol style="list-style-type: none">1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website http://canarabank.com/english/announcements/tenders.3. No suggestions or queries shall be entertained after pre-bid meeting.
<p>This document can be downloaded from following website http://canarabank.com/english/announcements/tenders, https://eprocure.gov.in/epublish/app. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank's website only (i.e. http://canarabank.com/english/announcements/tenders). No individual communication will be sent to the individual bidders.</p>	

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<http://canarabank.com/english/announcements/tenders>) and it will become part and parcel of RFP.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.



2. Abbreviations:

1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BG	Bank Guarantee
4.	BOM	Bill of Material
5.	CCF	Credit Conversion Factor
6.	CVA	Credit Value Adjustment
7.	DBE	Database Enterprise
8.	DC	Data Center
9.	DD	Demand Draft
10.	DIT	Department of Information Technology
11.	DPD	Days Past Due
12.	DR	Disaster Recovery
13.	DSB	Department of Supervision by Banks
14.	EAD	Exposure at Default
15.	ECL	Expected Credit Loss
16.	ECR	Error Correction Model
17.	EDW	Enterprise Data Warehouse
18.	EIR	Effective Interest Rate
19.	EMI	Equated Monthly Instalments
20.	EMD	Earnest Money Deposit
21.	FIFO	First In First Out
22.	FIRB	Foundation Internal Rating Based Approach
23.	FVOCI	Fair Value through Other Comprehensive Income
24.	FVTPL	Fair Value through Profit and Loss account
25.	GDP	Gross Domestic Product
26.	GL	General Ledger
27.	GST	Goods and Service Tax
28.	HO	Head Office
29.	LAS	Lending Automation System
30.	LD	Liquidated Damage
31.	LGD	Loss Given Default
32.	LOB	Line Of Business
33.	LTV	Loan To Value
34.	MAF	Manufacturer Authorisation Form
35.	MCA	Ministry of Corporate Affairs
36.	MCLR	Marginal Cost of Fund Based Lending Rate
37.	MOC	Memorandum of Change
38.	MSE	Micro and Small Enterprises
39.	MSME	Micro Small & Medium Enterprises

40.	MTBF	Mean Time Between Failure
41.	MTM	Mark to Market
42.	MTTR	Mean Time To Restore
43.	NEFT	National Electronic Funds Transfer
44.	NI Act	Negotiable Instruments Act
45.	NPA	Non-Performing Asset
46.	NSIC	National Small Industries Corporation
47.	OEM	Original Equipment Manufacturer
48.	OS	Operating System
49.	OSD	Original Software Developer
50.	OSMOS	Offsite Monitoring and Surveillance
51.	PD	Probability of Default
52.	PERT	Project Execution and Review Technique
53.	PIT	Point in Time
54.	RAC	Real Application Cluster
55.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
56.	RTGS	Real Time Gross Settlement
57.	RWA	Risk Weighted Assets
58.	SBU	Strategic Business Unit
59.	SEBI	Securities and Exchange Board of India
60.	SMA	Special Mention Accounts
61.	UAT	Users Acceptance Test
62.	VAPT	Vulnerability Assessment and Penetration Test

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B. INTRODUCTION

1. About Canara Bank:

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having pan India presence of more than 6,300 branches, 21 Circle offices and 118 Regional Offices situated across the States. The Bank is working on Core Banking System using Flex cube solution. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Clause 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means "Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank" as per the Technical Specifications mentioned in this RFP.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the Reverse Auction process, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP:

The Bank wishes to procure Hardware, Software and other items for consolidating the Databases using Oracle Real Application Cluster (RAC) from reputed vendors. In this connection, Bank invites sealed offer ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective:

- 4.1. Bank intends to do database consolidation by using Oracle Real Application Cluster (RAC) and migrate existing databases instance from standalone servers to proposed hardware, software and other items as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4.2. As such the requirement will be:

Sl. No.	Item Description	Qty. at DC	Qty. at DRC	Total Qty.
1.	Enterprise Intel Processor Based Servers	08	08	16
2.	Operating System (Red Hat Enterprise Linux Server, Premium Subscription)	08	08	16
3.	Enterprise NVMe based flash storage	30TB Usable	30TB Usable	02
4.	Network Switches	02	02	04
5.	Server Rack	01	01	02

5. Eligibility Criteria:

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and RFP for "Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank" in the Bank shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Install, Configure, Implement, and Support the Solution in Canara Bank and meeting the Eligibility Criteria as per Annexure-2 may respond.
- 5.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" and not accompanied by relevant proof documents will not be considered for evaluation.

6. Participation Methodology:

- 6.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.
- 6.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.
- 6.4. In the event of Authorized Dealer being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution of this RFP at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-13.

7. Infrastructure:

- 7.1. Canara Bank Department of Information Technology Wing is hosting oracle database in standalone Intel servers.
- 7.2. The present deployment of oracle databases at DC & DRC each is mentioned below:

Sl. No.	Server OS	Database	Number
1.	RHEL	Oracle	30
2.	Windows	Oracle	02

8. Requirement Details:

- 8.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank for Data Center (DC) & Disaster Recovery Center (DRC) as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Solution is furnished in following table:

Item Details	Location
Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items as per Technical Specifications mentioned in Annexure-7 and Annexure-8.	DC, Bangalore & DRC, Mumbai

- 8.2. Detailed technical specification for each of the above is furnished in Annexure-7. All the Hardware, Software & other items ordered for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software & Other items should have comprehensive onsite warranty of Three (3) years & AMC/ATS of Two (2) Years (if contracted).
- 8.3. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.
- 8.4. Bank indent to configure four numbers of two-node Oracle RAC Cluster for which bidder has to install, configure and implement the supplied hardware, software and other items of this RFP.

9. Scope of Work:

- 9.1. Bidder has to confirm compliance to the Scope of Work mentioned in Annexure-8.
- 9.2. The bidder has to ensure the proposed Redhat OS License to be registered in existing account i.e. 6172473 (User: hodit_dcm) for Red Hat portal.
- 9.3. The proposed hardware and software should be certified for 12C version of Oracle DBE, ASM & RAC and Redhat Linux 7 or later.
- 9.4. The proposed server network interfaces ports should be compatible for connecting proposed CISCO switches for private zone connectivity and Bank existing CISCO Nexus 9000 series switches for public zone connectivity as per Oracle datasheets/documents for RAC.



- 9.5. The proposed server FC HBA interface ports should be compatible for existing SAN Switch mentioned in this RFP.
- 9.6. The bank will responsible for the following:
- 9.6.1. Required LAN and SAN architecture details will be provided to selected bidder.
 - 9.6.2. Required Oracle DBE and RAC Licenses.
 - 9.6.3. Installation and configuration of Oracle DBE, ASM and RAC software including replication configuration from Oracle Data Guard.
 - 9.6.4. Configuration of four numbers of two-node RAC Cluster at each site i.e. DC and DRC.
 - 9.6.5. Migration of existing standalone database instance to RAC node at DC and DRC.
 - 9.6.6. File system for OS, datafile size for Oracle Database and storage LUNs details will be provided to selected bidder.
- 9.7. The Bidder will responsible for the following:
- 9.7.1. Delivery of proposed hardware to Bank locations specified in RFP.
 - 9.7.2. Safely Unpacking of shipped boxes at staging area.
 - 9.7.3. Physical movement of supplied hardware from staging area to Server Farm.
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 - 9.7.5. Rack assembling, installation and power connectivity from industrial sockets and testing of required power rating.
 - 9.7.6. Mounting of servers, storages and network switches to server rack as per industry best practices.
 - 9.7.7. Server power on and cable dressing.
 - 9.7.8. Server Management connectivity.
 - 9.7.9. LAN and SAN Cable lay with proper labeling, tagging and cable dressing.
 - 9.7.10. Configuration of RAID as per requirement in supplied Servers.
 - 9.7.11. Installation of Redhat OS with required file systems with proper optimization all kernel parameters to support database parameters as per the Oracle Standards (Including Jumboframe for inter-node connectivity and huge page for Oracle SGA).
 - 9.7.12. Configuration of FQDN (fully qualified domain names) as per Oracle RAC best practices.
 - 9.7.13. Installation and configuration of supplied storage.
 - 9.7.14. Creation of storage pools and block-size as per Oracle DBE and RAC best practices.
 - 9.7.15. Creation of LUNs and mapping of host.
 - 9.7.16. Preparation of LLD/HLD and submit to Bank.
 - 9.7.17. Preparation of SAN Zoning as per best practices for Oracle DBE and RAC.
 - 9.7.18. SAN connectivity to bank existing SAN Switch mentioned in this RFP.



- 9.7.19. LAN connectivity to proposed and bank existing switch.
- 9.7.20. SMTP Configuration of proactive alert and auto call logging facility.
- 9.7.21. All activities related to Server & Storage Administration assigned during the implementation period and till the project tenure (Warranty and AMC/ATS, if contracted) without any extra cost.
- 9.8. The selected bidder needs to work and coordinate with Bank team in order to use the proposed hardware, software and other items optimally for setting up Oracle RAC environment.
- 9.9. The bidder need to coordinate with Bank and existing vendor for the purpose of installation and configuration of antivirus, server configuration management, server & DB monitoring, backup software, SIEM integration etc. the details will be provided to selected bidder.
- 9.10. The bidder needs to provide Standard operating procedure (SOP) document for architecture, configuration, BCP.
- 9.11. **Project Completion and Management**
- 9.11.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.
- 9.11.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.



C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)

1. Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in CANARA BANK:

- 1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the order. Delivery of all hardware, Software and Other Items should be within **5 weeks** from the date of acceptance of the Purchase Order for non-road permit locations. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
- 1.2. Bidder should ensure installation, configuration, Integration, Implementation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within **16 weeks** from the date of delivery of all the materials for each ordered locations.
- 1.3. Bank reserves the right to change/modify locations for supply of the solution. In the event of any change/modification in the locations where the solution to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware, software and other items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations without any extra cost to the Bank. The Warranty/AMC (if contracted) should be applicable to the altered locations also.
- 1.4. The Installation will be deemed as incomplete if any component of the hardware or software is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.5. Commissioning of the hardware and software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.
- 1.6. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

2. Security:

- 2.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.
- 2.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.

- 2.3. The Bank may conduct security audit in the proposed solution after complete implementation.
- 2.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.
- 2.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Softwares.
- 2.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.
- 2.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 2.8. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.
- 2.9. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.

3. Acceptance:

- 3.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.
- 3.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.
- 3.3. The warranty will cover all supplied components includes Hardware, software and other items will start after project acceptance & Signoff.

4. Uptime:

- 4.1. The bidder shall guarantee a **24x7x365** availability with monthly uptime of **99.00%** for the solution as specified in **Annexure-7** and **Annexure-8**, during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.
- 4.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 4.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.



4.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.

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

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

4.6. Contracted minutes of a month = No. of days in that month X 24 X 60.

5. Penalties/Liquidated Damages:

5.1. **Penalties/Liquidated damages for delay in Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items would be as under:**

5.1.1. Non-compliance of the Supply/delivery as per clause (1.1) will result in the Bank imposing penalty of 0.50% on delay in delivery per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes).

5.1.2. Non-Compliance of the Installation, configuration, implementation as per clause (1.2) will result in the Bank imposing penalty of 0.50% on delay on installation per week or part thereof (Plus GST), on the invoice value (exclusive of Taxes)

5.1.3. However, the total Penalty/LD to be recovered under above clause 5.1.1 and 5.1.2 shall be restricted to 10% of the total value of the order Plus GST (exclusive of Taxes).

5.2. Penalties/Liquidated damages for not maintaining uptime:

5.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and AMC/ATS period (if contracted), the penalty for Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
99.00% to 100%	No penalty
98.50% to 98.99%	0.10% on total order value for every hour or part thereof.
98.00% to 98.49%	0.20% on total order value for every hour or part thereof.
97.50% to 97.99%	0.30% on total order value for every hour or part thereof.
97.00% to 97.49%	0.40% on total order value for every hour or part thereof.
96.50% to 96.99%	0.50% on total order value for every hour or part thereof.
96.00% to 96.49%	0.60% on total order value for every hour or part thereof.
95.00% to 95.99%	0.70% on total order value for every hour or part thereof.
Less than 95.00%	1.00% on total order value for every hour or part thereof.



- 5.2.2. The maximum penalty levied shall not be more than the 50% of AMC/ATS amount payable for one year (plus GST).
- 5.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).
- 5.3. **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 5.4. The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 5.5. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 5.6. If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 5.7. Any financial loss to the Bank on account of fraud taking place due to Successful Bidder, its employee or their services provider's negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank's reputation and goodwill.
- 5.8. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.
- 5.9. The liquidated damages/penalties 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 Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 5.10. All the above LDs are independent of each other and are applicable separately and concurrently. ✓
- 5.11. LD is not applicable for the reasons attributable to the Bank and Force Majeure.



6. Payment Terms:

6.1. Payment will be released after execution of Contract Agreement and the schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Supply and Delivery of Hardware, Software & other items	50%	After complete delivery of Hardware, Software and other items on production of relevant documents like delivery signoff and invoice with product serial number of the items supplied.
2.	Installation, configuration and implementation of Solution as per scope of work.	30%	After successful installation, configuration and implementation of Hardware, Software & other items supplied as per Scope of Work and Technical requirements. The invoice and installation report should contain the product serial number of the items supplied.
3.	Acceptance of Project & Sign off	10%	After Project acceptance and Sign off by the Bank on production of relevant documents.
4.	Warranty	10%	After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.

- 6.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 6.3. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 6.4. Bank will not pay any amount in advance.
- 6.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.
- 6.6. The bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.

- 6.7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

7. Support:

- 7.1. The Bidder has to provide complete support and support will be required for end-to-end installation, configuration, implementation and maintenance of the proposed solution during contract period.
- 7.2. Bidder will be responsible for attending complaints during all hours 24*7 basis of Contract Period.
- 7.3. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 7.4. Support has to cover to solve day to day issue while using the proposed solution in our environment like resolving the issues related to incident, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 7.5. However, penalty shall be applicable as per uptime clause.
- 7.6. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 7.7. **Response Time and Meantime to Restore [MTTR]**
- 7.7.1. Response Time shall be 2 hours and MTTR shall be 4 hours.
- 7.7.2. Time specified above is from lodging of complaint.

8. Software, Drivers and Manuals:

- 8.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 8.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

9. Warranty:

- 9.1. The bidder has to provide comprehensive On-site warranty for Three (3) years for Hardware and other items.
- 9.2. The Bidder warrants that the Software/Solution/Hardware will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").
- 9.3. The warranty will cover all supplied components includes Hardware & other items and will start after project acceptance & Signoff.
- 9.4. The Software, Hardware & other items deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, Hardware and maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three year from the Date of Acceptance of the Solution.



- 9.5. If the Software/Hardware/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Software/Hardware/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 9.6. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 9.7. If any defect in the Software/Hardware/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Hardware/Solution functions in accordance with the Contract for a reasonable period of time.
- 9.8. Despite any other provision, the Bank, may return a defective Software/Hardware/Solution to the Bidder within Sixty (60) days of delivery of the Software/Hardware/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.
- 9.9. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.
- 9.10. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

10. Scope Involved During Warranty and AMC/ATS Period (if contracted):

During the period of contract, up to completion of Warranty and also during Annual Maintenance Support/ Annual Technical Support (if contracted), the bidder shall do the following:

- 10.1. During the period of contract, up to completion of Warranty and also during Annual Maintenance Cost/Annual Technical Support [if contracted], the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD.
- 10.2. If any software, License and Hardware updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [If contracted].
- 10.3. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.
- 10.4. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).
- 10.5. The support shall be given in person only.

- 10.6. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 10.7. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 10.8. Escalation matrix should be provided for support, technical, project etc.

11. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):

- 11.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Two (2) years after completion of three (3) year warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 11.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, License supplied with the bidder after completion of respective warranty periods.
- 11.3. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period.
- 11.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 11.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
- 11.5.1. Rectification of Bugs/defects if any.
- 11.5.2. Ensuring uptime of 99.00%
- 11.5.3. Preventive Maintenance.
- 11.5.4. Maintenance of Hardware/Software/License supplied.
- 11.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 7 of Section-D. The selected bidder shall be responsible for extending



the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

12. Mean Time Between Failures (MTBF):

If during the warranty period and AMC/ATS period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware/Software items shall be replaced by equivalent / superior new hardware/Software items by the bidder at no additional cost to the Bank.

13. Subcontracting:

The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.

14. Defect liability:

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

D. BID PROCESS

1. Clarification to RFP and Pre-Bid Queries:

- 1.1. The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP as per format provided under Appendix-D.
- 1.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, DIT Wing, HO (Annex), 14 MG Road, Naveen Complex, Bengaluru-01 or an email can be sent to hoditapm@canarabank.com by the intending bidders as per the schedule.
- 1.3. No queries will be entertained from the bidders after the above date and time.
- 1.4. No oral or individual consultation will be entertained.

2. Pre-Bid Meeting:

- 2.1. A pre-bid meeting of the intending bidders will be held on the date & time and at the venue specified in the Bid Schedule to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting.
- 2.2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of **Two (2)** representatives from each Bidder to participate in the pre-bid meeting.
- 2.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- 2.4. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.
- 2.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website (www.canarabank.com) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.
- 2.6. Non reply to any of the queries raised by the vendors during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank.

3. Amendment to Bidding Document:

- 3.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.



- 3.2. Notification of amendments will be made available on the Bank's website only (i.e. www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.
- 3.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

4. Bid System Offer:

This is two bid system which has following 3 (Three) parts:

- 4.1. Part A-Conformity to Eligibility Criteria: Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per Appendix-A.
- 4.2. Part B-Technical Proposal: Indicating the response to the Technical specification of Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank. The format for submission of Technical Proposal is as per Appendix-B.
- 4.3. Part C-Commercial Bid (Indicative): Furnishing all relevant information as required as per Bill of Material as per Annexure-14. The format for submission of Commercial Bid (Indicative) is as per Appendix-C.

5. Preparation of Bids:

- 5.1. The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed (not initials) by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature (not initials) in all pages of the Bids, except for un-amended printed literature.

5.1.1. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)' respectively and properly closed and sealed. Thereafter, all the three envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscribed as "Offer for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank in response to RFP 06/2019-20 dated 09/05/2019" (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the Deputy General Manager, Canara Bank, AP&M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560001.

5.1.2. 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 (not initial) of the Authorized Signatory. Bids with erasing / overwriting / cutting without authentication may be liable for rejection. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.



5.1.3. All the envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.

5.2. Part A- Conformity to Eligibility Criteria:

5.2.1. Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in **Annexure-2** of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.

5.2.2. The Conformity to Eligibility Criteria as per **Annexure-2** among others must contain Demand Draft towards the Tender Fee as per the **Clause 6**, Singed Pre Contract Integrity Pact as per **Appendix-I** and EMD/ Bank Guarantee in lieu of EMD as per **Appendix-F** of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per **Appendix-A**.

5.2.3. The Placement of Tender Fee, EMD and Integrity Pact in other than **Part A-Conformity to Eligibility Criteria** will make the bid liable for rejection.

5.2.4. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as **“PART A-Conformity to Eligibility Criteria for RFP 06/2019-20 dated 09/05/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank”**.

5.3. Part B-Technical Proposal:

5.3.1. Technical Proposal should be submitted as per the format in **Appendix-B**. Relevant technical details and documentation should be provided along with Technical Proposal.

5.3.2. It is mandatory to provide the technical details of the Solution required by the bank in the exact format of **Annexure-7** of this tender.

5.3.3. 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.

5.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.

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

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

5.3.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B**. **Masked Bill of Material must be attached in Technical Offer and should not contain any price information**. The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.

- 5.3.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
- 5.3.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
- 5.3.8.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.
- 5.3.9. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “PART B- Technical Proposal for RFP 06/2019-20 dated 09/05/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank”.

5.4. Part C-Commercial Bid (Indicative):

- 5.4.1. Commercial Bid (Indicative) should be submitted as per the instruction in Appendix-C.
- 5.4.2. Commercial Bid (Indicative) shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. Bill of Material should give all relevant price information as per Annexure-14. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- 5.4.3. Under no circumstances the Bill of Material should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Covers. **The placement of Bill of Material in Part A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) covers will make bid liable for rejection.**
- 5.4.4. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid (Indicative). The format will be identical for both Technical Proposal and Commercial Bid (Indicative), **except that the Technical Proposal should not contain any price information (with Prices masked).** Any change in the Bill of Material format may render the bid liable for rejection.
- 5.4.5. 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.
- 5.4.6. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- 5.4.7. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 5.4.8. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “PART C-Commercial Bid (Indicative) for RFP 06/2019-20 dated 09/05/2019 for Supply, Installation, Configuration, Integration, Implementation and Maintenance of Hardware /Software and Other items in Canara Bank”.

6. Tender Fee:

- 6.1. This document can be downloaded from Bank's website <http://canarabank.com/english/announcements/tenders>. In that event, the bidders should pay the Tender Fee amount (Non Refundable) as mentioned in the Bid Schedule towards tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with **Part A-Conformity to Eligibility Criteria**.
- 6.2. Submission of the Tender Fee in other than "Part-A-Conformity to the Eligibility Criteria" is liable to be rejected on grounds of non-payment of the Tender Fee.
- 6.3. The Bidder shall bear all costs associated with the preparation and submission of the Bid and Bank will not be responsible for the costs, regardless of the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the Bidder in replying to this RFP. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

7. Earnest Money Deposit (EMD)/Bank Guarantee in Lieu of EMD:

- 7.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the **Part-A-Conformity to Eligibility Criteria**.
- 7.2. In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per **Appendix-F**.
- 7.3. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of EMD in the form of Bank Guarantee is as per **Appendix-F**. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily
- 7.4. Submission of EMD in other than Part A-Conformity to Eligibility Criteria Envelope is liable to be rejected on grounds of non-submission of EMD.
- 7.5. The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the Commercial Bid of the Technically Qualified Bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the Performance Bank Guarantee.
- 7.6. The EMD may be forfeited/ Bank Guarantee may be invoked:
 - 7.6.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
 - 7.6.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

8. Make and Models:

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

9. Software Version:

The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale.

10. Documentation:

Technical information in the form of Brochures / Manuals / CD etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the bank. The Bank is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the RFP for its own use.

11. Costs & Currency:

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-14).

12. Erasures or Alterations:

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

13. Assumptions/Presumptions/Modifications:

The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc., in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.

14. Submission of Bids:

- 14.1. The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing Bid.
- 14.2. The bid/s properly superscribed in the manner prescribed in earlier clauses of this RFP should be deposited in the **Tender Box** on the Date & Time and at the Venue specified in the Bid Schedule.
- 14.3. If the last day of submission of bids is declared as 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.
- 14.4. Bids sent through post/courier will not be accepted/evaluated. Bids should be deposited in the Tender Box.
- 14.5. If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 14.6. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. G S V Babu Senior Manager Canara Bank APM Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	Mr. K S Satyanarayana Assistant General Manager Canara Bank APM Group, DIT Wing Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832

- 14.7. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated as per above clause 14.2.

15. Bid Opening:

- 15.1. The **Part A- Conformity to Eligibility Criteria** shall be opened, on the Date & Time and at the Venue specified in the Bid Schedule, in the presence of the Bidder's representative/s who may choose to attend the bid opening.
- 15.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format **Appendix-E**.

Note: Authorisation letter should be carried in person.

- 15.3. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
- 15.4. 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 declared as holiday then the bids will be accepted on the next working.
- 15.5. The following details will be announced at the time of bid opening.



- 15.5.1. Name of the Bidders.
- 15.5.2. Presence or absence of cost of the Bidding document and Bid security.
- 15.5.3. Such other details as the Bank at its discretion may consider appropriate.
- 15.6. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue 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 Part A - Conformity to Eligibility Criteria in their absence.
- 15.7. The **Part A-Conformity to Eligibility Criteria** submitted by the bidder will be evaluated based on the Eligibility Criteria stipulated in RFP document. The Part B-Technical Proposal of only those bidders who qualified in **Part A-Conformity to Eligibility Criteria** will be opened with due communication by the bank.
- 15.8. The Commercial Bid (Indicative) of only those bidders who are qualified in **Part-B Technical Proposal** will be opened for further evaluation.



E. SELECTION OF BIDDER

1. Preliminary Scrutiny:

- 1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

2. Clarification of Offers:

- 2.1. 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 bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

3. Evaluation of Bid:

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.
- 3.2. **Part A-Conformity to Eligibility Criteria:** The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on **Annexure-2** and on the documents submitted as per Appendix-A of RFP. The proof of documents should be submitted as per Appendix-A and it will be evaluated by the Bank and Bank will seek clarification, if required.
- 3.3. **Part B-Technical Proposal:**
 - 3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A- Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B- Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per **Appendix-B**. The proof of documents should be submitted as per **Appendix-B** and it will be evaluated by the Bank and Bank will seek clarification, if required.
 - 3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-7 and Annexure-8 (scope of RFP).
 - 3.3.3. Against each of the specifications under Solution Specifications, there is a Bidder's response column (BR) where the bidder has 2 options viz., Fully

Complied (FC) and Not Complied (NC) to indicate their response. **Bidders must fully comply with all requirements. Non-compliance to any one of the requirements leads to disqualification of the Bidder in Part B-Technical Proposal.**

- 3.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.
- 3.3.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 3.3.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 3.3.7. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.
- 3.3.8. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B. Masked Bill of Material must be attached in Technical Offer and should not contain any price information.** The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 3.3.9. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
 - 3.3.9.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
 - 3.3.9.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.
- 3.3.10. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “**PART B-Technical Proposal for RFP 06/2019-20 dated 09/05/2019 for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank**”.

3.4. **Part C-Commercial Bid (Indicative):**

The Part C-Commercial Bid (Indicative) of only those bidders who qualified in **Part B-Technical Proposal** will be opened with due communication by the Bank. The **Part C-Commercial Bid (Indicative)** submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder.

4. **Bidders Presentation /Site Visits / Product Demonstration/POC:**

- 4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria.**



- 4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution by them. This exercise will be undertaken before opening of the bids of the Bidders whose Part B-Technical proposals has been opened.
- 4.3. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank.
- 4.4. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.
- 4.5. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 4.6. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

5. Normalization of Bids

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;
 - 5.1.1. Incremental bid submission in part of the requested clarification by the Bank
 - OR
 - 5.1.2. Revised submissions of the entire bid in the whole
- 5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

6. Intimation to Qualified/Successful Bidders:

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3.... etc.,) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction of Error in Commercial Bid (indicative)

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid (indicative). If any such errors are noticed, it will be rectified on the following basis:

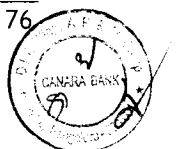
- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material
- 7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

8. Commercial Evaluation:

- 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 8.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material (indicative) as per **Annexure-14** of RFP or in a manner described in paragraph F of **Appendix-G**. Brief Business Rules and Terms & Conditions of Reverse Auction are detailed in **Appendix-G**.

8.3. Online Reverse Auction:

- 8.3.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 8.3.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.
- 8.3.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per **Appendix-G**.
- 8.3.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse



auction". However, the CAP price for Reverse auction will be fixed by the Bank.

8.3.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

8.3.6. All the Bidders who have Quoted/Bidder in Reverse Auction have to submit break-up of their Final price (last bid price) again as per Annexure-16 within 2 working days from the date the date and time Auction. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.

8.4. Re-auction/s Rules:

8.4.1. Bank may consider the option of a Re-Auction/s in following circumstances:

8.4.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.

8.4.1.2. During the process of reverse auction, if there is no bids from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.

8.4.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.

8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can ask all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.

8.4.3. Canara Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.



F. OWNERSHIP & AWARDING OF CONTRACT

1. Bid Validity Period:

The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of Successful Online Reverse Auction. Bid valid for any shorter period shall be rejected by the Bank.

2. Proposal Ownership:

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is important to the evaluation and selection process, it is necessary that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.

3. Project Ownership:

3.1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to **Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank** which are relevant to this RFP.

3.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party is also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.

3.3. The Bidder also has to submit a certificate/Letter from OSD that the proposed Hardware, OS, 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.

4. Acceptance of Offer:

4.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

4.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.

4.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without



modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

- 4.4. 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.

5. Award of Contract:

- 5.1. The Bidder who is L1 as per clause 8 of Section-E (Selection of Bidder) will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the Notice Board of the Bank.
- 5.2. For award of contract, the clauses mentioned in Section-H shall be applicable in addition to other provisions in the bidding document in this regard.
- 5.3. The contract shall, be awarded and the order shall be placed on selected L1 Bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 5.4. The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.
- 5.5. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.
- 5.6. The Shortlisted bidder/s will be required to supply the solution along with the hardware to various branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.

6. Effective Date:

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

7. Project Execution:

The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.



8. Security Deposit / Performance Bank Guarantee:

- 8.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the Order or within 21 days from the date of issue of Purchase Order whichever is earlier.
- 8.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value (Exclusive of Taxes).
- 8.3. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank). However, it should be as per the Appendix-G.
- 8.4. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of Security Deposit / Performance Guarantee in the form of Bank Guarantee is as per Appendix-G. Any bank guarantee submitted in physical mode, including Security Deposit / Performance Guarantee which cannot be verifiable through SFMS will be rejected summarily.
- 8.5. Security Deposit/Performance Bank Guarantee should be valid for contract period from the date of last installation and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
- 8.6. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.
- 8.7. The security deposit / bank guarantee will be returned to the bidder on completion of Warranty Period.
- 8.8. 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.

9. Execution of Agreement:

- 9.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.
- 9.2. The 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 Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.



- 9.3. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

10. Pricing:

- 10.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes and duties but Exclusive of GST. The Vendor has to quote the applicable taxes separately in the Bill of Material.
- 10.2. The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end.
- 10.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 10.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.
- 10.5. Applicable Taxes will be paid at actuals.

11. Order Cancellation/Termination of Contract:

- 11.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
- 11.1.1. Delay in delivery beyond the specified period for delivery.
- 11.1.2. Serious discrepancies noted in the items delivered.
- 11.1.3. Breaches in the terms and conditions of the Order.
- 11.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
- 11.2.1. Non submission of acceptance of order within 7 days of order.
- 11.2.2. Excessive delay in execution of order placed by the Bank.
- 11.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.
- 11.2.4. The bidder goes in to liquidation voluntarily or otherwise.
- 11.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
- 11.2.6. The progress made by the selected bidder is found to be unsatisfactory.
- 11.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 11.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during AMC period (If contracted).
- 11.4. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar



materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.

- 11.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 11.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.
- 11.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

Section-G (GENERAL CONDITIONS) & Section-H (PURCHASE PREFERENCE) are uploaded in bank's Website URL:

["https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing"](https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing)


DEPUTY GENERAL MANAGER

Annexure-1
Bid Covering Letter

Reference No:

Date:

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

Dear Sir,

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are 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, Integration, Commissioning and Maintenance of solution as per timelines mentioned in the RFP for each ordered locations.

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the devices supplied as per the above referred RFP, during warranty support period and AMC (if contracted). We enclose a Demand Draft /Bank Guarantee in lieu of EMD as per RFP in favour of Canara Bank as EMD.

We agree to abide by this offer till 180 days from the date of Successful Reverse Auction Event and for such further period as mutually agreed between the bank and successful bidder, 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 fulfil 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.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work 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.

We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.



All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations

Date

Signature with seal

Name :

Designation :



Annexure-2

Eligibility Criteria Declaration

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

The Deputy General Manager
Canara Bank
APM Group - DIT Wing
HO: Bengaluru

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and must have in existence for 3 years as on RFP date.	Bidder has to submit Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
OEM	b)	Bidder shall be the Original Equipment Manufacturer (OEM)/Original Software Developers (OSD)/ Original Software Owner (OSO) of the Solution (OR) An authorized dealer	If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted in this effect. If the bidder is an Authorized Dealer, an Authorization letter from their OEM & OSD/OSO to deal/market their product in India and it should be valid for a minimum period of Five(5) years from the date of submission of the Bid.	



FINANCIALS	c)	The Bidder should have minimum turnover of Rs. 20.00 Crores each year for the last three financial years (i.e. 2015-16, 2016-17 and 2017-18) from Indian Operations. This must be the individual company turnover and not of any group of companies.	Bidder has to submit Audited Balance Sheet for last 3 Years (i.e. 2015-16, 2016-17 and 2017-18). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
	d)	The Bidder should have Positive Net Worth as on 31/03/2018.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
BIDDER EXPERIENCE	e)	Bidder Should have supplied and successfully installed 50 numbers of servers in at least two Schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India in last two Years (i.e. from 01/04/2017 to 31/03/2019).	The Bidders has to provide order copy/reference Letter in their name from any two Schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India duly mentioning the hardware and software with make, model of the solution.	
	f)	Bidder Should have supplied installed and maintained NVMe based Storage of 50TB usable capacity in single array in at least two schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India in last two Years (i.e. from 01/04/2017 to 31/03/2019).	The Bidders has to provide order copy/reference Letter in their name from any two Schedule Commercial Banks, Public Sector Organization, Private Sector Organizations in India duly mentioning the hardware and software with make, model and capacity of the solution.	
	g)	The applicant should have support office in Bengaluru and Mumbai for 24x7 support.	The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Mobile No, Email-id etc and no of engineers.	

	h)	Bidder should have valid ISO 9000/9001 or ISO/IEC 27001 certification for IT related activities.	Bidder should submit copy of the ISO 9000/9001 or ISO/IEC 27001 Certificate.	
DECLARATION	i)	The Bidder should not be a blacklisted/ debarred company as on the date of submission of RFP by any Government Department/Financial Institution/ Public Sector Units/Scheduled Commercial Bank in India.	Bidder should submit Self Declaration to this effect in Letter Head.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal

Name :

Designation :



Annexure-3

Bidder's Profile

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

Sl. No.	Particulars	Details
a)	Name of the Firm/Company	
b)	Proposed Solution Name with Name of OEM & OSD/OSO	
c)	Constitution (Ltd./ Pvt. Ltd/Firm)	
d)	Date of Establishment/Incorporation	
e)	Whether registered as MSE for the item under the RFP? (Proof of registration as MSE for the item under the RFP)	
f)	Whether Recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Proof of such Recognition, indicating terminal validity date of registration and Certificate from CA that the Turnover of the entity has not Exceeded Rs 100 Cr for any Previous year)	
g)	Whether eligible for Purchase Preference linked with Local Content under Public Procurement (Preference to Make in India) Order 2017, and Notifications issued thereunder? (Form PP-C or PP-D as applicable)	
h)	Address of Corporate Office	
	Address of the Registered Office	
	Contacts person details (Name, Designation, Phone Number, Email-id etc.) with Complete Address for correspondence during evaluation process	
	Contacts person details (Name, Designation, Phone Number, Email-id etc.) with Complete Address for placing order	



i)	Website		
j)	Annual Turnover:	2015-2016	
		2016-2017	
		2017-2018	
k)	Net worth as on 31/03/2018		
l)	PAN number for Income Tax Purpose GST Number <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Bank Account (Current/OD/OCC etc.) IFSC Code Beneficiary Bank Name & Branch address		

Date

Signature with seal

Name :

Designation :



Annexure-4

Service Support Details

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

Sl. No.	Location	Postal Address	Contact person Name & Mobile No..	Landline No	Email-ID	No. of Engineers
1.	Bengaluru					
2.	Mumbai					
3.	Any other					

Date

Signature with seal

Name :

Designation :



Annexure-5

Track Record of Past Implementation of Projects towards Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

Ref: Your RFP 06/2019-20 dated 09/05/2019

Name of the Bidder _____

List of Bidder's Major Customers in Last 3 Years and References

Sl. No.	Name of the Client/s where Hardware, Software and other items were supplied and implemented as per eligible criteria	Contact Person's Name	Telephone No.	Address
1	2	3	4	5

(Enclose necessary documentary proof)

Date

Signature with seal

Name :

Designation :



Annexure-6

Non-Disclosure Agreement

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to **Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items** to Canara Bank, having its office at 14, Naveen complex, HO(annex), M.G Road Bengaluru -560001 hereinafter referred to as the BANK and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for "**Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank**" and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date

Signature with seal

Name :

Designation :



Annexure-7

Functional and Technical Specifications /Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

A. Technical Specifications of Servers (8 Nos. at DC and 8 Nos. at DRC):

Sl. No.	Particulars	Detailed Configuration	Offered Specifications	Bidder's Compliance (Yes/No)
1.	Make	Bidders to specify		
2.	Model	Bidders to specify		
3.	Processors	Minimum 2 Socket Processors of 2 nd gen Intel Xeon Scalable Processor family with minimum 12 cores per socket, with minimum 24MB Cache and minimum 4.20 GHz Turbo frequency) and should be VT enabled.		
4.	Chipset	Suitable Certify Intel Chipset Compatible With CPU		
5.	RAM	Minimum 32GB Per Core DDR4 with 2666 MHz and upgradable up to at least 1TB		
6.	HDD	Minimum usable 1TB SSD Disk in RAID 10 of higher capacity hot swappable disks		
7.	HDD Bays	2.5" backplane with minimum 8 drives		
8.	Raid	Minimum 12Gbps RAID controller (RAID 0,1,5,6,10) with minimum 1GB cache		



9.	NIC	Minimum 4Nos of 10GBASE-T Ports and 4Nos of 1GBE for Network Connectivity (ports should be compatible for connecting to propose CISCO switches for private zone connectivity and Bank existing CISCO Nexus 9000 series switches for public zone connectivity)		
10.	FC HBA	Minimum 4 Nos of 16Gbps FC Host Bus Adapters (HBA) Ports for SAN Connectivity to support proposed NVMe based storage.		
11.	Slots	Minimum 3 PCIe Gen3 Slots		
12.	Form Factor	Maximum 2U rack mountable with rack mount kit and rails		
13.	Ports	Minimum 1 USB, 1 Serial, 1 VGA or higher		
14.	OS & Hypervisor Certification	Certified for All Kind of x86 & x86_64 (Windows Server 2016, 2019, Redhat Linux 7 & 8), Hypervisor Support (ESXI & Hyper-V, Nutanix)		
15.	Power Supply	Server should be provided with Redundant hot swappable Power supplies of maximum 750W. The Power supplies should be FCC class A certified and power cables to be IEC C13-14.		
16.	FAN	Server should have redundant fully populated Hot swap fans		
17.	Security	TPM 1.2/2.0 optional , Cryptographically signed firmware , Hardware root of trust, Secure Boot , System Lockdown, System Erase		
18.	Drivers & Accessories	Required drivers and accessories to be provided		
19.	Remote Management	Management of hardware and software components, Power on/off, boot process, Management log, dedicated Management ports. Should able to integrate with industry wide KVM solution.		
20.	Server Management	Management software should provide Role Based Security and able to provide pre-failure alarms for CPU, Memory & HDD by SMTP.		
21.	Cables	Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 1GBE network traffic Minimum 4 Nos of Ethernet cables (minimum 5 meters length) to support 10GBASE-T network traffic Minimum 4 Nos of Fiber Channel Cables (minimum 35 meters length)		



22.	Warranty and Support	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure the faulty disk will be maintained /destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS		
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B. Technical Specifications of Software:

Sl. No.	Software/Operating System	Particulars	Offered Specifications	Bidders Compliance (Yes/ No)
1.	Red Hat Enterprise Linux with Premium subscription for three years (Non-OEM)	16 Nos (8 at DC and 8 at DRC)		

C. Technical Specifications of Enterprise Higher Range SAN Storage (1 Nos. at DC and 1 Nos. at DRC):

Sl. No.	Particulars	Detailed Configuration	Offered Specifications	Bidders Compliance (Yes / No)
1.	Make	Bidders to specify		
2.	Model	Bidders to specify		
3.	Type	NVMe based flash storage		
4.	Replication	3way replication with zero data loss		
5.	Controller	Storage should have minimum dual active-active redundant, hot swappable controllers for high availability, load balancing and redundant modes.		
6.	Cache	Minimum 64 GB Cache per controller		
7.	Multipathing	Multipathing across two controllers. Data path should work consistently on active-active and not in hot standby. All LUNs should have visibility through all controllers and data flow should happen through them.		
8.	Capacity	Minimum usable storage 30TB after		



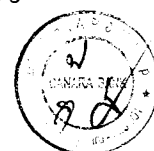
		RAID6 with 2 Nos of disk hot spare or DRAID6 Configuration.		
9.	Form Factor	2U		
10.	Scalability	Minimum 100TB (should be 2 Nos of disk hot spare in each disk enclosure)		
11.	Performance	Capable of delivering sustained minimum 2GB/s throughput and 300,000 IOPS in (70:30) ratio with Microsecond response time in fully populated capacity.		
12.	RAID Support	RAID array supporting 0, 1, 5, 6, 10 or better levels. It should support a mix and match of RAID levels behind a pair of controllers. The storage array should allow online expansion of existing RAID Groups / Storage Disk Pools.		
13.	Encryption	should have native encryption capabilities as per PCI DSS standards and encryption should not add any performance overheads		
14.	Backup	During power failure, Data in the cache should be safely written to the disks prior to performing a graceful shutdown. Data loss in storage should be zero due to any issues noticed in the Datacenter or any natural calamities.		
15.	Services	Proposed storage array should include storage based Thin Provisioning, compression, inline Deduplication Synchronous-Asynchronous Replication, Snapshot, and Volume cloning features for the entire supported capacity of the storage array from day one. All the required or necessary licenses must be perpetual and provided for the Full capacity of the storage from Day one. This should include licenses for Management and monitoring module and all the storage features such as Snapshot, Cloning, Sync and Async Replication etc. Upgrade in capacity should not incur any additional license cost		
16.	Protocol Support	FC & iSCSI		
17.	Operating System Support	Support for multiple Operating Systems connecting to it, including but not restricted to Windows 2012 or later, UNIX (AIX & Solaris), Linux		



		(Redhat 6 & 7 (all versions), SUSE & OEL), Hypervisor (vSphere, Hyper V & Nutanix)		
18.	Ports	Minimum 8 number of FC Ports of 16 Gbps each, Minimum 2 Number of Gigabit for IP Traffic and 2 Number of 10 Gbps for Replication. Minimum 8 number of Suitable FC Cable of minimum 35 Meters length each.		
19.	Software	Management software must include both GUI and CLI tools. Management of the storage system should be through single management tool. The GUI must be able to configure all features, monitor the status and health of the storage system. If licensed, separately, the vendor needs to provide necessary licenses for full capacity. Vendor should provide storage array management software for configuration, administration and monitoring. Vendor shall offer the enterprise version of the software if there are multiple versions of the software. Software shall be able to manage all arrays of the same family. The performance monitoring should be real-time and historical providing IOPS response time and utilization of individual components within the storage array. Log Maintenance facility should be available. Storage should be compatible to integrate with Bank monitoring tool		
20.	Maintenance	Should Support online non-disruptive upgrade of firmware and other components without a need for downtime. All the components in the storage should have the capability to be replaced without disruption of services and should be Hot swappable		



21.	Other Features	<p>The proposed storage system should support SNMP, Address resolution protocol, Network Time Protocol, LDAP, Network Lock Manager.</p> <p>The Storage array should be licensed with Software to manage Primary and DR sites from a single console. Performance monitoring tools should be offered with the storage array.</p> <p>The proposed storage system shall support a browser based GUI built in management. The proposed storage should able to virtualize under VMware environment. The proposed storage should able to create multiple array pools so that same storage can be used for server virtualization and for database pools.</p>		
22.	Uptime	<p>The storage should be able to provide availability parameter of 99.95 % from the date of acceptance of the Storage by Bank</p>		
23.	Power Supply	<p>Storage should be provided with Redundant hot swappable Power supplies of maximum 750W. The Power supplies should be FCC class A certified and power cables to be IEC C13-14.</p>		
23.	Warranty and Support	<p>03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, and Software support for updates, upgrades, patches, and bug fixes for supplied s/w from OEM 24 x 7 x 365 days. SSD drives should be covered for irrespective of read/writes on them. In case of Disk failure, the faulty disk will be maintained/destroyed by Canara Bank. Proactive storage monitoring & support from OEM should be enabled. The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS</p>		

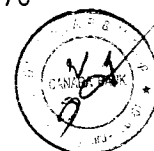


D. Technical Specifications of Server Rack (1 Nos. at DC and 1 Nos. at DRC):

Sl. No.	Particulars	Detailed Configuration	Offered Specifications	Bidders Compliance (Yes/No)
1.	Model	APC Server Rack		
2.	Dimension	AR3100 - NetShelter SX 42U 600mm wide X 1070mm Deep Enclosure with Sides Black		
3.	Rack PDU	AP7553 - 2 Nos with Twenty IEC-320-C13 outlets and four IEC-320-C19 outlets each PDU		
4.	Power Cord per PDU	Minimum 03 Meter power cord terminated with a IEC-309 32A Connector		
5.	Cable Manager	Minimum 2 Nos of Horizontal Cable Manager 1U and Vertical Cable Organizer, NetShelter Valueline, 42U		
6.	Lock	Rack should have frontend and backend key-lock facility.		
7.	Warranty	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS.		

E. Technical Specification of Network Switches (2 Nos. at DC and 2 Nos. at DRC):

Sl. No.	Particulars	Detailed Configuration	Offered Specifications	Bidders Compliance (Yes / No)
1.	Model	CISCO		
2.	Ports	Switch must have minimum 24 numbers of fixed 100M/1/10-G BASE-T ports for downlink connectivity.		
3.	Uplinks	Minimum 04 numbers of minimum 40-Gbps QSFP+ ports for uplink connectivity with fully populated transreceivers on single chassis.		
4.	Other features	a) Switch should support EVPN and Virtual Extensible LAN (VXLAN) to create Fabric. Fabric should be capable to integrate with SDDC like Openstack, VMware etc. Switch should support In Service Software Upgrade.		
		b) Latency should be less than 2 microsecond.		
		c) Mac address table size should be		



	equal to greater than 2 Lakhs.		
	d) Switch should support more than 4000 VLANs.		
	e) Switch must be supplied with compatible Transceivers for all Fiber ports.		
	f) Switch must have redundant Fan and Power Supply.		
	g) Switch should provide flexibility for 10GbE top-of-rack deployment.		
	h) Switch should have USB/Ethernet management interfaces.		
	i) Switch should support dynamic routing and Layer 3 features for IPv4 and IPv6.		
	j) Switch should support Layer 3 features, including full OSPF, EIGRP, BGP, and VXLAN.		
	k) Switch should support stacking, static, Rip and Access OSPF Routing, ACLs, and robust QoS.		
	l) Switch should be managed in an IPv6 network(IPv6 Device IP)		
	m) Switch should support Dual stack (IPv4 and IPv6) transitions from IPv4 to IPv6, support connectivity for both protocols.		
	n) Switch should support ACL and QoS for IPv6 network traffic.		
	o) Switches should support creation of one virtual resilient switch from up to two switches by using standard LACP for automatic load balancing and high availability or by other equivalent method.		
	p) Switches should support Spanning Tree Protocol (STP)		
	q) Switch should support link aggregation control protocol (LACP) and port trunking IEEE 802.1AX-2008.		
	r) Switch should support VLAN support and tagging support IEEE 802.1Q.		
	s) Switch should support Access control lists (ACLs) provide IP Layer 3 filtering based on source/destination IP address/subnet and source/destination TCP/UDP port number.		
	t) Router should support Simple Network Management Protocol		



		(SNMPv2 and SNMPv3).		
		u) Implement Access Lists on the switch to ensure SNMP access only to the SNMP manager or the NMS workstation.		
		v) Switch should support duplicates port traffic (ingress and egress) to a local or remote monitoring port.		
		w) Implementation of multiple Privilege Levels should be supported.		
		x) Switch should Support for authentication, authorization, and accounting (AAA) using RADIUS and TACACS+.		
		y) Switch should support FTP, TFTP, and SFTP.		
		z) Switch should support Extensive debugging capabilities to assist in hardware/Configuration problem resolution, should supports ping and trace route for both IPv4 and IPv6.		
		aa) Switch should support Network Time Protocol (NTP).		
		bb) The Switch must be able to generate Syslog Messages with timestamp, which can be exported to a Syslog Server.		
		cc) The Switch shall integrate with centralized network management software.		
		dd) The switch shall have management security features like SSHv2 / Secure copy, encrypted user passwords, and authentication via AAA and RADIUS / TACACS+ to prevent unauthorized management access"		
		ee) Proposed Switch should be integrated seamlessly from day one with our existing infrastructure of Cisco Datacenter router/switches and Cisco Branch Routers on all industry standard protocols and features.		
		ff) Switch should have Custom banner display.		
5.	Power Supply	Switch should be provided with Redundant hot swappable Power supplies of maximum 750W. The Power supplies should be FCC class A certified and power cables to be IEC C13-14.		



6.	Warranty	03 Years, Comprehensive, On-Site Support Warranty including part replacement/repairs within 4 hours of reporting, The proposed bidder will need to ensure support of product & change of components @ zero cost in case of any part becoming obsolete/EOL & EOS.		
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F. Certifications:

Sl. No.	Criteria	Bidder's Response and Documents Submitted
1.	<p>The Hardware /software Infrastructure proposed by the Bidder should be compatible for implementing Oracle Real Application Cluster (RAC).</p> <p>Bidder should provide a certificate from M/s Oracle to this effect letter head.</p>	

Note: Bidders must fully comply with all requirements. Non-Compliance to any one of the requirements leads to disqualification of the Bidder in Part B - Technical Proposal.

Date

Signature with seal

Name :

Designation :



Annexure-8

Scope of Work

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

Sl. No.	Scope of Work	Bidder Compliance (Yes/No)
1.	The scope of the Services and Maintenance is to be provided for a period of Five years from the date of acceptance by the bank (i.e. 3 years warranty and 2 years ATS/AMC).	
2.	During the warranty period and AMC period, the Bidder is bound to do all hardware spares replacement and upgrade/update of proposed solution to next or required version without extra cost to the Bank covering all parts & labour from the date of acceptance of the systems by the Bank at the respective locations i.e. on-site comprehensive warranty. The Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise or from a single centralized location.	
3.	Bidder has to supply all hardware with redundant power supply only.	
4.	The warranty of proposed solution will be applicable from the date of Solution acceptance given by Bank.	
5.	The Scope of the work is for Supply, Installation, Configuration, Implementation and Maintenance of proposed Solution.	
6.	Bidder has to coordinate with Bank System Integrator while implementing the solution and during any point of time when ever issue is raised by the Bank.	
7.	Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty & AMC period.	
8.	The Bidder should note that servers and other items being procured shall be delivered at locations as per requirements of the Bank.	
9.	The Configuration as per the technical and other specifications offered of all equipment & other items must be functional and installed from the day one.	
10.	All necessary cables and other accessories required for successful installation of the hardware items as per the scope of work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items while quoting.	
11.	All patch update and patch management to be taken care and setup with confirmation as required.	
12.	Bidder should follow a standard development process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank.	
13.	Bidder should comply as per the IT related policies of the bank.	



14.	Bidder is responsible in installing the Hardware, Software and other items as per Technical Specifications and Scope of work in the bank environment.	
15.	Bidder must generate and provide a complete holistic report before handover to ensure 100% serviceability of delivered solution.	
16.	Bidder is responsible for collection of logs and submission of the logs for further analysis and implementing the solution to resolve the incidents.	
17.	Bidder must engage Bidder professional team/services onsite to implement/install Hardware, Software & other items.	
18.	Bidder must provide detail architecture of the provided solution along Installation and Administration guide, which must include High level Design (HLD) and Low Level Design (LLD).	
19.	Bidder is responsible to inform if any new version/update/Service pack/firmware/code upgrade/upgrade of proposed solution is available by OEM, to the bank within seven days (7 days) of the release and provide the upgrade solution (software) within one month of such releases without any cost to the bank during the period of contract.	
20.	Bidder is responsible for health monitoring of the supplied Hardware & Software and other items.	
21.	If any more additional licenses are procured by the bank through the successful bidder or any other Bidder all such licenses are to be maintained by the bidder.	
22.	Bidder has to provide the escalation matrix to escalate any incident.	
23.	Bidder is responsible to provide the periodic reports of the proposed solution as per the bank requirement.	
24.	All installed OS software/firmware must be of stable version and all recommended patches should be installed by the bidder and the same to be submitted to the bank on monthly basis.	
25.	Bidder has to enable/configure event source so that the proposed solution can be integrated to Canara Bank Mail System.	
26.	Bidder has to install / re-install the operating system (if required), other software in the serves and support the same during warranty and AMC period without any extra cost to the Bank.	
27.	Bidder shall conduct preventive maintenance as may be necessary from time to time to ensure that equipment is in efficient running condition so as to ensure trouble free functioning.	
28.	All the connectivity for the solution i.e. LAN and SAN switches need to be ensured by the bidder.	
29.	All proposed equipment's are required to connect existing SAN infrastructure i.e. SAN768B-2 in the coordination with IBM Team etc.	
30.	The proposed solution should be free from any kind of vulnerabilities.	
31.	Bidder should keep the bank explicitly informed the end of support dates on the related products/Hardware and should ensure a support during the warranty and AMC period.	
32.	Bidder must also provide the necessary power cables, Lan cables, FC cables from source to their provided rack as per the guideline of the Bank.	



33.	The Selected Bidder has to work with existing vendor for the SAN cable lay, connectivity and Zoning of the SAN ports as required connecting the Proposed Hardware and Software.	
34.	Bidder should support should include to advice and help the bank in implementing controls for the risk advised by regulators/Govt. of India.	
35.	For delivery location, the Bidder has to provide items with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.	
36.	The Bidder should note that Servers & Other Items being procured shall be delivered at locations as per requirements of bank and the Bidder will be required to support all such installations. The Bank reserves the right to change location by giving prior notice.	
37.	The Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only.	
38.	During installation if the bank requires any new Software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with the Bank.	
39.	All necessary cables and other accessories required for successful installation of the hardware items as per the Scope of Work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items while quoting.	
40.	Deployment of servers requires co-ordination with different project application vendors. The bidder should co-ordinate with the software vendors while installing and ensure installation and commissioning for running the applications for which these servers are procured.	
41.	The Bidder should setup the partition as required by the Bank. The details of the setup will be provided during the setup to the successful bidder.	
42.	All patch update and patch management to be taken care and setup with confirmation as required.	
43.	The Bidder shall conform the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc.	
44.	Bank will not provide any remote session like Team Viewer, WebEx etc for any kind of installation, bug fixing, update and upgrade in entire project tenure.	
45.	The bidder should provide email, telephonic and onsite resident engineer support	

Date

Signature with seal

Name :

Designation :



Annexure-9

Undertaking of Authenticity for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

SUB: RFP for Supply, Installation, Configuration, Integration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

We hereby undertake that all the hardware components/parts/assembly/software's used in this solution under the above like Hard Disk, Monitors, Memory etc., shall be original new components /parts /assembly /software only from respective OSDs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of Licensed Operating System/Software if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software) and also that it shall be sourced from the authorized source (e.g. Authorised Microsoft Channel in case of Microsoft Operating System).

We confirm that the OS and software is free from bugs, malware, covert channels in code etc.

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

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

Date

Signature with seal

Name :

Designation :



Annexure-10

Compliance Statement

SUB: RFP for Supply, Installation, Configuration, Integration, Implementation and Maintenance of Hardware /Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Compliance	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions		
Technical & Functional Requirements for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank as per Annexure-7		
Scope of Work as Per Annexure-8		

(If left blank it will be construed that there is no deviation from the specifications given above)

Date

Signature with seal

Name :

Designation :



Annexure-11

Undertaking Letter

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware /Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

- a. We understand that Bank shall be placing Order to the Selected Bidder exclusive of taxes only.
- b. We also confirm that we have quoted the solution with GST only.
- c. We also confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
- d. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
- e. We hereby confirm to undertake the ownership of the subject RFP.
- f. We also confirm that we have quoted for post warranty AMC rates (as per terms and conditions of the tender), giving the rates/price in Bill of Material (BOM).
- g. We hereby undertake to provide necessary hardware with latest product and software with latest version and any third party licenses with latest version required for the implementation of the Solution. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Date

Signature with seal

Name :

Designation :



Annexure-12

Escalation Matrix

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware /Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

Name of the Company:

Delivery Related Issues:

Sl. No.	Name	Level of Contact	Full Office Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 24 Hours)					
c.		Regional/Zonal Head (If response not recd in 48 Hours)					
d.		Country Head (If response not recd in One week)					

Service Related Issues:

Sl. No.	Name	Level of Contact	Full Office Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 4 Hours)					
c.		Regional/Zonal Head (If response not recd in 24 Hours)					
d.		Country Head (If response not recd in 48 Hours)					

Any change in designation, substitution will be informed by us immediately.

Date

Signature with seal

Name :

Designation :



Annexure-13

Original Equipment Manufacturer (OEM) /Original Software Owner/Developer (OSO/OSD) in India Authorization Form

[Note: This Format Letter should be on the letterhead of the OSO/OSD and should be signed by an Authorised Signatory of the manufacturer]

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

Dear Sir,

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware /Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

We _____ who are established and reputed manufacturers of _____ having factories/development facilities 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 (Manufacturer/Original Software Owner/Developer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation. We (Manufacturer/Original Software Owner/Developer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/sfor all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed 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 locations. We also confirm that all the equipment offered are not "End of Life" and "End of Support" for a minimum period of Six Years.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully

(Name)

For and on behalf of
M/s



Annexure- 14

Bill of Material

SUB: RFP for Supply, Installation, Configuration, Implementation and Maintenance of Hardware /Software and Other items in Canara Bank.

Ref: Your RFP 06/2019-20 dated 09/05/2019

Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table -A

Price details for Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in Canara Bank

[Amount in Rupees]

Sl. No.	Requirement Details	Cost Price				AMC/ATS (as per Table B)*				Quantity	Total Cost with 3 Years Comprehensive Onsite Warranty and Two Years AMC/ATS/Annual Subscription after Warranty period (Incl. of tax)	
		Unit Price with 3 years Comprehensive onsite warranty and support (Excl. of Tax)	Tax for Column A		Unit Price with 3 years Comprehensive onsite warranty and support (Incl. of Tax)	Two years AMC/ ATS/Annual Subscription charges per unit after warranty period (Excl. of Tax)	Tax for Column E		Two years AMC/ ATS/Annual Subscription charges per unit after warranty period (incl. of tax)			
			A	B= % of tax			C= Tax Amt	D= A+C				F= % of Tax
1.	Intel Processor based Server as per Technical Specifications and Scope of Work.										16	
2.	Enterprise NVMe based flash storage (30TB Usable) as per Technical Specifications and Scope of Work										02	
3.	Network Switches as per Technical Specifications and Scope of Work										04	
4.	Server Rack as per Technical Specifications and Scope of Work										02	



5.	OS licenses (Red Hat Enterprise Linux Server, Premium subscription) as per Technical Specifications & Scope of Work											16	
6.	Implementation & Project Management Charges as Per Technical Specifications and Scope of Work											1	
7.	Total Cost of Ownership for Five years contract period (Sum of column k of rows 1,2,3,4,5 and 6)												

*Year wise breakup of AMC charges should be furnished in Table-B.

Table-B
Post Warranty AMC/ATS Charges year wise for Table-A

[Amount in Rupees]

Sl. No.	Description	Year wise breakup for AMC/ATS					
		4th Year	5th Year	Total AMC/ATS /Annual Subscription charge for 2 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS /Annual Subscription Charge for 02 Years (Incl. of Tax)
		AMC/ATS/Annual Subscription Charge (Excl. of tax)	AMC/ATS/Annual Subscription Charge (Excl. of tax)				
		a	b	c=(a+b)	d	e	f=(c+e)
1.	Intel Processor based Server as per Technical Specifications and Scope of Work.						
2.	Enterprise NVMe based flash storage (30TB Usable) as per Technical Specifications and Scope of Work						
3.	Network Switches as per Technical Specifications and Scope of Work						
4.	Server Rack as per Technical Specifications and Scope of Work						
5.	OS licenses (Red Hat Enterprise Linux Server, Premium subscription) as per Technical Specifications & Scope of Work						

*The Charges mentioned in column "c" of Table-B should tally with the charges mentioned under Price Details in column "E" of Table -A of Bill of Material. The Charges mentioned in column "f" of Table-B should tally with the charges mentioned under Price Details in column "H" of Table -A of Bill of Material.

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.



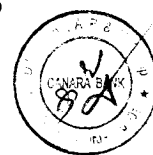
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :



Appendix -A

Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head only.

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 4) Undertaking for applicability of Purchase Preference Policy. (if eligible)
- 5) Self-Declaration of MSEs/Startup on their Letter Head as per Form PP - B. (if eligible)
- 6) Undertaking by Bidder towards Mandatory Minimum LC (In Case Bidder Seeking Benefit of PP-LC)
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC (In Case Bidder Seeking Benefit of PP-LC)
- 8) 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.
- 9) Bid Covering letter as per Annexure-1.
- 10) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 11) Bidder's Profile as per Annexure-3.
- 12) Service Support Details as per Annexure-4.
- 13) Track Record of Past Implementation of Projects as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 16) Write up on the Work Experience / Expertise of IT Infrastructure Monitoring (ITIM) Tools.
- 17) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.

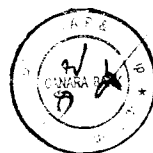


Appendix-B

Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head.** Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Compliance to Technical and Functional Requirements/specification for **Solution** should be complete with all columns filled in as per **Annexure-7**.
- 3) Compliance to the Scope of Work as per **Annexure-8**.
- 4) Undertaking Letter of Authenticity for Supply, Installation, Configuration, Integration, Implementation and Maintenance of IT Infrastructure Monitoring Tools in Canara Bank as per **Annexure-9**.
- 5) Compliance Statement as per **Annexure-10**.
- 6) Undertaking Letter as per **Annexure-11**.
- 7) Escalation Matrix as per **Annexure-12**.
- 8) Manufacturer Authorization form as per **Annexure-13**.
- 9) Masked bill of Material as per **Annexure-14**.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 11) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.
- 12) Bidder has to provide detailed proposed BOM each line item wise for Solution, OS, Licenses for Five (5) Years as part of Technical Bid.



Appendix-C

Instruction to be noted while preparing/submitting Part C-Commercial Bid

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

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

- 1) Bill of Materials as per **Annexure-14**.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).



Note: following Appendixes, Forms and Sections are uploaded in Bank's website under

URL:<https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>

Sections	
Section G	General conditions
Section H	Purchase preference
Forms (Purchase Preference)	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Startups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC (Local Content)
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
Bid Formats	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
Bank Guarantee Formats	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)
Pre Contract Integrity Pact	
Appendix I	Pre Contract Integrity Pact.
Reverse Auction Formats	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.

