

**REQUEST FOR PROPOSAL [RFP]**

**FOR**

**“SUPPLY, INSTALLATION, INTEGRATION AND MAINTENANCE OF  
SOFTWARE DEFINED -WIDE AREA NETWORK (SD-WAN) SOLUTION”**

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

**A. BID SCHEDULE**

Description	Details
RFP No. and Date	RFP 09/2018-19 dated 15/09/2018
Name of the Wing	Department of Information Technology
Brief Description of the RFP	Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution
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: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>
Date of Issue of RFP	15/09/2018, Saturday
Application Money (Non-refundable)	Rs. 29,500 ( including 18% GST)
Earnest Money Deposit (Refundable)	Rs. 30,00,000/-
Last Date and Time for Submission of Bids	09/10/2018, Tuesday upto 3.00pm
Mandatory Documents to be submitted for opening of PART A	<input type="checkbox"/> Participation / Document purchase Fee (DD) <input type="checkbox"/> DD/Bank Guarantee for EMD <input type="checkbox"/> Pre Contract Integrity Pact in non-judicial stamp paper
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	09/10/2018, 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 opening of Technical Bid Part-B / Commercial Bid	Will be intimated at a later date.
Pre-bid Meeting Date & Time	<input type="checkbox"/> Pre-bid meeting will be held on 26/09/2018, Wednesday at 3.30 pm <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. <input type="checkbox"/> Pre bid queries should be submitted as per Appendix-D. <input type="checkbox"/> Pre-bid Queries to E-mail <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> must reach us on or before 25/09/2018, Tuesday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 09/2018-19 dated 15/09/2018"



Other Details	<ol style="list-style-type: none"><li>1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</li><li>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 <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>.</li><li>3. No suggestions or queries shall be entertained after pre-bid meeting.</li></ol>
<p>This document can be downloaded from following website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>, <a href="http://tenders.gov.in">http://tenders.gov.in</a> 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 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 &amp; any communication etc. will be uploaded in the Bank's website. 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.



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.	MSE	Micro and Small Enterprises
18.	MSME	Micro Small & Medium Enterprises
19.	MTBF	Mean Time Between Failure
20.	MTTR	Mean Time To Restore
21.	NEFT	National Electronic Funds Transfer
22.	NI Act	Negotiable Instruments Act
23.	OEM	Original Equipment Manufacturer
24.	OS	Operating System
25.	PDI	Pre Delivery Inspection
26.	PERT	Project Execution and Review Technique
27.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
28.	RTGS	Real Time Gross Settlement



LIST OF CONTENTS

<b>SECTION A - BID DETAILS &amp; ABBREVIATIONS</b>			
Clause No.	Clause Description	Clause No.	Clause Description
	Bid Schedule		
<b>SECTION B - INTRODUCTION</b>			
1.	About Canara Bank	7.	Existing Infrastructure
2.	Definitions	8.	Requirement Details
3.	About RFP	9.	Scope of Work
4.	Objective	10.	Training
5.	Eligibility Criteria		
6.	Participation Methodology		
<b>SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS</b>			
1.	Delivery, Installation, Configuration and Integration	7.	Scope Involved During Contract Period (if contracted)
2.	Uptime	8.	Annual Maintenance Contract (AMC) / Annual Technical Support
3.	Penalties/Liquidated Damages	9.	Mean Time Between Failures (MTBF)
4.	Payment Terms	10.	Subcontracting
5.	Support	11.	Defect liability
6.	Software, Drivers and Manuals		
<b>SECTION D - BID PROCESS</b>			
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.	Application Money	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		
<b>SECTION E - SELECTION OF BIDDER</b>			
1.	Preliminary Scrutiny	5.	Normalization of Bids
2.	Clarification of Offers	6.	Intimation to Qualified/Successful Bidders
3.	Evaluation of Bids	7.	Correction of Error in Commercial Bid
4.	Bidders Presentation/Site Visit/Product Demonstration/POC	8.	Commercial Evaluation



SECTION F - OWNERSHIP & AWARDING OF CONTRACT			
1.	Bid Validity Period	7.	Effective Date
2.	Proposal ownership	8.	Project execution
3.	Project ownership	9.	Security Deposit / Performance Bank Guarantee
4.	Acceptance of offer	10.	Execution of Agreement
5.	Award of Contract	11.	Pricing
6.	Government of India Guidelines On Purchase Preference	12.	Order Cancellation/Termination of Contract

SECTION G - GENERAL CONDITIONS			
1.	General Order Terms	13.	Confidentiality and Non Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt and Fraudulent Practices
6.	Inspection of Records	18.	Adoption of Integrity Pact
7.	Negligence	19.	Amendments to the Purchase Order
8.	Assignment	20.	Amendments to the Agreement
9.	Publicity	21.	Modification/Cancellation of RFP
10.	Insurance	22.	Social Media Policy
11.	Guarantees	23.	Resolution of disputes
12.	Intellectual Property Rights	24.	Legal Disputes and Jurisdiction of the court

ANNEXURES ( To be submitted with Part A- Conformity to Eligibility Criteria)	
1.	Bid Covering letter Format
2.	Eligibility Criteria Declaration
3.	Bidder's Profile
4.	Service Support Details
5.	Track Record of Past Implementation of Projects towards Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution
6.	Non-Disclosure Agreement

ANNEXURES( To be submitted with Part-B -Technical Proposal)	
7.	Technical Requirements of Software Defined -Wide Area Network (SD-WAN) Solution
8.	Scope of Work
9.	Undertaking of Authenticity for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution
10.	Compliance Statement
11.	Undertaking Letter Format
12.	Escalation Matrix
13.	Manufacturer Authorization Form

ANNEXURES ( To be submitted with Part-C -Commercial Bid)	
14.	Bill of Material



APPENDICES	
A.	Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility
B.	Instructions to be noted while preparing/submitted Part B- Technical Proposal
C.	Instruction to be noted while preparing/submitted Part C-Commercial Bid
D.	Format for Sending Prebid Queries.
E.	Authorization Letter Format.
F.	Bank Guarantee Format for Earnest Money Deposit.
G.	Proforma of Bank Guarantee for Contract Performance.
H.	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)
I.	Pre Contract Integrity Pact
J.	Business Rules and Terms & Conditions of Reverse Auction. (Not Applicable)
K.	Technical Criteria for Proof of Concept





## **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 6,170 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 and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution 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 SD-WAN technology from reputed vendors. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

### **4. Objective:**

- 4.1. We need an SD-WAN technology which can be used in our DC-DR replication link to optimize the data by compression, DE-Duplication and transmitting references which will reduce the volume of the data travelling in the pipe with optimization. The solution will also distribute the load on available paths and auto-failover to better performance links.
- 4.2. SD-WAN should have inbuilt Qos mechanism which is having application level awareness, giving bandwidth priority to the most critical applications. This may include dynamic path selection, sending an application on a faster link, or even splitting an application between two paths to improve performance by delivering it faster.
- 4.3. The Data/Voice/Video traffics can be routed not only by policies but also by the performance of the link such as jitter, latency, packet loss, etc. SD-WAN Technology



should improve Video conference performance between Admin offices and it should take care of automatic traffic diversion to better performance link.

**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 and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution in the Bank shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Install, Integrate and Maintain Software Defined -Wide Area Network (SD-WAN) Solution in the Bank and meeting the Eligibility Criteria as per Annexure-2 may respond.

**6. Participation Methodology:**

- 6.1. In a tender either the authorized Bidder on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. If a Bidder bids on behalf of the Principal/OEM, the same Bidder shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product/service.
- 6.3. In the event of Authorized Dealer being not able to perform the obligations as per the provisions of the contract, the OEM/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP.

**7. Existing Infrastructure:**

- 7.1. Canara Bank has established state-of-the-art two tier MPLS network connectivity to connect its Data Center - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units.
- 7.2. Bank is having two point-to point links between DC and DRC, One from M/S BSNL of 512 Mbps bandwidth and other link from M/s TATA communications Ltd. Of 550 Mbps bandwidth. These links are used for replication of Database archival data between DC and DRC.
- 7.3. During End-of-Month, End-of-Quarter, Year-End-Process, more archival files are generated since more processes are involved during these times. More files need to be shipped within the same limited number of hours as in other days, to complete all processes and make the system ready for next business day.
- 7.4. Presently the DC-DR links are being used in active-active mode with manual distribution of load.  
Administrative units e.g. Head Office, Treasury wing, Circle offices are connected through Dual MPLS links. Manual configurations are done at present to load balance the traffics between two MPLS links.
- 7.5. Bank has deployed HD Video Conferencing Solution across these offices. Every day TOP level Video Conferences are being conducted between these offices. Also several Video Conference are conducted with Banks's Regulator on regular basis. In case of network link disruptions, the Video Conferences are getting affected as the video traffic (UDP packets) are dropped in the network, resulting frizzing of screen, poor audio/video quality etc.



**8. Requirement Details:**

8.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network(SD-WAN) for Data Center (DC), Data Recovery Center(DRC), Head Office, Department of Information Technology - Naveen Complex Building and 21 Circle Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of SD-WAN Solution is furnished in following tables:

Requirement	DC	DR	Head Office	DIT-Naveen Complex	21 Circle Offices
No Of Devices	2 (in HA)	2 (in HA)	2 (in HA)	2 (in HA)	1 in Each Circle Office
No Of Management Console	1	1	NA	NA	NA
Training	Bidder has to provide hands on, in-depth 3 days training by OEM for 10 Officials every year during the contracted period at Bangalore/ Mumbai.				

8.2. Detailed technical specification for each of the above is furnished in **Annexure-7**. All the Hardware / Software ordered for Supply, Installation, Integration and Maintenance of SD-WAN Solution should have comprehensive onsite warranty of 3 years & AMC of 2 Years (if contracted)

8.3. The Bank reserve the right to continue/renew/terminate any of the above services at the discretion of the Bank and shall terminate the services by giving 30 days notice period to the bidder.

8.4. 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. Bidder has to conform compliance to the Scope of Work mentioned in **Annexure-8**.

**9.2. Project Completion and Management**

9.2.1. 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.

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

**10. Training:**

10.1. Bidder has to provide training for the proposed and designed Solution from OEM directly at Bangalore/Mumbai as per Bank's decision.

10.2. Bidder has to provide training to the 10 Numbers of Bank employees.

10.3. Duration of the training should be 3 days.

10.4. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training.

10.5. Trainer should be well experienced and must have industry certification.

10.6. Bidder has to provide User Manual and Technical Documentation both in hand and soft copies to the Bank.

10.7. Bidder should provide similar DR training during the contract period at the same cost, if required by the Bank.



**C. Deliverables & Service Level Agreements (SLAs).**

**1. Delivery, Installation, Configuration and Integration:**

1.1. Bank shall provide the address and contact details for delivery of required hardware/software items while placing the order.

**1.2. Project Schedule are as follows:**

1.2.1. **Supply of Hardware and Software items:** Within 7 weeks from the date of acceptance of Purchase Order.

1.2.2. **Installation, Configuration and Implementation:** Within 3 weeks for DC and DR, within 5 Weeks for HO, DIT and 21 Circle offices from the date of Delivery as per clause 1.2.1.

1.3. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank 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.

1.4. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank.

1.5. Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this 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. Uptime:**

2.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.95% in DC, DRC, Head Office and DIT and 99.50% for the Circle Offices for the solution as specified in Annexure-7 and Scope of Work, during the period of the Contract and also during AMC, if contracted, which shall be calculated on monthly basis.

2.2. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "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.

2.3. 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.

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



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

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

2.6. Contracted hours of a month = No. of days in that month X 24 Hours.

**3. Penalties/Liquidated Damages:**

3.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under.

- 3.1.1. Non-compliance of the Supply/delivery clause (1.2.1) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay in delivery per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.
- 3.1.2. Non-compliance of the Installation, configuration and implementation as per clause (1.2.2) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.
- 3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1, and 3.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

**3.2. Penalties/Liquidated damages for not maintaining uptime:**

3.2.1. DC, DR, HO and DIT will be in HA (High Availability) mode and 21 Circle Offices will be in NON-HA mode. Penalty will be calculated as mentioned below:

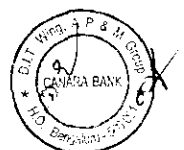
Level of availability calculated on monthly basis for DC and DR	Penalty
99.95% to 100%	No penalty
98.95% to 99.949%	0.30% on total order value for every hour. Maximum penalty shall not be more than 20% of total AMC amount payable for one year for the project.
97.95% to 98.949%	0.40% on total order value for every hour. Maximum penalty shall not be more than 20% of total AMC amount payable for one year for the project.
96.95% to 97.949%	0.50% on total order value for every hour. Maximum penalty shall not be more than 20% of total AMC amount payable for one year for the project.
95.95% to 96.949%	0.60% on total order value for every hour. Maximum penalty shall not be more than 20% of total AMC amount payable for one year for the project.
Less than 95.95%	1% on total order value for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for the project.



Level of availability calculated on monthly basis for Head Office and DIT	Penalty
99.95% to 100%	No penalty
98.95% to 99.949%	0.30% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.
97.95% to 98.949%	0.40% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.
96.95% to 97.949%	0.50% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.
95.95% to 96.949%	0.60% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.
Less than 95.95%	1% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.

3.2.2. For circle offices monthly uptime of 99.5% should be maintained and Bank shall impose penalty as mentioned below for 21 Circle Offices:

Level of availability calculated on monthly basis for Head Office and DIT	Penalty
99.5% to 100%	No penalty
98.5% to 99.499%	0.30% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.
97.5% to 98.499%	0.40% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.
96.5% to 97.499%	0.50% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.
95.5% to 96.499%	0.60% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.
Less than 95.5%	1% of total order value of that location for every hour. Maximum penalty shall not be more than 20% of AMC amount payable for one year for that location.



3.2.3. Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under 3.2.1 and 3.2.2 clause shall be restricted to 25% of the claimed quarterly AMC value/Warranty Value

3.2.4. 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, 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 payments).

3.3. **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.

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

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

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

4. **Payment Terms:**

4.1. Payment schedule will be as under:

Sl. No.	Payment Stage	% of Payment
a.	Delivery of Hardware with required License to the DC, DR, HO, DIT and 21 Circle Offices.	40% of the order value
b.	Installation, configuration & commissioning of hardware in DC and DR and ensuring operations of DC-DR Replication activity as per Technical Specification.	20% of the order value
c.	Installation, configuration & commissioning of hardware in HO and DIT-Naveen Complex and integrating with DC and DR Central Controller/Management Console and ensuring smooth operation.	15% of the order value
d.	Installation, configuration & commissioning of hardware in 21 Circle Offices and integrating with DC and DR Central Controller/Management Console and ensuring smooth operation	25% of the order value
e.	Training Charges	100% Training Charges will be paid on completion of Training as per Clause 10 of Section -B of the RFP.

4.2. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, 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.



- 4.3. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 4.4. Bank will not pay any amount in advance.
- 4.5. Payment shall be released within 30 days of submission of relevant documents as per RFP terms.
- 4.6. 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.
- 4.7. The payments will be released through NEFT / RTGS after deducting the application 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.

5. **Support:**

- 5.1. The Support should be available on 24x7X365 basis.
- 5.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 5.3. The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required. All escalations will be attended / responded-promptly not later than 30 minutes of reporting.
- 5.4. The Bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical person's/ product developer etc. intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.
- 5.5. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 5.6. **Response Time and Meantime to Restore [MTTR]**
  - 5.6.1. Response Time shall be 2 hours for DC and DR, 4 hours for HO and DIT and 8 Business hours for 21 Circle Offices. MTTR shall be a Business day.
  - 5.6.2. Time specified above is from lodging of complaint.

6. **Software, Drivers and Manuals:**

- 6.1. 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.
- 6.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

7. **Scope Involved During Contract Period (if contracted):**

During the period of contract up to completion of Warranty and also during annual maintenance (if contracted), the bidder shall do the following:





- 7.1. During Warranty and AMC support [if contracted] 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/OEM.
- 7.2. If any software, License and Hardware updates provided by the OEM 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].
- 7.3. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.
- 7.4. The bidder shall provide centralized complaint booking 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.
- 7.5. The vendor shall make availability of spare parts, components etc. for the supplied hardware's for a period to be specified by the Bank, during warranty and AMC period.
- 7.6. If any of the peripherals / components is not available during the warranty /AMC period, the substitution shall be carried out with peripherals/components of equivalent or higher capacity.
- 7.7. The Escalation Matrix should be provided for support, technical, Project, etc.
- 7.8. Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty period.
- 7.9. Sub-contracting of Bidder for any activity under this project is not permitted.

**8. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS):**

- 8.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for 2 years after completion of Three (3) years warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 8.2. The Bank, at its discretion may enter into Annual Maintenance Contract AMC of hardware, software, License supplied with the bidder after completion of respective warranty periods.
- 8.3. Support for maintenance of Software Defined -Wide Area Network (SD-WAN) Solution (including Hardware, OS and software license) and Other Items supplied should be available for a minimum period of 2 years, covering all parts, maintenance and support, after expiry of warranty period. However, in the case of devices Licenses, warranty will start from the date of implementation of SD-WAN solution for that particular location.
- 8.4. The Bank will pay AMC charges for SD-WAN Solution (including OS) and Other Items 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.
- 8.5. During the Warranty and AMC (if contracted) period, the Bidder should extend Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
  - 8.5.1. Rectification of Bugs/defects if any.
  - 8.5.2. Ensuring uptime as mentioned below

Uptime Required	Locations
99.95%	DC,DR,HO and DIT
99.50%	21 Circle Offices



8.5.3. Preventive Maintenance quarterly.

8.6. Maintenance of Hardware items including Software/License

9. **Mean Time Between Failures (MTBF):**

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

10. **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.

11. **Defect liability:**

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



**D. BID PROCESS**

**1. Clarification to RFP and Pre-Bid Queries:**

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

**2. Pre-Bid meeting:**

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

**3. Amendment to Bidding Document:**

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



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

#### 4. Bid System Offer:

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

- 4.1. **Part A-Conformity to Eligibility Criteria:** Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per Appendix-A.
- 4.2. **Part B-Technical Proposal:** Indicating the response to the Technical specification of Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution in Canara Bank. The format for submission of Technical Proposal is as per Appendix-B.
- 4.3. **Part C-Commercial Bid:** furnishing all relevant information as required as per Bill of Material as per Annexure-14. The format for submission of Commercial Bid is as per Appendix-C.

#### 5. Preparation of Bids:

- 5.1. The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed 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.

5.1.1. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, all the three envelop shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscribed as "Offer for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution in response to RFP 09/2018-19 dated 15/09/2018" (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.

5.1.2. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting / cutting without authentication may be liable for rejection. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.

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

#### 5.2. Part A- Conformity to Eligibility Criteria:

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



- 5.2.2. The Conformity to Eligibility Criteria as per Annexure-2 among others must contain Demand Draft towards the Application Money as per the Clause15, Singed Pre Contract Integrity Pact as per Appendix-I and EMD/ Bank Guarantee in lieu of EMD as per Appendix-F of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Appendix-A.
- 5.2.3. The Placement of Application Money, EMD and Integrity Pact in other than Part A-Conformity to Eligibility Criteria will make the bid liable for rejection.
- 5.2.4. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “PART A-Conformity to Eligibility Criteria for RFP 09/2018-19 dated 15/09/2018 for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution”.

**5.3. Part B-Technical Proposal:**

- 5.3.1. Technical Proposal should be submitted as per the format in Appendix-B. Relevant technical details and documentation should be provided along with Technical Proposal.
- 5.3.2. It is mandatory to provide the technical details of the Solution required by the bank in the exact format of Annexure-7 of this tender.
- 5.3.3. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 5.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non availability of the specifications quoted by us, invariably to process the technical offer.
- 5.3.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 5.3.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 5.3.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per Appendix-B. **Masked Bill of Material must be attached in Technical Offer and should not contain any price information.** The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 5.3.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
  - 5.3.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
  - 5.3.8.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.
- 5.3.9. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as “PART B-Technical Proposal



for RFP 09/2018-19 dated 15/09/2018 for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution”.

**5.4. Part C-Commercial Bid:**

- 5.4.1. Commercial Bid should be submitted as per the instruction in Appendix-C.
- 5.4.2. 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-14. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- 5.4.3. Under no circumstances the Bill of Material should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Covers. **The placement of Bill of Material in Part A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) covers will make bid liable for rejection.**
- 5.4.4. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. 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.
- 5.4.5. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 5.4.6. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- 5.4.7. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 5.4.8. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as **“PART C-Commercial Bid for RFP 09/2018-19 dated 15/09/2018 for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.**

**6. Application Money:**

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

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

- 7.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled



Commercial Bank in India in favour of Canara Bank, payable at Bengaluru and should be kept along with the **Part-A-Conformity to Eligibility Criteria**.

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

#### **8. Make and Models:**

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

#### **9. Software Version:**

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

#### **10. Documentation:**

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

#### **11. Costs & Currency:**

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



**12. Erasures or Alterations:**

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

**13. Assumptions/Presumptions/Modifications:**

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

**14. Submission of Bids:**

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

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

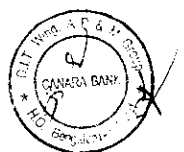
- 14.7. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated as per above clause 14.2.





**15. Bid Opening:**

- 15.1. The Part A- Conformity to Eligibility Criteria shall be opened, on the Date & Time and at the Venue specified in the Bid Schedule, in the presence of the Bidder's representative/s who may choose to attend the bid opening.
- 15.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format (Appendix-E) enclosed.
- Note: Authorisation letter should be carried in person.**
- 15.3. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
- 15.4. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bids will be accepted on the next working.
- 15.5. The following details will be announced at the time of bid opening.
- 15.5.1. Name of the Bidders.
- 15.5.2. Presence or absence of cost of the Bidding document and Bid security.
- 15.5.3. Such other details as the Bank at its discretion may consider appropriate.
- 15.6. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Conformity to Eligibility Criteria in their absence.
- 15.7. The Part A-Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on the Eligibility Criteria stipulated in RFP document. The Part B-Technical Proposal of only those bidders who qualified in Part A- Conformity to Eligibility Criteria will be opened with due communication by the bank.
- 15.8. The Commercial Bid of only those bidders who are qualified in Part-B Technical Proposal will be opened for further evaluation.



**E. SELECTION OF BIDDER**

**1. Preliminary Scrutiny:**

- 1.1. The Bank will 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.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

**2. Clarification of Offers:**

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

**3. Evaluation of Bid:**

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

**3.2. Part A-Conformity to Eligibility Criteria:**

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Eligibility Criteria 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:**

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.

- 3.4. The Techno-Commercial evaluation process will consist of two stages:

- a. Technical Evaluation
- b. Commercial Evaluation

- 3.5. The evaluation process aims to find out the best fit (based on technical and commercial evaluation) of bidder and can be summarized in the following points:

- 3.5.1. The technical evaluation shall be performed first to identify the list of technically qualified system integrators as per the technical evaluation criteria defined in the RFP. Each bidder shall be assigned a Technical Score (T).



- 3.5.2. The bidders should submit the Commercial Bid as per the requirement details.
- 3.5.3. Technical Proposal evaluation will be done based on weightage of 60%.
- 3.5.4. Commercial Bid evaluation will be done based on weightage of 40%.
- 3.5.5. After completion of Commercial Bid evaluation. The Commercial Bid will comprise of the Total Cost for Bank (TC<sub>B</sub>) and break-up of their final price as per Annexure-14.
- 3.6. The final selection of the bidder will be based on the Technical Score (T) and the Total Cost to the Bank (TC<sub>B</sub>).
- 3.7. Sample evaluation process is shown below:

**Technical Scores:**

Bidder1	Bidder2	Bidder 3
Technical Score = T1	Technical Score = T2	Technical Score = T3
Max Technical Score = 100	Max Technical Score = 100	Max Technical Score = 100
Weighted Score (WT1) = 60%*T1	Weighted Score (WT2) = 60%*T2	Weighted Score (WT3) = 60%*T3

**Commercial Scores:**

Bidder 1 Total Cost for Bank = B1TC<sub>B</sub>

Bidder 2 Total Cost for Bank = B2TC<sub>B</sub>

Bidder 3 Total Cost for Bank = B3TC<sub>B</sub>

**Commercial Score Calculation:**

$$C1B = L1/B1TC_B * 40$$

$$C2B = L1/B2TC_B * 40$$

$$C3B = L1/B3TC_B * 40$$

Where L1 = MIN (B1TC<sub>B</sub>, B2TC<sub>B</sub>, B3TC<sub>B</sub>)

**Final Scores:**

$$\text{Bidder 1 Score} = WT1 + C1B$$

$$\text{Bidder 2 Score} = WT2 + C2B$$

$$\text{Bidder 3 Score} = WT3 + C3B$$

Selected Bidder for the Bank = H1 (Max of Scores of Bidders 1, 2 and 3)



**3.8. Technical Evaluation of Bidders:**

3.8.1. The evaluation criteria for the technical bid, shall include but not limited to the below criteria. The Bank reserves the right to add, delete, or modify the criteria.

- a. OEM's & Bidder's Previous Experience.
- b. Functional and technical specifications as per Annexure-7.

3.8.2. The scores shall be summed up to determine the technical scores of the bidders.

3.8.3. Weightage shall be applied as under:

Sl. No.	Criteria	Marks Scored	Weightage	Weighted Marks
		A	B	A*B
a.	OEM's & Bidder's Previous Experience as calculated in Clause 3.8.4		20%	
b.	Functional and Technical Requirements as calculated in Clause 3.8.5		80%	
c.	<b>Total Technical Score (T) (out of 100)</b>			

**Note:**

- a. Calculation of marks would be rounded off to the nearest two decimal places.
- b. Bank's decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
- c. In order to be eligible for Commercial Bid Opening, the Bidder needs to score a Total Technical Score (T) of 80.
- d. The technical scores of the Technically qualified Bidders will be disclosed after the submission of Price breakup in closed cover as per Bill of material by Bidder.
- e. Bank at its discretion may reject the proposal of the Bidder without giving any reason whatsoever. If in Bank's opinion, the Solution Sizing was not made appropriately to meet the performance criteria as stipulated by Bank, Bank at its discretion can disqualify the Bidder.

**3.8.4. OEM's & Bidder's Previous Experience evaluation process:**

3.8.4.1. The bidder should provide details of previous experience in implementing SD-WAN solution. The bidder's past experience shall be evaluated as given below:

Sl. No.	Criteria	Evaluation Parameters	Max Marks	Documents submitted
1.	No. of implementation (not necessarily by the Bidder) of the Proposed Solution of proposed OEM (not necessarily the model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI in India as on bid submission date.  Bidder has to submit Certificate of Satisfactory working from the respective organizations clearly specifying the no. of locations deployed and since period.	5 and above Organizations	25	
		2 to 4 Organizations	20	
		1 Organization	15	



2.	No. of locations covered implementation (not necessarily by the Bidder) of Proposed Solution of proposed OEM (not necessarily the model) in Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI in India as on bid submission date.  Bidder has to submit Certificate of Satisfactory working from the respective organizations clearly specifying the no. of locations deployed and since period.	500 and above locations	25	
		300 to 499 locations	20	
		From 100 to 299 locations	15	
3.	No. of implementation (and maintenance as well) by the Bidder of SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI in India as on the date of the RFP.  Bidder has to submit Certificate of Satisfactory working from the respective organization clearly specifying the solution and the period.	5 and above Organizations	25	
		2 to 4 Organizations	20	
		1 Organization	15	
<b>Total Marks</b>			<b>75</b>	

**Note:**

- a. Banks mean scheduled commercial banks in India only.
- b. The bidder is required to provide documentary evidence for each of the above criteria and the same would be required on the respective client's letter head in case of credentials.
- c. Calculation of marks would be rounded off to the nearest two decimal places.
- d. Total Score = (Marks Obtained \* 100)/Maximum marks.



**3.8.5. Functional and Technical Requirements evaluation process:**

The evaluation approach for Functional and Technical Requirements is detailed in the table below.

Sl. No.	Technical Evaluation	Evaluation Approach								
	Functional & Technical features evaluation of SD-WAN solution as stated in Appendix-K.	<p>The Bidder shall be awarded the mark on the basis of their response and the PoC conducted by the Bank as mentioned below:</p> <table border="1"> <thead> <tr> <th>Criteria</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>if Technical Requirements is fully compliant (FC) i.e. No customization is required</td> <td>3</td> </tr> <tr> <td>if Technical Requirements is partially compliant (PC) i.e. customization is required</td> <td>1</td> </tr> <tr> <td>if Technical Requirements is non-compliant (NC) i.e. feature cannot be made available in the product</td> <td>0</td> </tr> </tbody> </table> <p>The Bidder is required to submit the compliance to minimum technical specifications of solution as stated in <b>Annexure-7</b></p> <p>Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the bidder at the sole discretion of the Bank.</p> <p>Total Score = (Marks Obtained * 100)/Maximum marks. The bidder has to obtain minimum Total score of 80 marks.</p>	Criteria	Marks	if Technical Requirements is fully compliant (FC) i.e. No customization is required	3	if Technical Requirements is partially compliant (PC) i.e. customization is required	1	if Technical Requirements is non-compliant (NC) i.e. feature cannot be made available in the product	0
Criteria	Marks									
if Technical Requirements is fully compliant (FC) i.e. No customization is required	3									
if Technical Requirements is partially compliant (PC) i.e. customization is required	1									
if Technical Requirements is non-compliant (NC) i.e. feature cannot be made available in the product	0									

**3.8.6.** Bidder should ensure that any Mandatory non-compliance against **Annexure-7** response to Technical & Functional Specification may lead to disqualification.

**3.9. Part B-Technical Proposal:**

**3.9.1.** L1 Price will be determined after giving effect to arithmetical correction, if any.

**3.9.2.** The L-1 bidder will be determined on the basis of the lowest price quoted in the Commercial Bid as mentioned in **Clause-8** of Section-E.

**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 SD-WAN Solution 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. Format for POC in attached in Appendix-K.

**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](http://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**

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. 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.Commercial Evaluation will be done after giving effect to arithmetical correction, if any as per Bill of Material (Annexure-14).

8.2.The bidders are required to submit commercial bid as per Annexure-14.

8.3.Commercial bids quoted in any other currency than INR will be disqualified.

8.4.The commercial bid shall be opened post the technical evaluation. The bids shall be opened only for the technically qualified bidders in the presence of bank and consultant.

**8.5. Cost of Solution (inclusive of taxes) + AMC/ATS (inclusive of taxes) at present values as per BOM+Training.**

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

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

Where 'C' is the annual AMC/ATS and Training amount of each year

'r' is Bank's prevailing 1 year MCLR Rate which is presently 8.60%

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

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





**F. Ownership & Awarding of Contract:**

**1. Bid Validity Period:**

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

**2. Proposal Ownership:**

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

**3. Project Ownership:**

3.1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to **Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution** which are relevant to this RFP.

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

3.3. The Bidder also has to submit a certificate/Letter from OEM that the proposed Hardware, OS, any other related software and the solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles.

**4. Acceptance of Offer:**

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

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

4.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

4.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.



**5. Award of Contract:**

- 5.1. The Bidder who is H1 after completion of evaluation Process, will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the Notice Board of the Bank.
- 5.2. The contract shall, be awarded and the order shall be placed on selected H1 Bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 5.3. The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.
- 5.4. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.
- 5.5. The Shortlisted bidder/s will be required to supply the solution along with the hardware to various branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.

**6. Government of India Guidelines On Purchase Preference:**

**6.1. Procurement through Micro & Small Enterprises [MSEs]:**

Procurement through MSEs will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises from time to time. Following are the conditions applicable as per the Government of India Guidelines

**6.1.1. This MSEs should have registered with :**

- 6.1.1.1. District Industries Centres or
- 6.1.1.2. Khadi Village Industries Commission or
- 6.1.1.3. Khadi & Village Industries Board or
- 6.1.1.4. Coir Board or National Small Industries Corporation or
- 6.1.1.5. Directorate of Handicrafts & Handloom or
- 6.1.1.6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.

6.1.2. MSEs participating in tenders, quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than MSE & such MSE shall be allowed to supply upto 20% of total tendered value. In case of more than one such MSE, the supply shall be shared proportionately according to the tendered quantity.

6.1.3. Bank shall procure minimum 20% of their annual value of goods or services from MSEs.

**6.1.4. Special provisions for MSEs owned by SC or ST-**

Out of the 20% annual target from MSE, a sub-target of 20% [i.e. 4% out of 20%] shall be earmarked for procurement from MSE owned by SC or ST entrepreneurs.

6.1.5. MSEs are also exempted from paying Application fee/cost & EMD.

6.1.6. MSEs should submit the relevant documentary proof for claiming the exemptions.

6.1.7. MSEs shall have basic required qualification under eligibility criteria specified in the RFP and the above Policy will be applicable to those qualifying Bidders only.



- 6.2. The Eligible MSEs who intend to match the L1 Price (ultimately decided by the Bank) shall indicate the willingness to match the L1 Price within 6 working days from the date of communication from the Bank to avail the purchase preference.
- 6.3. The details are available on web site [dcmsme.gov.in](http://dcmsme.gov.in). Interested vendors are requested to go through the same for details.

**7. Effective Date:**

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

**8. Project Execution:**

- 8.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.
- 8.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.
- 8.3. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

**9. Security Deposit / Performance Bank Guarantee:**

- 9.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.
- 9.2. If the Security Deposit / Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value (Exclusive of Taxes).
- 9.3. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank). However, it should be as per the **Appendix-G**.
- 9.4. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of Security Deposit / Performance Guarantee in the form of Bank Guarantee is as per Appendix-G. Any bank guarantee submitted in physical mode, including Security Deposit / Performance Guarantee which cannot be verifiable through SFMS will be rejected summarily.



- 9.5. Security Deposit/Performance Bank Guarantee should be valid for contract period from the date of last installation and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
- 9.6. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.
- 9.7. The security deposit / bank guarantee will be returned to the bidder on completion of Warranty Period.
- 9.8. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.
10. **Execution of Agreement:**
- 10.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.
- 10.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.
- 10.3. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.
11. **Pricing:**
- 11.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes and duties but Exclusive of GST. The Vendor has to quote the applicable taxes separately in the Bill of Material.
- 11.2. The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end.
- 11.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 11.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.
- 11.5. Applicable Taxes will be paid at actuals.
12. **Order Cancellation/Termination of Contract:**
- 12.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
- 12.1.1. Delay in delivery beyond the specified period for delivery.
- 12.1.2. Serious discrepancies noted in the items delivered.



- 12.1.3. Breaches in the terms and conditions of the Order.
- 12.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
- 12.2.1. Non submission of acceptance of order within 7 days of order.
- 12.2.2. Excessive delay in execution of order placed by the Bank.
- 12.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.
- 12.2.4. The bidder goes in to liquidation voluntarily or otherwise.
- 12.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
- 12.2.6. The progress made by the selected bidder is found to be unsatisfactory.
- 12.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 12.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during AMC period (If contracted).
- 12.4. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.
- 12.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 12.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.
- 12.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.



**G. GENERAL CONDITIONS:**

**1. General Order Terms**

Normally, the Order will be placed on the successful bidder as per the details given in the bid document. But, if there is any change in name/address/constitution of the bidding Firm/Company at any time from the date of bid document, the same shall be informed by the bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/Company is undergoing any re-organisation/restructuring/merger/demerger and on account such a change the Firm/Company is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank shall be final.

**2. Roles & Responsibility during Project Implementation**

- 2.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during warranty and AMC etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.
- 2.2. The selected Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or theirs sub-bidders.
- 2.3. In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.
- 2.4. The selected bidder has to execute an Undertaking of Authenticity for Hardware/Software items as per Annexure-9.

**3. Responsibilities of Selected Bidder**

- 3.1. The Selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during warranty and AMC period.
- 3.2. The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty and AMC period and the selected Bidder shall provide the same.
- 3.3. The selected bidder shall submit updated Escalation Matrix for the product/services on a Half-Yearly basis as at the end of 31<sup>st</sup> March and 30<sup>th</sup> September during warranty and AMC period.

**4. Human Resource Requirement**

The Bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

- 4.1. The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.
- 4.2. The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.
- 4.3. In case the performance of the Bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank.



Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.

- 4.4. No right to employment in the Bank shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents, etc. of The Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Bidder is a contract for service.
- 4.5. The Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.
- 4.6. The Bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.

**5. Responsibility for Completeness**

- 5.1. The bidder shall ensure that the Solution provided [Hardware/Software etc] meets all the technical and functional requirements as envisaged in the scope of the RFP.
- 5.2. The bidder shall deliver, install the equipment and port the software, arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.
- 5.3. The Bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.

**6. Inspection of Records**

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software provided to the Bank under this RFP and the vendor shall extend all cooperation in this regard.

**7. Negligence**

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

**8. Assignment**

- 8.1. The vendors shall not assign to any one, in whole or in part, it's obligations to perform under the RFP/contract, except with the Bank's prior written consent.



8.2.If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP.

**9. Publicity**

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

**10. Insurance**

The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Configuration Management Solution and other items. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Configuration Management Solution and other items.

**11. Guarantees**

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

**12. Intellectual Property Rights**

12.1. Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.

12.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.

12.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in





defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

- 12.4. The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.

**13. Confidentiality and Non-Disclosure**

13.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-6.

13.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.

**14. Indemnity**

14.1. The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities(including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;

14.1.2. Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

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

14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

14.2.2. The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

14.2.3. All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

14.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.



**15. Force Majeure**

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

**16. Responsibilities of the Bidder**

By submitting a signed bid/response to this RFP the Bidder certifies that:

- 16.1. The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- 16.2. The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.
- 16.3. No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.
- 16.4. Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with CANARA BANK. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.
- 16.5. The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the



performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfill all the terms and conditions of this RFP.

**17. Corrupt And Fraudulent Practices**

- 17.1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- 17.2. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- 17.3. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- 17.4. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 17.5. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 17.6. The decision of Bank in determining the above aspects will be final and binding on the all the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.
- 17.7. Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, Bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 17.8. The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for supply, installation and maintenance of Configuration Management Solution and other items by the Bank.

**18. Adoption of Integrity Pact**

- 18.1. The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.
- 18.2. Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- 18.3. The Bidders shall submit signed Pre Contract integrity pact as per Appendix-I along with Part-A Conformity to Eligibility Criteria. Those Bids which are not containing the above are liable for rejection.
- 18.4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates



- 18.5. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti corruption principle.
- 18.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 18.7. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty/Guarantee/AMC if contracted whichever is later.
- 18.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 18.9. Integrity pact shall be signed by the person who is authorized to signed the Bid.
- 18.10. The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:

Sri. Dilip Mavinkurve, Email:dilipmav@gmail.com	Sri. Hari Santosh Kumar Email:hsantoshkumar50@gmail.com
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**19. Amendments to Purchase Order**

Once purchase order is accepted by the bidder, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

**20. Amendments to the Agreement**

Once AMC agreement [If AMC contracted] is executed with the bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and mutually agreed by the parties.

**21. Modification/Cancellation Of RFP**

The bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection/cancellation.

**22. Social Media Policy:**

22.1. No person of the bank or the contractors and third parties shall violate the social media policy of the bank.

22.2. The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:

22.2.1. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.

22.2.2. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.”



**23. Resolution of Disputes:**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Bengaluru, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.

**24. Legal Disputes and Jurisdiction of the court:**

24.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/pro prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

24.2. All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/Contract agreement shall be governed by the laws of India.

  
DEPUTY GENERAL MANAGER

**Annexure-1**  
**Bid Covering Letter Format**

Reference No:

Date:

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

Dear Sir,

**SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution.**

**Ref: Your RFP 09/2018-19 dated 15/09/2018**

Having examined the tender document including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to complete delivery, Installation, Integration, Commissioning and Maintenance of solution as per timelines mentioned in the RFP for each ordered locations.

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

We agree to abide by this offer till 180 days from the date of opening of Commercial Bid and for such further period as mutually agreed between the bank and successful bidder, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

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

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



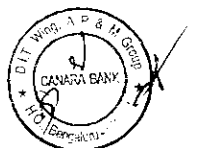
We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations

Date

Signature with seal

Name :

Designation :



**Annexure-2**  
**Eligibility Criteria Declaration**

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

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.  
Ref: Your RFP 09/2018-19 dated 15/09/2018

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

	Sl. No.	Eligibility Criteria	Documents to be submitted with Part A-Confirmity to Eligibility Criteria	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
	b)	Bidders shall be the Original Equipment Manufacturers (OEM) of Solution  (OR) An authorized dealer	If the applicant is a OEM, an Undertaking Letter has to submitted in this effect.  If the bidder is an Authorised Dealer, an Authorisation letter from their OEM to deal/market their product in India and it should be valid for a minimum period of 5 years from the date of submission of the Bid.	
FINANCIALS	c)	The Bidder should have minimum turnover of Rs. 50 Crores from the Indian Operations only in each of the last three financial years (i.e. 2015-16, 2016-17 and 2017-18).	Bidder has to submit Audited Balance Sheet for last 3 Years (i.e. 2015-16, 2016-17 and 2017-18). In case Audited Balance sheet for 2017-18 is not ready, Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	
	d)	The Bidder should have Positive Net Worth as on 31/03/2018.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	



BIDDER EXPERIENCE	e)	Bidder should have supplied and should have been maintaining SD-WAN (Software Defined -Wide Area Network) solution in any Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI in India.	The Bidders has to provide order copy/reference Letter from in their name from Scheduled Commercial Bank/PSU/Govt. Organizations/BFSI/Corporates in India duly mentioning the solution name and the no. of Devices/endpoints.	
	f)	The applicant shall have support office in Bengaluru and Mumbai for 24x7 support.	The Bidders to furnish their existing service center infrastructure details like contact details with postal address , no of engineers, jurisdiction of the engineer etc. besides local Contact Person Name , Address , Phone No, Mobile No, Email etc.	
Solution Experience	g)	Proposed Solution of proposed OEM (not necessarily the model) should have been deployed (not necessarily by the Bidder, in case of Dealer/ Distributor/Partner) in at least one Scheduled Commercial Bank/PSU/ Govt. Organization/Govt. Unit/BFSI in India for minimum 100 locations .	The Bidders has to provide order copy/reference Letter from in their name from their customers duly mentioning the solution name and the no. of Devices/endpoints.	

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

Date

Signature with seal

Name :

Designation :



Annexure-3

Bidder's Profile

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

Sl. No.	Particulars	Details
a)	Name of the Company	
b)	Constitution (Ltd./ Pvt. Ltd/Firm).	
c)	Date of Establishment/Incorporation	
d)	Address of Corporate Office	
	Address of the Registered Office	
	On which Office Order to be placed on (Registered Office/Corporate Office) ?	
e)	Telephone No	
	FAX No (if available)	
	E-mail Address	
	Website	
f)	Annual Turnover:	2015-2016
		2016-2017
		2017-2018
g)	Net worth as on 31/03/2018	
h)	Domestic Customer Base (Number of Clients similar Solution were supplied and installed in India)	
i)	Service Net Work (Number of Service Centers in India)	
j)	Our PAN number for Income Tax is :	
	We are registered with the GST authorities and our registration numbers are as follows. GST Registration Number is	



<u>Our Bank Details</u>	
Name and Style of Bank Account	
Name of the Bank and Branch address	
Account Number	
RTGS / NEFT Code	

Date

Signature with seal

Name :

Designation :



Service Support Details

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

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

Date

Signature with seal

Name :

Designation :



Annexure-5

Track Record of Past Implementation of Projects towards Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

Name of the Bidder \_\_\_\_\_

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

Sl. No.	Name of the Client/s where Software Defined -Wide Area Network (SD-WAN) Solution were delivered	Contact Person's Name	Telephone No.	Address
1	2	3	4	5

(Enclose necessary documentary proof)

Date

Signature with seal

Name :

Designation :



Non-Disclosure Agreement

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

WHEREAS, we, \_\_\_\_\_, having Registered Office at \_\_\_\_\_, hereinafter referred to as the Bidder, are agreeable to provide IT Infrastructure services to Canara Bank, having its office at 14,Naveen complex, HO(annex), M.G Road Bengaluru -560001 hereinafter referred to as the BANK and,

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

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

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

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

Date

Signature with seal

Name :

Designation :



Annexure-7  
Technical Requirements for Software Defined -Wide Area Network (SD-WAN)  
Solution

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

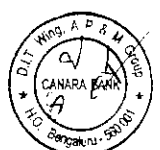
**Note:**

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

Sl. No.	General Hardware Specification	Mandatory/ Desirable	Fully Complied(FC)/ Partially Complied (PC)/ Not Complied(NC)
1.	Proposed solution should be in the form of Hardware Appliance and must be Rack Mountable with Dual Power Supply.	Mandatory	
2.	Proposed solution must be in-premises ,management of devices should be in-premises.	Mandatory	
3.	The SD-WAN should be capable of HA: Active/Passive and should be capable of state synchronization between HA devices	Mandatory	
4.	High Mean Time Between Failure values should be minimum 07 years to ensure long life of hardware.	Mandatory	
5.	The SD-WAN devices should be capable of WAN protocols like PPP, Multilink PPP & HDLC support etc.	Desirable	
6.	The SD-WAN should be capable to use all the available links like		
a.	MPLS	Mandatory	
b.	Internet any kind	Mandatory	
c.	4G LTE	Desirable	
7.	The SD-WAN should have inbuilt/supporting hardware and software for 4G / 4G LTE Technologies.	Desirable	
8.	SD-WAN should support PAP/ CHAP for 4G/4G LTE mode of connectivity.	Desirable	
9.	The SD-WAN should have the ability to bind multiple MPLS links and/or public internet links.	Mandatory	
10.	The SD-WAN should Support L3 protocol functionality like Static Routes,OSPFv2,OSPFv3,BGP 4,Policy Based routing ,Tunneling and NAT from day of connectivity.	Mandatory	



11.	The SD-WAN should able to configure L2 interface bundle	Mandatory	
12.	The SD-WAN should Support IPv4 and IPv6 from day one	Mandatory	
13.	<b>The SD-WAN should support following IPv6 capability</b>		
a.	IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics, IPv6 neighbour Discovery	Mandatory	
b.	ICMPv6, IPv6 DHCP	Mandatory	
c.	Support for the following IP v6 features : OSPF v3 , BGP Routing Support for IPv6, IP V6 Dual Stack, IP v6 Policy based Routing, and IP v6 QoS.	Mandatory	
14.	<b>Device Operating Conditions:</b>		
a.	SD-WAN should seamlessly operate within Temperature range from 32 to 104°F (0 to 40°C) (Maximum Altitude 1,800m).	Mandatory	
b.	SD-WAN should seamlessly operate within Relative Humidity range from 15 to 85%.	Mandatory	
c.	SD-WAN should seamlessly operate within Altitude range from 0 to 10,000 ft (3,000m).	Desirable	
15.	The SD-WAN should support QoS features.	Mandatory	
16.	The SD-WAN should support SNMP and NTP for monitoring and report purpose	Mandatory	
17.	The SD-WAN device should be able to deploy “ In line mode/Off line mode “current Network setup and the event of failure, device should act in Pass-through mode	Desirable	
18.	The SD-WAN must include the ability to support the network topologies like Hub and spoke, Full mesh, Partial/Regional mesh and Dynamic mesh	Mandatory	
19.	The Proposed hardware should be able to interoperate with the existing products of different vendors (eg: - Cisco, HP, Juniper, Checkpoint, Nortel, Palo-alto, etc.) Routers, Switches and Firewall.	Mandatory	
A.	<b>DC/DR WAN optimization &amp; Acceleration solution with High Availability specification</b>		
1.	The Solution must be delivered by a physical hardware platform in a DC/DR and should be rack mountable	Mandatory	
2.	The Appliance must have throughput of minimum 4Gbps.	Mandatory	
3.	The Appliance for DC/DR should carry the functionality of WAN Optimization, Hybrid WAN, Performance based routing.	Mandatory	
4.	The Appliance should have minimum 4 x1G RJ45 type,2 X10G Optical SFP based WAN ports.	Mandatory	
5.	The Solution should be capable of HA: Active/Passive and should be capable of state synchronization between HA devices	Mandatory	
6.	The Solution should be supplied with Console Cable, Power Cable and Rack Mount kit.	Mandatory	
7.	All the WAN ports of should support QoS.	Mandatory	
8.	The device should use both DC-DR links effectively and it should continuously use the links even with 20% error in the link.	Mandatory	
9.	The solution should recover from link failure - alternate link convergence time within milliseconds without session disconnect.	Mandatory	
10.	During hardware failure the solution must fail open with < 1 Sec	Desirable	
B.	<b>DIT-Naveen Complex SD-WAN High Availability Solution Specification</b>		
1.	The SD-WAN must be delivered by a physical hardware platform in DIT and should be rack mountable	Mandatory	
2.	The SD-WAN must handle the throughput of minimum 400Mbps.	Mandatory	
3.	The DC/DR SD-WAN should have minimum 4x1GE based WAN ports.	Mandatory	





4.	The SD-WAN should be supplied with Console Cable, Power Cable and Rack Mount kit	Mandatory	
5.	All the WAN ports of SD-WAN should support QoS.	Mandatory	
6.	The SD-WAN should be capable of HA: Active/Passive and should be capable of state synchronization between HA devices	Mandatory	
<b>C. Head Office SD-WAN High Availability Solution Specification</b>			
1.	The SD-WAN must be delivered by a physical hardware platform in HO and should be rack mountable.	Mandatory	
2.	The SD-WAN must handle the throughput of minimum 200Mbps.	Mandatory	
3.	The DC/DR SD-WAN should have minimum 4x1GE based WAN ports.	Mandatory	
4.	The SD-WAN should be supplied with Console Cable, Power Cable and Rack Mount kit	Mandatory	
5.	All the WAN ports of SD-WAN should support QoS.	Mandatory	
6.	The SD-WAN should be capable of HA: Active/Passive and should be capable of state synchronization between HA devices.	Mandatory	
<b>D. 21 Circle Office SD-WAN Specification</b>			
1.	The SD-WAN must be delivered by a physical hardware platform in CO and should be rack mountable.	Mandatory	
2.	The SD-WAN must handle the throughput of minimum 100Mbps.	Mandatory	
3.	The CO SD-WAN should have minimum 6x1 GE based WAN ports	Mandatory	
4.	The CO SD-WAN should support 802.1Q and 802.1X	Mandatory	
5.	The CO SD-WAN should be supplied with Console Cable, Power Cable and Rack Mount kit	Mandatory	
6.	All the WAN ports of SD-WAN should support QoS.	Mandatory	
<b>E. General Functionality Requirement and Specification</b>			
1.	Based on N/W analysis of the current setup the solution must select best path based on link Quality, Policy & link Capacity.	Mandatory	
2.	The SD-WAN should be able to load balance across links simultaneously, or leverage the secondary link for spill-over if the bandwidth required for one session exceeds the available bandwidth on the best link. This lets high bandwidth applications have as much bandwidth as they need to perform optimally.	Mandatory	
3.	The SD-WAN should support if the bandwidth of a single session exceeds the availability on any link , the session must be able to use multiple links simultaneously.	Mandatory	
4.	The SD-WAN should have the ability to bind multiple MPLS links and an MPLS link with public internet link.	Mandatory	
5.	The SD-WAN should be able to build connections dynamically between two SD-WAN devices ,leveraging multiple links and apply logic for best path selection, traffic switching ,Qos and dynamic link bonding.	Mandatory	
6.	The SD-WAN should support Link failover due to packet loss, Latency, Jitter, link flap & Etc. - without TCP and UDP session failover	Mandatory	
7.	The SD-WAN device should have capability to forward traffic via specific WAN paths depending on predefined application policies and performance needs.	Mandatory	
8.	The appliance should use both the links effectively.	Mandatory	
9.	The SD-WAN solution should not add any latency for the current traffic path	Mandatory	
10.	The SD-WAN should be capable of sending duplicate data over both links for guaranteed delivery of all applications data and it has to be configurable feature need to be enabled if required.	Desirable	



11.	The SD-WAN should continuously check the link flaps, if the link is not stable then put the link in monitor state, once the link is stable for particular time then start sending traffic on that link.	Mandatory	
12.	The SD-WAN should support one way Latency and Traffic loss monitoring (Eg: DC to DR & Site DR to DC)	Mandatory	
13.	The SD-WAN should continuously assess performance of critical voice, video, or data applications at any given time with the ability. This analysis provides administrators a comprehensive before-and-after view into application behavior on individual links.	Mandatory	
14.	The SD-WAN must integrate transparently into the existing routing infrastructure. The solution must be completely transparent to existing routing protocols (e.g., OSPF, RIP, BGP (iBGP and eBGP), IPSEC etc.). All routing functions, including “dynamic path selection” or any other network routing decisions.	Mandatory	
15.	The SD-WAN must be able to perform priority queuing in order to prioritize packet flows for each traffic class.	Mandatory	
16.	The SD-WAN Should support hybrid secured connectivity across the WAN i.e Data flowing between DC to DR devices and from DC/DR to HO/CO devices should be encrypted by using industry standard protocol.	Mandatory	
17.	The SD-WAN Should support SSL and IPsec encryptions. The solution should use standard based encryption, such as AES to provide secure connectivity over any type of WAN link.	Mandatory	
18.	<b>The DC and DR devices should support WAN optimization features:</b>		
a.	TCP flow control	Mandatory	
b.	Data compression	Mandatory	
c.	De-duplication	Desirable	
d.	Protocol optimization	Mandatory	
19.	The DC and DR WAN optimization feature should optimize and reduce 50% our existing bandwidth utilization .	Mandatory	
20.	The DC and DR WAN optimization feature should reduce our existing time taken to carry data replication from DC to DR/DR to DC.	Mandatory	
21.	The SD-WAN solution must be able to apply Qos policies to all the traffic seen in network ,including both optimized and non-optimized traffic flows ,including TCP,UDP and other non-TCP traffic types.	Mandatory	
22.	The SD-WAN solution should include a Qos mechanism that is able to protect delay sensitive flows like Voice, Video, and VDI	Mandatory	
23.	If a failure of one or more network links occur and there isn't enough remaining bandwidth to service all current sessions, current sessions should be adjusted to conform with the QoS policies.	Mandatory	
24.	<b>The SD-WAN should have following Firewall features</b>		
a.	Firewall Services with Access Lists and Time based Access lists to provide supervision and control.	Mandatory	
b.	Firewall for statefull blocking	Mandatory	
c.	Web/URL filtering capability to allow or deny access to certain class of web sites according to predefined policies.	Desirable	
d.	The SD-WAN may support DDoS functionality and protect DDOS attack like UDP Flood, Ping of Death.	Desirable	



25.	The SD-WAN must support configuration rollback feature to detect and recover from software and configuration errors by reverting back to previously active software or configuration.	Mandatory	
<b>F. SD-WAN Management</b>			
1.	Appliance Should be able to integrate with central authentication solutions such as	Mandatory	
a.	Active Directory (AD)	Mandatory	
b.	TACACS server	Mandatory	
c.	Privileged identity Management(PIM)	Desirable	
2.	Solution should have privilege level of users like L1,L2 and L3 to control and to manage deployed SD-WAN devices.	Mandatory	
3.	The Solution should have simplified orchestration which should be placed in DC and DRC for provisioning ,automation to control and to push configuration for all the devices.	Mandatory	
4.	The solution should come with a web based administration interface and GUI.	Mandatory	
5.	Central Management Console to be provided in DC & DR. Both DC and DR SD-WAN controllers should be in active-active mode.	Mandatory	
6.	The DC and DR management console should have the capacity to handle up to minimum 250 devices simultaneously.	Mandatory	
7.	The solution should be able to perform time synchronization with NTP server	Mandatory	
8.	The appliance must be able to integrate with NCCM tools like Everest.	Desirable	
9.	The appliance should support SNMP ( V1 , V2 and V3 ) to monitor the system Health ( CPU, memory Utilization , Ethernet port bandwidth ) .	Mandatory	
10.	The appliance should be capable to send Email alerts on meeting/exceeding the user defined thresholds.	Desirable	
11.	The solution must support flexible hierarchical group management, including for group-based configuration changes and software updates. Appliances may be grouped according to a hierarchical structure that affords easy management of hundreds of appliances.	Desirable	
<b>G. SD-WAN Reporting</b>			
1.	The SD-WAN should support granular Real-Time Monitoring and Historical Reporting like		
a.	Statistic bandwidth usage of available links	Mandatory	
b.	Statistic bandwidth usage of each application and flow of each application.	Desirable	
c.	Network statistics, including continuous performance monitoring of loss, latency, and packet ordering for all network paths and link utilization.	Mandatory	
2.	The SD-WAN should be able to generate report for		
a.	Traffic statistics of all the included path	Mandatory	
b.	Specific application utilization	Desirable	
c.	Path performance	Mandatory	
3.	The SD-WAN should provide automated, real-time event alert mechanism.	Desirable	
4.	The SD-WAN should be able to generate system events/logs for events that have taken place in the system such as a login, changes to configuration and system related errors or warnings.	Mandatory	

5.	The SD-WAN should have GUI (Graphical User Interface) for Report Generation.	Mandatory	
6.	The SD-WAN <b>MUST</b> provide following reports of Individual Link Quality/Virtual Link Quality on daily, weekly, monthly, yearly etc.		
a.	Packet loss in the links	Mandatory	
b.	Jitter on the links	Desirable	
c.	Latency of Links	Mandatory	
7.	The SD-WAN controller should contain single dashboard which includes all other device status like CPU, Link status, event logs etc.	Mandatory	
8.	The solution must be capable of exporting traffic statistics to AppFlow or Netflow collectors.	Desirable	
9.	The solution should provide option for scheduling reports.	Mandatory	
10.	All Reports must be exportable in CSV format / PDF format	Desirable	
H.	<b>LICENSE and SLA</b>		
1.	The devices and software should be supported by the OEM on 24X7 basis through a global Technical Assistance Center(TAC).	Mandatory	
2.	For DC and DR, support should include 4Hrs Advance Replacement(Delivery within 4Hours after authorization of replacement) .For other locations support should be on NBD(Next Business Day).	Mandatory	
3.	The support should be provided direct from OEM and not through any intermediate.	Mandatory	
4.	All the functionality and feature license should be pre-installed and it should be usable from day one of operation.	Mandatory	
5.	During the tenure , all the software/Patch/OS upgradation should be done by the Bidder/OEM with no Cost to Bank.	Mandatory	
6.	All the license part should be applied to all SD-WAN devices through central controller and not from cloud.	Mandatory	

**Notes:**

- The Bidder shall be awarded full three (3) marks for a line item if it is fully compliant (FC) i.e. No customization is required, One (1) mark for a line item if it is partially compliant (PC) i.e. Customization is required, and Zero (0) mark for a line item if it is Non complaint (NC) i.e. feature cannot be made available in the product.
- Bidder should ensure that any Mandatory non-compliance against Appendix-K response to Technical & Functional Specification may lead to disqualification.
- Total Score = (Marks Obtained \* 100)/Maximum marks.
- The bidder has to obtain minimum Total Score of 80.
- Bidder has to showcase above specifications / features and provide equivalent document

**Declaration:**

- We hereby Confirm that we have various certificates/bench mark testing standards for the items quoted to meet the intent of the RFP.
- We hereby Confirm that we have back to back arrangements with third party hardware software for providing continuous and un-interrupted support to meet SLAs obligations as per RFP Terms.

Date

Signature with seal

Name :

Designation :



Scope of Work

**SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.**

**Ref: Your RFP 09/2018-19 dated 15/09/2018**

Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)
1.	Bidder has to supply and install the Hardware/Appliance along with required licenses at Banks DC, DRC, Head Office, DIT-Naveen Complex and 21 Circle office locations. Bidder has to take back-to-back OEM support for all Hardware/appliance, software, licenses etc.	
2.	Bidder has to own the responsibility of making the solution run as desired by the Bank.	
3.	Bidder has to plan, design, integrate, implement, rollout, manage the solution for the contracted period.	
4.	Bidder has to document the detailed solution architecture, design, traffic flow etc.	
5.	If some components are missed out or not properly sized, onus is on the bidder to supply/replace it without any cost to Bank.	
6.	All necessary entitlements papers of license for both hardware and software should be provided to the Bank.	
7.	Bidder shall ensure that during various phases of implementation, the performance, security, etc. of the existing network setup is not compromised.	
8.	Bidder has to integrate the SD-WAN with AD, NTP Server, TACACS, PIM, Monitoring tool etc.	
9.	Bidder has to mount the devices in the existing network rack, Bidder has to install their own rack if space/rack is not compatible in any of the location.	
10.	NBD (Next Business Day) HW support. Back to Back OEM TAC support (24*7).	
11.	Bidder has to design, lay and test the solution to cater to the requirements.	
12.	Bidder has to submit escalation matrix and keep Bank informed, if any changes take place in the designed solution.	
13.	Design and Implementation have to be done by the onsite team of experts from OEM along with bidder's skilled team including project manager.	
14.	All products updates, upgrades & patches should be provided by the selected bidder free of cost during warranty period.	
15.	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/OEM.	
16.	DC and DR SD-WAN should be configured as master controller for all other locations preferably or separate controller can be provided to control other locations devices. Both DC and DR SD-WAN controller should be in active-active mode for all other devices.	
17.	DC,DR,HO and DIT solution should be provided with HA (High Availability ).	
18.	Bidder may be required to participate and comply with in various audits, regulatory requirements and certifications conducted by Bank, RBI, other agencies and various legal entities.	
19.	Bidder has to provide hands on, in-depth training by OEM for 10 Officials every year during the contracted period at Bangalore/ Mumbai.	
20.	Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty period.	



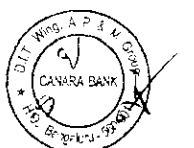
21.	Bidder has to coordinate with Bank System Integrator while implementing the project and during any point of time when ever issue is raised by the Bank.	
22.	Bidder has to prepare and supply the standard configuration/ backup/ compliance/ reporting etc. templates as per Bank's requirement	
23.	Sub-contracting of Bidder for any activity under this project is not permitted. An undertaking to this effect shall be submitted by the bidder.	

Date

Signature with seal

Name :

Designation :



Undertaking of Authenticity for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

We hereby undertake that all the components/parts/assembly/software's used in the Software Defined -Wide Area Network (SD-WAN) Solution under the above like Hard Disk, Monitors, Memory etc shall be original new components /parts /assembly /software only from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

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

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

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

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

Date

Signature with seal

Name :

Designation :



Annexure-10

Compliance Statement

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

DECLARATION

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

Compliance	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions		
Technical Specifications and Requirements for of Software Defined -Wide Area Network (SD-WAN) Solution as per Annexure-7		
Scope of Work as Per Annexure-8		

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

Date

Signature with seal

Name :

Designation :





Undertaking Letter Format

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

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

Date

Signature with seal

Name :

Designation :



Annexure-12

Escalation Matrix

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

Name of the Company:

Delivery Related Issues:

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

Service Related Issues:

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

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

Date

Signature with seal

Name :

Designation :



Annexure-13  
Manufacturer Authorization Form

[Note: This Format Letter should be on the letterhead of the manufacturing concern and should be signed by an Authorised Signatory of the manufacturer.

No. \_\_\_\_\_ dated \_\_\_\_\_

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

**SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined - Wide Area Network (SD-WAN) Solution.**

**Ref: Your RFP 09/2018-19 dated 15/09/2018**

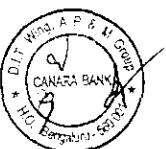
We \_\_\_\_\_ who are established and reputed manufacturers of \_\_\_\_\_ having factories/development facilities at 1) \_\_\_\_\_ and 2) \_\_\_\_\_ do hereby authorise M/s \_\_\_\_\_ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against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

We (Manufacturer) hereby extend our warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates for our products for contract period from the date of installation.

We (Manufacturer) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s ..... for all the products quoted for and supplied to the bank during the 5 Years Contract period. In case this is not considered while quoting and in the event M/s ..... fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and updates and any new Operating Software releases at the bank's premises.

Yours faithfully

(Name)  
For and on behalf of  
M/s



Annexure- 14  
Bill of Material

SUB: RFP for Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.

Ref: Your RFP 09/2018-19 dated 15/09/2018

Notes

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

Table -A  
Price details of Hardware & Software Items

[Amount in Indian Rupees]

Sl. No.	Item Details	Cost Price				AMC/ATS (as per Table-D)*				Quantity	Total Cost with 3 years Comprehensive onsite warranty and support and 2 Years AMC/ATS (Incl. of tax)	
		Unit Price with 3 years Comprehensive onsite warranty and support (Excl. of Tax) for Hardware & Software	Tax for Column A		Unit Price with 3 years Comprehensive onsite warranty and support (Incl. of Tax) for Hardware & Software	2 years AMC/ ATS charges per unit after warranty period (Excl. of Tax)	Tax for Column E		2 years AMC/ ATS charges per unit after warranty period (Excl. of Tax)			Unit Price with 3 years Comprehensive onsite warranty and support and 2 Years AMC/ATS (Incl. of tax)
		A	B % of tax	C= Tax Amt	D= A+C	F	F% of Tax	G= Tax Amt	H=E+G	I=D+H	J	K= (ixJ)
1.	SD -WAN for DC & DR as per Annexure-7 & Annexure-8										4	
2.	SD -WAN for Head Office as per Annexure-7 & Annexure-8										2	
3.	SD -WAN for DIT Wing, Naveen Complex as per Annexure-7 & Annexure-8										2	
4.	SD -WAN for Circle Office as per Annexure-7 & Annexure-8										21	
5.	Management Console										2	
6.	Total cost (total of column k of rows 1 and 2)											

\*Year wise breakup of AMC/ATS charges should be furnished in Table-D.



**Table-B**  
**Charges for Training for 5 Years**

[Amount in Indian Rupees]

Sl. No.	Requirement	Training Charges Per Annum (Excl. of Taxes)	Tax for Column A		Training Charges Per Annum (Incl. of Taxes)	No of Years	Total Training Charges for 5 Years (Incl. of Taxes)
			Tax %	Tax Value			
		a	b	c	d=a+c	e	f=dxe
1.	Training Charges for Clause no. 10 of Section B of the RFP					5	

Charges mentioned in above Table-B should be valid till 5 years from the date of opening of Commercial Bid. One Time training to be provide after implementation. Bank will place the order for next training as and when required during the contract period.

**Table-C**  
**Total Cost for 5 Years Contract Period**

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost of Ownership [inclusive of tax]
A	Price details of Hardware & Software Items as per Table-A [Total of Column K]	
B	Charges for Training for 5 Years as per Table-B [Column f]	
C	Total Cost of Ownership [Sum of A and B of Table-C]	

**Table -D**  
**Post Warranty AMC/ATS Calculation Table for Unit Quantity for Table-A**

[Amount in Indian Rupees]

Sl. No.	Description	Post Warranty AMC/ATS Charges year wise**					
		4 <sup>th</sup> Year	5 <sup>th</sup> Year	Total AMC/ATS for 2 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS for 2 Years (Incl. of Tax)
		AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)				
		a	b	c=a+b	d	e	f=c+e
1.	SD -WAN for DC & DR as per Annexure-7 & Annexure-8						
2.	SD -WAN for Head Office as per Annexure-7 & Annexure-8						
3.	SD -WAN for DIT Wing, Naveen Complex as per Annexure-7 & Annexure-8						
4.	SD -WAN for Circle Office as per Annexure-7 & Annexure-8						
5.	Management Console						



\*\*The Charges mentioned in column 'c' of Table-D should tally with the charges mentioned under Column 'E' of Table-A. The Charges mentioned in column 'f' of Table-D should tally with the charges mentioned under Column 'H' of Table-A.

Undertaking

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

Date

Signature with seal

Name :

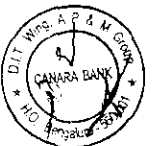
Designation :



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

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

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD.
- 4) Self-Declaration of MSEs on their Letter Head- "If we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we will be suspended for the period of three years from being eligible to submit Bids for contracts with Canara Bank."
- 5) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 6) Bid Covering letter as per Annexure-1.
- 7) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 8) Bidder's Profile as per Annexure-3.
- 9) Service Support Details as per Annexure-4.
- 10) Track Record of Past Implementation of Projects as per Annexure-5.
- 11) Non-Disclosure Agreement as per Annexure-6.
- 12) Signed Pre Contract Integrity Pact as per Appendix-I (available at URL: <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>) in non-judicial Stamp paper.
- 13) Write up on the Work Experience / Expertise of Supply, Installation, Integration and Maintenance of Software Defined -Wide Area Network (SD-WAN) Solution.
- 14) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.
- 15) Bidder should provide Call Log in procedure for call logging and ticketing.



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

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

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



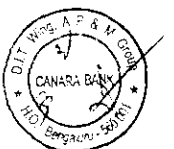


Appendix-CInstruction to be noted while preparing/submitting Part C-Commercial Bid

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

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

- 1) Bill of Materials as per Annexure-14.



Note: following Appendixes are uploaded in Bank's website under URL: <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>

<b>Bid Formats</b>	
Appendix D	<u>Format for Sending Prebid Queries.</u>
Appendix E	<u>Authorization Letter Format.</u>
<b>Bank Guarantee Formats</b>	
Appendix-F	<u>Bank Guarantee Format for Earnest Money Deposit.</u>
Appendix G	<u>Proforma of Bank Guarantee for Contract Performance.</u>
Appendix H	<u>Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)</u>
<b>Pre Contract Integrity Pact</b>	
Appendix I	<u>Pre Contract Integrity Pact.</u>
<b>Reverse Auction Formats (Not Applicable)</b>	
Appendix J	<u>Business Rules and Terms and Conditions of Reverse Auction.</u>
Appendix J (1) & Appendix J(3)	<u>Format to be submitted before commencement of Reverse Auction.</u>
Appendix J(2)	<u>Format to be submitted after Reverse Auction by L1 vendor.</u>



Appendix-KTechnical Criteria for Proof of Concept

Sl. No.	General Hardware Specification	Mandatory/ Desirable	Fully Complied(FC)/Partially Complied (PC)/Not Complied(NC)	Mark Scored	Bidder's Signature	Bank Official's Signature
xx	Technical Requirement as per Annexure-7	As per Annexure-7	As per 3.8.5			
..	..	..				

