

REQUEST FOR PROPOSAL [RFP]

FOR

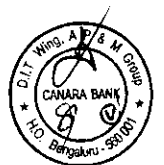
**“SUPPLY, INSTALLATION, INTEGRATION, MAINTENANCE AND
SUPPORT FOR SYMANTEC ENDPOINT PROTECTION ANTIVIRUS
SOLUTION & SYMANTEC ADVANCED THREAT PROTECTION SOLUTION
FOR ENDPOINTS”**

**Issued by: Canara Bank,
AP&M Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001**



Bid Details in Brief

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 15/2017-18 dated 28/09/2017
2.	Brief Description of the RFP	Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints
3.	Bank's Address for Communication and Submission of Tender	Deputy General Manager Canara Bank, AP&M Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001 Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com Senior Manager, Asset Procurement & Management Group
4.	Date of Issue	28/09/2017, Thursday ✓
5.	Last Date of Submission of Queries for Pre Bid Meeting	06/10/2017, Friday, 3.00 PM ✓
6.	Date of Pre Bid Meeting	10/10/2017, Tuesday, 3.00 PM ✓
7.	Last Date of Submission of Bids	17/10/2017, Tuesday upto 3.00 PM ✓
8.	Date and time of Opening of Part A- Conformity to Eligibility Criteria.	17/10/2017, Tuesday, 3.30 PM ✓
9.	Date and time opening of Technical Bid Part-B/Commercial Bid	Will be intimated at a later date.
10.	Application Fees (Not Refundable)	Rs. 29,500/- (25,000 Application Money plus 18 % GST)
11.	Earnest Money Deposit(Refundable)	Rs. 30,00,000/-
<p>This document can be downloaded from Bank's website http://canarabank.com/english/announcements/tenders. In that event, the bidders should pay the Application Fee for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and submit the same along with the Bid document.</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.



Abbreviations used in this Document:

1.	AMC	Annual Maintenance Contract
2.	ATS	Annual Technical Support
3.	BG	Bank Guarantee
4.	BOM	Bill of Material
5.	DD	Demand Draft
6.	DIT	Department of Information Technology
7.	EMD	Earnest Money Deposit
8.	GST	Goods and Service Tax
9.	HO	Head Office
10.	HTTP	Hyper Text Transfer Protocol
11.	HTTPS	Hyper Text Transfer Protocol Secure
12.	ISDN	Integrated Services Digital Network
13.	ITU	International Telecommunication Union
14.	LAN	Local Area Network
15.	LD	Liquidated Damage
16.	MAF	Manufacturer Authorisation Form
17.	MSME	Micro Small & Medium Enterprises
18.	MTBF	Mean Time Between Failure
19.	MTTR	Mean Time To Restore
20.	NEFT	National Electronic Funds Transfer
21.	NI Act	Negotiable Instruments Act
22.	OEM	Original Equipment Manufacturer
23.	OS	Operating System
24.	PDI	Pre Delivery Inspection
25.	PERT	Project Execution and Review Technique
26.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
27.	RTGS	Real Time Gross Settlement



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A. 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 6,200 branches, 21 Circle offices and 118 Regional Offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. 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 paragraph 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, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints in Canara Bank.
- 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 bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP

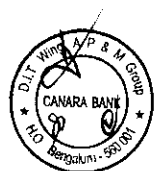
The Bank wishes to procure Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints from reputed vendors. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

Bank intends to procure Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

5. Eligibility Criteria:

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints in the Bank shall hereinafter be referred as "Solution".



5.2. Interested Bidders, who can Supply, Install and Maintain Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints in the Bank and meeting the Eligibility Criteria as per Annexure-3 may respond.

6. Participation Methodology:

- 6.1. In a tender either the partner/distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. If a partner/distributor/System Integrator bids on behalf of the OEM, the same partner/distributor/System Integrator shall not submit a bid on behalf of another OEM in the same tender for the same item/product.
- 6.3. In the event partner/distributor/System Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release/announcement, the OEM should assume complete responsibility on behalf of the partner/distributor/System Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates, upgrades and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-16.

7. Existing Infrastructure:

- 7.1. connect its Data Centre - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units. Presently Bank has around 6200 Branches and 10000 + ATMs across India.
- 7.2. All the Branches/ATMs are connected to DC/DRC via MPLS connectivity over various last mile connectivity like MPLS, VSAT, CDMA, 3G VPN, VPNoBB, RF, etc.
- 7.3. All Application servers and database are hosted in DC & DR, which are situated in Bengaluru & Mumbai respectively.
- 7.4. The existing Centralized Symantec Antivirus setup of the bank is a Two-Tier architecture with the Client PCs at the branches / other office locations constituting the 1st Tier, connected to the Central AV Servers at DC & DR locations constituting the 2nd Tier, over the Enterprise WAN.

8. Requirement Details

8.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints for various Branches/Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints is furnished in following tables:

Sl. No.	Item Details
a.	Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints as per Annexure-10

8.2. Detailed technical specification for each of the above is furnished in Annexure-10. All the Hardware / Software ordered for Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution &



Symantec Advanced Threat Protection Solution for Endpoints should have comprehensive onsite warranty of 3 years & AMC of 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.

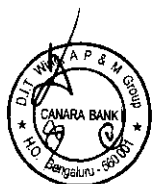
9. Scope of Work:

9.1. The broad scope of this RFP is for:

- 9.1.1. Renewal of existing 42,500 Symantec Protection Enterprise Suite Licenses for a further period of 5 years from December, 2017.
- 9.1.2. Revamping of existing Centralized Symantec Antivirus Architecture by replacement of existing hardware with higher capacity ones to cater to the present as well as future requirements of Bank, with Warranty Support for minimum 3 years and AMC Support for minimum 2 years thereafter. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to cater at least One Lakh concurrent Endpoints
- 9.1.3. Supplying, Installing, Integrating & Maintaining Symantec Advanced Threat Protection Solution for Endpoints, including the necessary Licenses, Hardware, Software, ATS / Warranty / AMC support. Warranty Support shall be for minimum 3 years and AMC Support for minimum 2 years thereafter. The bidder should provide 42,500 Symantec Endpoint Advanced Threat Protection Licenses valid upto a period of 5 years from the Day One of installation of the ATP Setup. The specifications, architecture and configurations of the ATP Hardware / Setup shall be drawn in such a way that the entire solution is sizable to cater at least One Lakh concurrent Endpoints.
- 9.1.4. Entering into a rate contract with the selected bidder for the procurement of additional Symantec Protection Enterprise Suite Licenses & Symantec Endpoint Advanced Threat Protection Licenses, as and when required, during the contract period.
- 9.1.5. Providing onsite support for the Operations & Maintenance of Centralized Antivirus Setup along with dedicated support for Advanced Threat Protection Solution

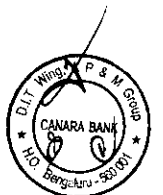
9.2. Scope of Symantec Protection Enterprise Suite Solution:

- 9.2.1. The Bidder shall design, implement and maintain the Centralized Antivirus Solution for the updation of Antivirus on all existing and new Desktops, Laptops at branches, ROs, COs, HO and any other office locations of the Bank, with a Central Server Setup at the DC & DR locations, during the tenure of the contract.
- 9.2.2. The Bidder shall provide a draft implementation plan vetted by the OEM along with the technical bid. The Bidder shall also document the post installation configurations and settings in the implementation plan.
- 9.2.3. The solution should take care of the updation of Antivirus on all Endpoints in the branches / offices of the Bank, connected over the Enterprise WAN, by utilizing the least possible bandwidth.
- 9.2.4. As on date the Bank possesses 42,500 Symantec Protection Enterprise Suite Licenses. The Bidder shall enter into a rate contract for renewing these Licenses for a further period of 5 years and for further fresh procurements, during the contract period, based on the requirements of the Bank. The



tentative fresh License requirements for the period shall be 20000 nos. approx.

- 9.2.5. The Bidder should set up proper DC-DR replica configurations. The bidder shall be responsible for ensuring availability of latest updates on all the Central Antivirus servers by 9:00 AM on all working days. However, any Emergency Updates/Patches being released by the OEM shall be updated in the Central Antivirus Servers on an immediate basis.
- 9.2.6. The Bidder has to ensure regular backups of all Central Antivirus Servers. The Bidder shall provide all the required hardware, software, etc. for facilitating the backup. The vendor shall comply with the Bank's backup policy including periodic checking on readability of the Backup media.
- 9.2.7. The Bidder shall be responsible to manage and support the implementation of patches, updates and upgrades of the Symantec Endpoint Antivirus Solution across all branches / offices of the Bank.
- 9.2.8. The Bidder should ensure that the ATP Appliances are running with the latest stable versions from the OEM. Any new version released shall be deployed to all ATP Appliances after taking necessary approvals from the Bank.
- 9.2.9. The Bidder has to ensure that the Antivirus Solution is able to install its agents and send updates / patches and receive status on the available bandwidth during office hours without affecting the normal banking operations of the branches / offices.
- 9.2.10. The Solution should ensure effective utilization of bandwidth (both branch-end as well as DC / DR) while pushing daily update definitions, without hampering the normal banking operations of the branches / offices.
- 9.2.11. In addition to the Centralized Antivirus management console for Head Office, the Bidder is required to provide one Antivirus management console to each Circle Offices with view only rights to enable them to view the real-time update status of the Endpoints under their respective Circles.
- 9.2.12. The Bidder shall provide consolidated daily / weekly / monthly reports on the Antivirus updation status of the Endpoints of the Bank and other reports as specified by the Bank, as and when required.
- 9.2.13. The Bidder shall monitor the status of all GUPs (Group Update Provider PCs) online and shall coordinate with Circle - TM Sections for the rectification of any issues related to GUPs. The Bidder shall ensure proper health of the GUPs and its updation status. The Bidder shall also provide a daily report on the status of all GUPs.
- 9.2.14. The Bidder has to coordinate with the Bank / Application or AMC Vendor of the Bank for issues relating to the Antivirus Setup occurring to any authorized software / application / solution of the Bank and resolve them, during the tenure of the contract.
- 9.2.15. The Bidder's resource shall coordinate with the Bank's AMC Partners and support them on resolving any issues regarding Antivirus installation / updation in the branch / office PCs.
- 9.2.16. The Bidder shall submit procedural documents related to the day-to-day operations, backup, periodic restorations, etc. of the antivirus solution.



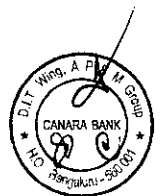
- 9.2.17. The Antivirus Solution should be capable of identifying Endpoints not updated with latest Antivirus definitions and should have the capability to isolate non-updated Endpoints from the network.
- 9.2.18. The Bidder has to attend to all VAPT / SOC / Audit observations by the Bank / Authorized Partners of the Bank and ensure compliance to those guidelines related to the Antivirus Setup.
- 9.2.19. The Bidder has to coordinate with the Bank's SOC Team / Authorized Partners for the integration of Antivirus Setup with the Bank's SOC / SIEM interface and should ensure proper log movements between them.
- 9.2.20. Knowledge transfer sessions for awareness on new threats / vulnerabilities will be part of this engagement. The knowledge transfer session can be delivered during the configuration of the system modules or after the completion of the entire configuration to the Bank officials looking after the application. Further, the Bidder shall arrange knowledge transfer session at the Bank's IT Headquarters at Bangalore, at least once in 6 months, to enable the Bank to get an understanding of new threats & vulnerabilities.
- 9.2.21. The Bidder shall be responsible for redesigning / reconfiguring / reinstalling completely / partially the Antivirus infrastructure to take care of the latest threat scenarios and for version upgrades as desired by the Bank.
- 9.2.22. The Bidder shall ensure proper support including Warranty, AMC and ATS for all hardware, software and licenses with regard to the Symantec Protection Enterprise Suite Solution, supplied / renewed as part of this RFP, during the period of contract. Warranty Support shall be for minimum 3 years and AMC Support for minimum 2 years thereafter.

9.3. Scope of Symantec Advanced Threat Protection Solution for Endpoints

- 9.3.1. The Bidder shall be responsible for the Supply, Installation, Integration & Management of the proposed Symantec Advanced Threat Protection Solution for Endpoints, along with all necessary hardware, software, licenses and support.
- 9.3.2. The bidder should provide 42,500 Symantec Endpoint Advanced Threat Protection Licenses valid upto 5 years from Day One of installation of the ATP Setup. The specifications, architecture and configurations of the ATP Hardware / Setup shall be drawn in such a way that the entire solution is sizable to cater at least One Lakh concurrent Endpoints.
- 9.3.3. The Bidder shall enter into a rate contract for procurement of additional Symantec Endpoint Advanced Threat Protection Licenses, during the contract period, based on the requirements of the Bank. The tentative fresh License requirements for the contract period shall be approximately 20000 nos.
- 9.3.4. The Bidder shall be responsible for integrating the proposed ATP Solution with the existing Antivirus Setup of the Bank, ensuring proper communication, log movements and remediation.
- 9.3.5. The proposed ATP Solution shall work in-line with the existing Antivirus Solution of the Bank, without requiring any new agents to be deployed in the Endpoints.
- 9.3.6. The Bidder should take end-to-end responsibility for the implementation of the proposed ATP Solution, ensuring sufficient resources in designing, installation, integration, commissioning and testing.



- 9.3.7. The Bidder should inspect the equipment delivered by the OEM to ensure that the products delivered are as per the final order placed by the Bank and should conduct a detailed inspection of the inventory.
- 9.3.8. The Bidder shall provide proper training to the Bank officials, through the OEM's Authorized / Certified Trainers on the ATP Solution - the implementation & integration of the Solution, Standard Operation Procedures, Call logging / Ticket Opening procedures and Escalation Matrix.
- 9.3.9. The OEM must have option of supporting customers directly; the support information status of cases should be available to the Bank through proper documentation and web portals. This is in addition to the support to be provided by the Bidder.
- 9.3.10. The Bidder should avail services of the OEM for overall design and solution deployment. The proposed solution / design architecture should be endorsed by the OEM and for implementing best practices and security standards.
- 9.3.11. The Bidder should ensure that the ATP Appliances are running with the latest stable versions from the OEM. Any new version released shall be deployed to all ATP Appliances after taking necessary approvals from the Bank.
- 9.3.12. The Bidder shall ensure that any machine found infected / reported as infected by the Bank / Bank's Authorized Partner is isolated from the network immediately and remediation should happen within the timelines as stipulated in the SLA.
- 9.3.13. The Bidder should set up proper DC-DR Setup for the ATP Solution, ensuring high availability. The architecture for the DC-DR Setup has to be vetted by the OEM.
- 9.3.14. The Bidder has to ensure regular backups of the ATP Setup. The vendor shall comply with the Bank's backup policy including periodic checking on readability of the Backup media.
- 9.3.15. The Bidder has to attend to all VAPT / SOC / Audit observations by the Bank / Authorized Partners of the Bank and ensure compliance to those guidelines related to the ATP Setup.
- 9.3.16. The Bidder has to coordinate with the Bank's SOC Team / Authorized Partners for the integration of ATP Setup with the Bank's SOC / SIEM interface and should ensure proper log movements between them.
- 9.3.17. Knowledge transfer sessions for awareness on new threats / vulnerabilities will be part of this engagement. The knowledge transfer session can be delivered during the configuration of the system modules or after the completion of the entire configuration to the Bank officials looking after the application. Further, vendor has to arrange knowledge transfer session at the Bank's IT Headquarters at Bangalore once in a half-year to enable the Bank to get an understanding of new threats & vulnerabilities.
- 9.3.18. The Bidder shall be responsible for redesigning / reconfiguring completely / partially the ATP infrastructure to take care of the latest threat scenarios or for version upgrades as desired by the Bank.
- 9.3.19. The Bidder shall ensure proper support including Warranty / AMC / ATS for all hardware / software / licenses with regard to the Symantec Advanced Threat Protection Solution for Endpoints, supplied / renewed as part of this



RFP, during the period of contract. Warranty Support shall be for minimum 3 years and AMC Support for minimum 2 years thereafter

9.4. Scope of Onsite Support For Symantec Protection Enterprise Suite Antivirus Solution & Symantec Advanced Threat Protection Solution

- 9.4.1. The Bidder shall ensure that all Central Antivirus Servers located at DC & DRC locations are updated automatically with the latest antivirus definition files before 9:00 AM on all working days. In the event of automatic updation not happening before 9:00 AM, the Bidder should update the latest definitions manually in all Central Antivirus Servers before 10:00 AM and reason for the failure of automatic updation should be shared with the Bank. However, any Emergency Updates/Patches being released by the OEM shall be updated in the Central Antivirus Servers on an immediate basis.
- 9.4.2. The Bidder shall be fully responsible for the installation, re-installation, configuration, upgradation, backup, maintenance & troubleshooting of the Central Antivirus & ATP Setups. The Bank may add / remove Antivirus Servers and ATP Appliances as per requirement of the Bank, during the contract period, which has to be installed / maintained by the Bidder.
- 9.4.3. The Bidder shall analyze the system capabilities of Antivirus Central Servers & ATP Appliances and has to submit periodic system health reports with recommendations.
- 9.4.4. The Bidder shall centrally monitor and coordinate installation, configuration, upgradation, maintenance & troubleshooting of Antivirus software at all Endpoints across the branches / offices of the Bank which are connected over the Enterprise WAN, having connectivity to the Centralized Antivirus Server.
- 9.4.5. The Bidder shall be responsible for Symantec Antivirus & Advanced Threat Protection Solution of the Bank including all features like Antivirus, Desktop Firewall, Intrusion Prevention System, Advanced Threat Protection, etc. The Bidder shall also be responsible for Antivirus & ATP product software version updates on all Central Servers and Client PCs, as is relevant.
- 9.4.6. The Bidder shall be responsible for keeping all connected Endpoints of the Bank updated with latest virus definitions and version updates.
- 9.4.7. The Bidder shall be responsible for attending Antivirus issues in coordination with different authorized vendors of the Bank.
- 9.4.8. The Bidder shall provide an active response / root cause analysis (RCA) to all virus related incidents that happen within the Bank.
- 9.4.9. The Bidder shall adhere to all Antivirus response guidelines provided by Bank from time to time.
- 9.4.10. The Bidder shall be responsible to provide all functionalities that the Symantec Protection Enterprise Suite & Symantec Advanced Threat Protection for Endpoint supports.
- 9.4.11. The Bidder shall configure the solution in such a way that it suites best with the Bank's infrastructure, vetted by the OEM and approved by the Bank.
- 9.4.12. The Bidder shall be liable to rectify the configuration issues if any in the Central Antivirus Servers, due to which the Client / GUP PCs are not able to get Antivirus updates.

- 9.4.13. The Bidder shall provide consolidated daily / weekly / monthly reports on the Antivirus updation status of the Endpoints of the Bank and other reports as specified by the Bank, as and when required.
- 9.4.14. The Bidder shall take up with the OEM for any abnormal activity observed / reported by the Bank in the Client PCs and follow up for getting solution and implementing the same.
- 9.4.15. The Bidder shall provide a separate login in the Central Antivirus Servers and Antivirus console with full privilege to the Bank.
- 9.4.16. Logs with regard to all logins should be maintained by the Bidder and has to be produced to the Bank, as and when required.
- 9.4.17. The Bidder has to ensure regular backups of all Central Antivirus Servers. The vendor shall comply with the Bank's backup policy including periodic checking on readability of the Backup media.
- 9.4.18. The Bidder should ensure restoration of all Central Antivirus Servers located in DC & DRC locations in case of any failure, adhering to the timelines as stipulated in the SLA.
- 9.4.19. The Bidder's onsite resource shall coordinate with the Bank's AMC Partners and support them on resolving any issues regarding Antivirus installation / updation in the branch / office PCs.
- 9.4.20. The Bidder shall depute two dedicated resources from 8:00 AM to 8:00 PM, Monday to Friday and 8:00 AM to 8:00 PM on 1st & 3rd Saturdays, in two shifts, at the Bank's IT Headquarters at Bangalore for managing the Symantec Endpoint Protection Antivirus Solution of the Bank.
- 9.4.21. Apart from the above resources, two dedicated onsite engineers shall be deputed at the Bank's IT Headquarters at Bangalore from 8:00 AM to 8:00 PM, Monday to Friday and 8:00 AM to 8:00 PM on 1st & 3rd Saturdays, in two shifts, for managing the Symantec Advanced Threat Protection Solution of the Bank.
- 9.4.22. All the above mentioned resources shall coordinate with each other to ensure that all Endpoints of the Bank are protected from any virus, malwares, spywares, zero day attacks, targeted attacks, advanced threats etc.,
- 9.4.23. In case of exigencies, even during off business hours / bank holidays/ drills, the resources may be required to be present onsite.
- 9.4.24. It shall be the sole responsibility of the Bidder to comply to the below activities with regard to the ATP setup.

9.5. Implementation & Integration:

- 9.5.1. Installation, Integration & Maintenance of the ATP Solution.
- 9.5.2. Configuring Endpoint Detection and Response.
- 9.5.3. Creating ATP Administrator and User accounts.
- 9.5.4. Configuring Global Settings.
- 9.5.5. Integrating with Endpoint Security Solution for remediation.

9.6. Incident Management & Remediation

- 9.6.1. Analyzing Events and Incidents.
- 9.6.2. Search & identify IOC (Indicators of Compromise).

- 9.6.3. Analyzing ATP Dashboard.
- 9.6.4. Analyzing Severity of Incidents.
- 9.6.5. Viewing and remediating the Events.
- 9.6.6. Creating policies as per Events and Incidents.
- 9.6.7. Isolating breached endpoints, remediating them and connecting them back to the network.
- 9.6.8. Remediating malicious files and reducing false positives.
- 9.6.9. Submitting threats for sandboxing, analyzing the results and initiating actions as per the recommendations.
- 9.6.10. Submitting threats to Symantec for further analysis, analyzing the results and initiating actions as per the recommendations.

9.7. Reporting:

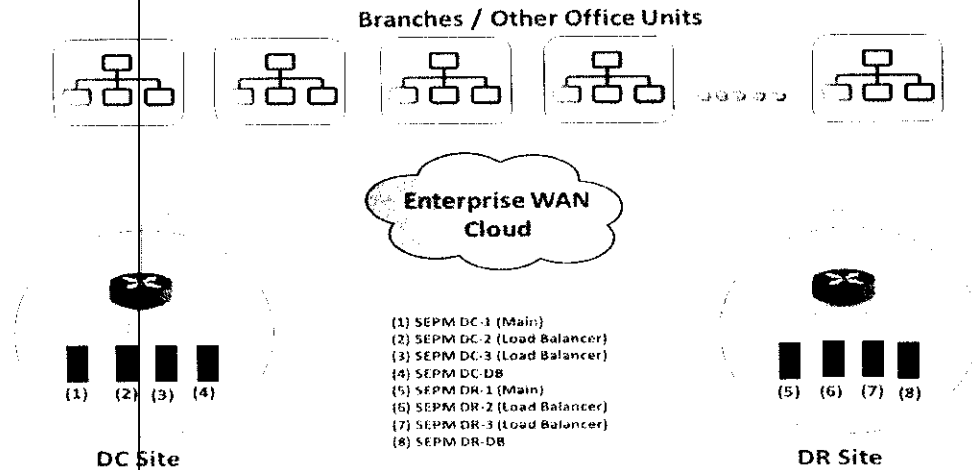
- 9.7.1. Daily / Weekly / Monthly Reports on the activities performed through ATP.
- 9.7.2. Report on ATP generated events / incidents and remedial actions performed.
- 9.7.3. Report on threats / malicious files submitted for sandboxing, results & the remedial actions performed.
- 9.7.4. Any other reports as specified by the Bank, as and when required.

9.8. Solution Management:

- 9.8.1. Ensuring uptime and availability of the Solution.
- 9.8.2. Managing configuration and other required Backups and ensuring readability.
- 9.8.3. Managing version updates.
- 9.8.4. Certified / Experienced Onsite resources for Implementation, Integration, Incident Management, Remediation, Reporting and Management of the ATP Solution.

9.9. Revamping of Existing Centralized Symantec Antivirus Architecture:

- 9.9.1. The present Centralized Symantec Antivirus setup of the bank is a Two-Tire architecture with the Client PCs at the branches / other office locations constituting the 1st Tier, connected to the Central AV Servers at DC & DR locations constituting the 2nd Tier, over the Enterprise WAN.
- 9.9.2. At present, there are 4 Servers each at DC & DR locations configured at Active-Active Mode as shown below.



9.9.3. Along with the integration of the Symantec ATP Solution, the Bank propose to revamp the existing Central AV architecture with more powerful & reliable hardware, with proper DC-DR replica.

9.9.4. The Bidder shall be responsible for devising the new architecture and for defining optimum hardware / software configurations suitable enough to cover the entire scopes of the Symantec Protection Enterprise Suite Antivirus Solution & Symantec Advanced Threat Protection Solution, as mentioned in this RFP.

9.9.5. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to cater at least One Lakh concurrent Endpoints, during the period of contact.

9.9.6. The proposed new architecture and configurations shall be vetted by the OEM and the recommendations from the OEM shall be included in the Technical Bid.

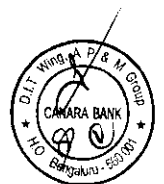
9.10. License Deliverables for Symantec Protection Enterprise Suite Antivirus Solution & Symantec Advanced Threat Protection Solution:

9.10.1. The Successful Bidder shall enter into a rate contract with the Bank for the renewal of existing 42,500 Symantec Protection Enterprise Suite Licenses for a further period of 5 years and for procurement of additional Symantec Protection Enterprise Suite Licenses up to 20000 nos., as and when required during the contract period.

9.10.2. The Successful Bidder shall enter into a rate contract with the Bank for the procurement / renewal of Licenses for Symantec Advanced Threat Protection Solution for Endpoints, during the contract period.

9.10.3. Successful Bidder shall be fully responsible to provide / ensure Annual Technical Support (ATS) for all the software / licenses supplied during the contract period.

9.10.4. Successful Bidder shall arrange to provide through Symantec the following Essential Support services:



- a. Access to technical support provided by toll free telephone & e-mail on a 24x7 basis.
- b. Continuous Efforts Problem Resolution Engineering (Available upon request for Severity).
- c. Access to the Symantec technical support website.
- d. Delivery of bug fixes and patches.
- e. Essential Support Services shall include Content Updates and Upgrade Assurance.

9.10.5. Successful Bidder shall arrange a Symantec Technical Account Manager / Remote Product Specialist, for managing any technical issues related to Symantec products supplied under this RFP, remotely on 24 * 7 basis. Further, escalation matrix for Symantec to be shared by the Successful Bidder.

9.10.6. Successful Bidder shall arrange through Symantec, a Training Program on the Technology Aspects, Latest Technology Advancements and Troubleshooting with respect to Symantec Protection Enterprise Suite & Advanced Threat Protection Solution at least once in a year, for the Bank's Technical Team. The faculty shall be a Certified Trainer from Symantec.

9.10.7. Successful Bidder shall arrange through Symantec, during the contract period, at least one health check / audit / troubleshooting / expert support per year for the Symantec Protection Enterprise Suite & Advanced Threat Protection Solution, without any additional cost to Bank. Any suggested changes shall be implemented by the successful bidder.

9.11. Qualification & Experience of Personnel Deputed for Onsite Support:

9.11.1. The product installation and maintenance shall be done by trained & experienced personnel having current knowledge of Operating Systems, Networking, Firewall / IPS, Information Security awareness and thorough up-to-date knowledge of Symantec Protection Enterprise Suite & Symantec Advanced Threat Protection Solution.

9.11.2. The Vendor support person / engineer deputed to the Bank is liable to be interviewed by the Bank's Technical Team at its IT Headquarters at Bangalore for ascertaining his / her suitability and only upon the clearance from the Bank's Technical Team, he / she will be permitted to work.

9.11.3. Among the two dedicated support resources for Symantec Protection Enterprise Suite Antivirus Solution, one shall be a Senior Engineer with the below mentioned Academic Qualifications and Operational Experience.

9.11.4. Should have minimum BE / B Tech / MCA Degree or Equivalent with minimum 3 years of relevant experience in Symantec Antivirus / Security Solutions.

(OR)

Should have minimum Diploma in Computer Science / E&C / IT / similar technology related stream or Equivalent with minimum 5 years of relevant experience in Symantec Antivirus / Security Solutions.

9.11.5. The other support resources shall be having BE / B Tech / MCA Degree or Equivalent (OR) Diploma in Computer Science / E&C / IT / similar technology related stream or Equivalent with minimum 1 year post qualification experience in IT / ITES / IT Support areas.



- 9.11.6. Among the two dedicated support resources for Symantec Advanced Threat Protection Solution, one shall be a Senior Engineer with the below mentioned Academic Qualifications and Operational Experience.
- 9.11.7. Should have minimum BE / B Tech / MCA Degree or Equivalent with minimum 3 years of experience in Antivirus / Security Solutions and 1 year of relevant experience in any Advanced Persistent Threat Mitigation Solutions.
- (OR)
- Should have minimum Diploma in Computer Science / E&C / IT / similar technology or Equivalent with minimum 5 years of experience in Antivirus / Security Solutions and 1 year of relevant experience in any Advanced Persistent Threat Mitigation Solutions.
- 9.11.8. The other support resources shall be having BE / B Tech / MCA Degree or Equivalent (OR) Diploma in Computer Science / E&C / IT / similar technology related stream or Equivalent with minimum 2 years post qualification experience in Antivirus / Security Solutions.
- 9.11.9. All resources deputed to the bank for the support of Symantec Protection Enterprise Suite Antivirus Solution / Symantec Advanced Threat Protection Solution, irrespective of the above mentioned qualifications should be having or should obtain Certification on Symantec Endpoint Protection Antivirus Solution / Symantec Advanced Threat Protection Solution (as applicable) within 3 months of deputing to the Bank.
- 9.11.10. Any later substitution / replacement of resources is to be done in compliance to these minimum requisites. These are the minimum qualification and experience stipulated by the Bank. However, the Vendor may depute Antivirus Support engineer / personnel with higher qualifications / experience.

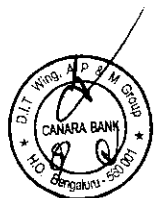
9.12. Project Completion and Management

- 9.12.1. 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.
- 9.12.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.

B. BID PROCESS

10. Clarification to RFP and Pre-Bid Queries:

- 10.1. 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-G.
- 10.2. 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 before **03:00 PM on 06/10/2017 (Friday)**.
- 10.3. No queries will be entertained from the bidders after the above date and time.
- 10.4. 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.

10.5. No oral or individual consultation will be entertained.

11. Pre-Bid meeting:

11.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this RFP.

Date	Day	Time	Venue
10/10/2017	Tuesday	3.00PM	Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

No separate communication will be sent for this meeting. 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.

11.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

11.3. 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.

11.4. 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.

11.5. 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.

12. Amendment to Bidding Document:

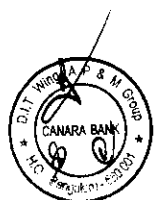
12.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.

12.2. 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.

12.3. 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.

13. Bid System Offer

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



- 13.1. **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.
- 13.2. **Part B-Technical Proposal:** Indicating the response to the Technical specification of Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints in Canara Bank. The format for submission of Technical Proposal is as per Appendix-B.
- 13.3. **Part C-Commercial Bid:** furnishing all relevant information as required as per Bill of Material as per Annexure-18. The format for submission of Commercial Bid is as per Appendix-C.

14. Preparation of Bids:

14.1. The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed 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 in all pages of the Bids, except for un-amended printed literature.

14.1.1. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' 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, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints in response to RFP 15/2017-18 dated 28/09/2017" (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') 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.

14.1.2. 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 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.

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

14.2. Part A- Conformity to Eligibility Criteria:

14.2.1. Before submitting the bid, the bidders should ensure that they conform to the eligibility criteria as stated in Annexure-3 of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.

14.2.2. The Conformity to Eligibility Criteria as per Annexure-3 among others must contain Demand Draft towards the Application Money as per the Clause 15, Signed Pre Contract Integrity Pact as per Appendix-H and EMD/ Bank Guarantee in lieu of EMD as per Appendix-D of this



document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per **Appendix-A**.

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

14.2.4. 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 15/2017-18 dated 28/09/2017 for Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints**".

14.3. Part B-Technical Proposal:

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

14.3.2. It is mandatory to provide the technical details of the Solution required by the bank in the exact format of **Annexure-10** of this tender.

14.3.3. 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.

14.3.4. 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.

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

14.3.6. 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.

14.3.7. 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.

14.3.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:

14.3.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).

14.3.8.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.

14.3.9. 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 15/2017-18 dated 28/09/2017 for Supply, Installation, Integration, Maintenance and support for Symantec**





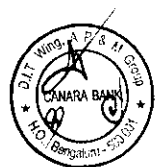
Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints”.

14.4. Part C-Commercial Bid:

- 14.4.1. Commercial Bid should be submitted as per the instruction in Appendix-C.
- 14.4.2. Commercial Bid 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-18. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- 14.4.3. 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.
- 14.4.4. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, 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.
- 14.4.5. 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.
- 14.4.6. 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.
- 14.4.7. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 14.4.8. 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 for RFP 15/2017-18 dated 28/09/2017 for Supply, Installation, Integration, Maintenance and support for Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints.

15. Application Money:

- 15.1. This document can be downloaded from Bank’s website <http://canarabank.com/english/announcements/tenders>. In that event, the bidders should pay the Application Fee of Rs. 29,500/-(non-refundable) (25,000/- Plus GST) for 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.
- 15.2. Submission of the Application Money in other than “Part-A-Conformity to the Eligibility Criteria” is liable to be rejected on grounds of non-payment of the Application Money.
- 15.3. 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.

16. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:

- 16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of Rs.30,00,000/- (Rupees Thirty Lakhs Only) 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.
- 16.2. 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-D**.
- 16.3. 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.
- 16.4. 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.
- 16.5. The EMD may be forfeited/ Bank Guarantee may be invoked:
- 16.5.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
- 16.5.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

17. Make and Models:

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

18. 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.

19. 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.



20. Costs & Currency:

The Offer must be made in Indian Rupees only as per Bill of Material (**Annexure-18**).

21. 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.

22. 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.

23. Submission of Bids:

23.1. 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.

23.2. The bid/s properly superscribed in the manner prescribed in earlier clauses of this RFP should be deposited in the **Tender Box** at the Place, Venue, Date and Time mentioned below:

Last Date of submission of Bid	Day	Time	Venue
17/10/2017	Tuesday	Up to 3.00 PM	Canara Bank, First Floor, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

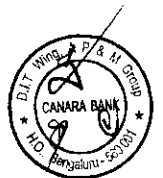
23.3. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.

23.4. Bids sent through post/courier will not be accepted/evaluated. Bids should be deposited in the Tender Box.

23.5. 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.

23.6. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. R S Vinaya Kumar Senior Manager Canara Bank	Mr. K S Satyanarayana Assistant General Manager Canara Bank



APM Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	APM Group, DIT Wing Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832
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23.7. 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 23.2.

24. Bid Opening:

24.1. The Part A- Conformity to Eligibility Criteria shall be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per following schedule.

Date	Day	Time	Venue
17/10/2017	Tuesday	3.30PM	Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

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 (Annexure-6) enclosed.

Note: Authorisation letter should be carried in person and shall not be placed inside in any of the bid covers.

24.2. 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.

24.3. 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 bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

24.4. The following details will be announced at the time of bid opening.

24.4.1. Name of the Bidders.

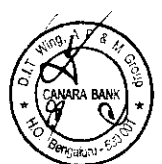
24.4.2. Presence or absence of cost of the Bidding document and Bid security.

24.4.3. Such other details as the Bank at its discretion may consider appropriate.

24.5. 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.

24.6. 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.

24.7. The Commercial Bid of only those bidders who are qualified in Part-B Technical Proposal will be opened for arriving at L1.



C. SELECTION OF BIDDER

25. Preliminary Scrutiny:

The Bank will scrutinise the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether 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.

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.

26. Clarification of Offers:

26.1. 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.

26.2. 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.

27. Evaluation of Bid:

27.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Annexure-3 of RFP. 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 Commercial Bid of only those bidders who qualified in Part B-Technical Proposal will be reckoned for evaluation purpose.

27.2. 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.

28. Bidders Presentation /Site Visits / Product Demonstration/POC

28.1. 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.

28.2. 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 Symantec Endpoint Protection Antivirus Solution & Symantec Advanced Threat Protection Solution for Endpoints proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.

28.3. 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.