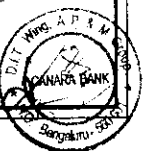


**REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, INSTALLATION, CONFIGURATION,
IMPLEMENTATION & MAINTENANCE OF HARDWARE,
SOFTWARE AND OTHER ITEMS IN CANARA BANK FOR
CONSOLIDATING THE DATABASES USING ORACLE REAL
APPLICATION CLUSTER (RAC)”**

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 10/2019-20 dated 20/06/2019
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 for consolidating the Databases using Oracle Real Application Cluster (RAC).
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	20/06/2019, Thursday
Tender Fee (Non-refundable)	Rs. 29,500/- (including 18% GST)
Earnest Money Deposit (Refundable)	Rs. 10,00,000/-
Performance Bank Guarantee/Bid Security	10% of Purchase Order Value
Last Date, Time & Venue for Submission of Bids	16/07/2019, Tuesday upto 3.00pm Venue: Canara Bank, First Floor, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	16/07/2019, Tuesday 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	o Pre-Bid meeting will be held on 02/07/2019, Tuesday at 3.30 pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.



	<ul style="list-style-type: none"> ○ 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 29/06/2019, Saturday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 10/2019-20 dated 20/06/2019". Queries reaching afterwards 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:

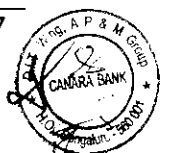
1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BG	Bank Guarantee
4.	BOM	Bill of Material
5.	DBE	Database Enterprise
6.	DC	Data Center
7.	DD	Demand Draft
8.	DIT	Department of Information Technology
9.	DR	Disaster Recovery
10.	EMD	Earnest Money Deposit
11.	GST	Goods and Service Tax
12.	HO	Head Office
13.	LD	Liquidated Damage
14.	MAF	Manufacturer Authorisation Form
15.	MSE	Micro and Small Enterprises
16.	MSME	Micro Small & Medium Enterprises
17.	MTBF	Mean Time Between Failure
18.	MTTR	Mean Time To Restore
19.	NEFT	National Electronic Funds Transfer
20.	OEM	Original Equipment Manufacturer
21.	OS	Operating System
22.	OSD	Original Software Developer
23.	RAC	Real Application Cluster
24.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
25.	RTGS	Real Time Gross Settlement
26.	UAT	Users Acceptance Test
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DoT Form-1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works



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 for consolidating the Databases using Oracle Real Application Cluster (RAC)."
- 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 for consolidating the Databases using Oracle Real Application Cluster (RAC)" 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 for consolidating the Databases using Oracle Real Application Cluster (RAC) 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 / Oracle Linux Premier Limited Subscription)	08	08	16
3.	SSD based all flash array (AFA) Storage	30TB Usable	30TB Usable	02
4.	Network Switches	02	02	04

5. Existing Infrastructure:

5.1. Canara Bank Department of Information Technology Wing is hosting oracle database in standalone Intel servers.

5.2. 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

6. Requirement Details:

6.1. 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 consolidating the Databases using Oracle Real Application Cluster (RAC) 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 for consolidating the Databases using Oracle Real Application Cluster (RAC) as per Technical Specifications mentioned in Annexure-7	DC, Bangalore & DRC, Mumbai

6.2. 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 for consolidating the Databases using Oracle Real



- 6.3. 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.
- 6.4. 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

7. Participation Methodology:

- 7.1. 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.
- 7.2. 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.
- 7.3. 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.
- 7.4. 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.

8. Eligibility Criteria:

- 8.1. 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 for consolidating the Databases using Oracle Real Application Cluster (RAC)" shall hereinafter be referred as "Solution".
- 8.2. 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.
- 8.3. 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.

9. Scope of Work:

- 9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. 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.
 - 9.7.4. Identification and labeling of hardware assets as per delivery invoices.
 - 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.

10. **Technical / Functional Requirements**

The System Integrator (SI) shall comply with the Technical & Functional Specifications narrated in Annexure-7. SI should also maintain confidentiality of information shared with them during the tenure of the project.

C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)

1. Supply, Installation, Configuration, Implementation and Maintenance of Hardware, Software and Other items in CANARA BANK for consolidating the Databases using Oracle Real Application Cluster (RAC):

- 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 **6 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 other items for consolidating the Databases using Oracle Real Application Cluster (RAC) and complete all the works specified in the Scope of Work at the bank branch/office within **10 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:

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

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 for consolidating the Databases using Oracle Real Application Cluster (RAC) 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. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):

- 10.1. 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.
- 10.2. 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.
- 10.3. 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.
- 10.4. 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.
- 10.5. 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:
 - 10.5.1. Rectification of Bugs/defects if any.



10.5.2. Ensuring uptime of 99.00%

10.5.3. Preventive Maintenance.

10.5.4. Maintenance of Hardware/Software/License supplied.

10.6. 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.

11. 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:

- 11.1. 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.
- 11.2. 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].
- 11.3. 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.
- 11.4. 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).
- 11.5. The support shall be given in person only.
- 11.6. 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.
- 11.7. 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.
- 11.8. Escalation matrix should be provided for support, technical, project etc.



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 & Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>.



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 Bids:

- 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 compliance to Scope of Work as per Annexure-8.
 - 3.3.3. In Annexure-7, 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 decision of Bank in this regard shall be final and no correspondence shall be entertained.

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 and Reverse Auction.

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-J. Brief Business Rules and Terms & Conditions of Reverse Auction are detailed in Appendix-J.

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-J.
- 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-14 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 bid 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.



