

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, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001
Phone No - 080- 5590070,25584873
Email Id - hoditapm@canarabank.com



A. BID SCHEDULE

Description	Details
RFP No. and Date	RFP 20/2018-19 dated 21/02/2019
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: hoditapm@canarabank.com
Date of Issue of RFP	21/02/2019, Thursday
Application Money (Non-refundable)	Rs. 29,500/- (including 18% GST) ✓
Earnest Money Deposit (Refundable)	Rs. 50,00,000/- ✓
Last Date and Time for Submission of Bids	18/03/2019, Monday 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.	19/03/2019, Tuesday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date and time opening of Technical Bid Part-B / Commercial Bid	Will be intimated at a later date.
Pre-bid Meeting Date & Time	<ul style="list-style-type: none"> ○ Pre-bid meeting will be held on 06/03/2019, Wednesday at 3.30 pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. ○ Pre bid queries should be submitted as per Appendix-D. ○ Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 02/03/2019, Saturday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 20/2018-19 dated 21/02/2019"





<p>Other Details</p>	<ol style="list-style-type: none"> 1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid. 2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website http://canarabank.com/english/announcements/tenders. 3. No suggestions or queries shall be entertained after pre-bid meeting.
<p>This document can be downloaded from following website http://canarabank.com/english/announcements/tenders, https://eprocure.gov.in/epublish/app In that event, the bidders should pay the 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 & 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



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B. INTRODUCTION

1. About Canara Bank:

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having pan India presence of more than 6,170 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. Bank is looking for enterprise class SD-WAN solution for branches and administrative offices having onsite SD-WAN Controller. The solution should enable Bank to connect its offices via Hybrid WAN and maneuver traffic with End-to-End Security. The solution should support various network topology i.e. Hub to Spoke, Mesh etc.
- 4.2. The SD-WAN solution should be capable to optimize the replication traffic between DC-DR by various methods i.e. Compression, DE-Duplication and Transmitting References etc., which will reduce the volume of the data travelling through the links. The solution will also distribute the load on available paths and auto-failover to better performance links.
- 4.3. The SD-WAN solution 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.

- 4.4. The Data/Voice/Video traffics should be routable not only by policies but also by the performance of the link such as jitter, latency, packet loss etc. SD-WAN solution should improve Video conference performance between offices and it should take care of automatic traffic steering through 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 (Oracle, Microsoft SQL Server etc.) 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 P2P links are being used in active-active mode with manual distribution of load.
- 7.5. 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.
- 7.6. Bank has deployed HD Video Conferencing Solution across these offices. Every day TOP level management Video Conferences are being conducted between these offices. Also several Video Conference are conducted with Banks's Regulator on regular basis.

7.7. Branches are connected via MPLS, VSAT, VPNoBB, WiMAX etc. links. Bank is exploring possibility of connecting branches using various modes Internet connectivity e.g. 3G/4G/5G/ADSL/Broadband/FTTH 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), Administrative offices (i.e. Head Office, HO Annex., Circle Offices) and branches 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	HO Annex.	Circle Offices	Branch
No Of Edge Devices	2 (in HA) [incase Multi-OEM solution / same OEM's multi-product solution, HA should be built for all product/ solution]	2 (in HA) [incase Multi-OEM solution / same OEM's multi-product solution, HA should be built for all product/ solution]	2 (in HA)	2 (in HA)	21 = (1 in Each Circle Office * 21)	2895 = [(1 in Each Branch * 2790)+(5 in Each CO* 21)]
No of Concentrator / Head End Devices	Cluster should be built with HA (1:1) [should accommodate all VPN / Tunnel / Session / Throughput etc. requirements for all locations as per RFP]	Cluster should be built with HA (1:1) [should accommodate all VPN / Tunnel / Session / Throughput etc. requirements for all locations as per RFP]	NA	NA	NA	NA
No Of Management Console /Controller	1 [incase Multi-OEM solution/same OEM's multi-product solution, Management console should be made available for all products / solution] - HA between DC-DR	1 [incase Multi-OEM solution/same OEM's multi-product solution, Management console should be made available for all products / solution] - HA between DC-DR	NA	NA	NA	NA
Training	Bidder has to provide hands on Product training of the proposed solution by OEM/OEMs directly for 10 numbers of Bank officials at Bangalore/Mumbai as per Bank's decision.					

*2790 Branch office locations will be implemented in Phased manner as below and 105 devices will be kept in Circle Offices (5 in each CO)

Phase	Branch Type	Count Of Branches
First Phase	VSAT Connectivity as Primary	390
Second Phase	MPLS Primary and No Backup branches	1140
Third Phase	MPLS Primary and VSAT as Backup Connectivity	1260



- 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 & ATS of 1 years & AMC of 4 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 will be implementing the branch office locations in Phased Manner as mentioned in 8.1 and separate PO will be released for each Phase. The Acceptance date, Delivery date, Implementation timelines will be as per respective PO.
- 8.5. Bank reserves the right to increase or decrease the quantum of purchase by 10% in respect to the branch device 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.
- 9.2.3. During Project Implementation the Bidder should provide minimum 3 onsite resources and comply following points.
- Resource should not be less than 6 Months old in that company
 - Bidder should have done Background verification of the resource and bidder should share to bank at any point of time.
 - Person leaving service to be reported to Bank.
 - Person should have company ID proof.

10. Training:

- 10.1. Bidder has to provide hands on Product training (3 days * 8 hours) of the proposed Solution by OEM/OEMs directly for 10 numbers of Bank officials at Bangalore/Mumbai as per Bank's decision.
- 10.2. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training.
- 10.3. Trainer should be well experienced and must have industry certification.
- 10.4. Bidder has to provide User Manual and Technical Documentation both in hand and soft copies to the Bank.
- 10.5. Bidder should provide similar training during the contract period with mutual understanding with respect to 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 8 weeks for DC & DR, HO, HO Annex., Circle offices and 1st Phase of branch office locations from the date of acceptance of Purchase Order.

1.2.2. Installation, Configuration and Implementation: Within 4 weeks for DC and DR, within 6 Weeks for HO, HO Annex. and 21 Circle offices from the date of Delivery as per clause 1.2.1. Branch office locations duration will be as mentioned below as per the phase.

Phase	Approx. No of Locations	Tentative Month of PO Release	Hardware Delivery Duration	Implementation Duration in Weeks
1st	390	Jun2019	as per clause 1.2.1	7
2nd	1140	Aug2019	8 Weeks from the date of Acceptance of 2nd Phase PO	10
3rd	1260	2Week Of Oct2019	8 Weeks from the date of Acceptance of 3rd Phase PO	12

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

- a) **99.95%** in DC, DRC, Head Office and HO Annex.
- b) **99.50%** for the Circle Offices and
- c) **99.50%** for Branch office locations,

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:

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

2.6. Contracted minutes of a month = No. of days in that month * (24 * 60) minutes.

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 will be in HA (High Availability) mode and Penalties will be calculated as mentioned below:

Level of availability calculated on monthly basis for DC and DR	Penalty
99.95% to 100%	No penalty



Up to 98.95% and less than 99.95%	0.05% (plus GST) on total order value of Phase-1 for all the locations (i.e. Total cost of the project)
Up to 97.95% and less than 98.95%	0.10% (plus GST) on total order value of Phase-1 for all the locations (i.e. Total cost of the project)
Up to 96.95% and less than 97.95%	0.15% (plus GST) on total order value of Phase-1 for all the locations (i.e. Total cost of the project)
Up to 95.95% and less than 96.95%	0.30% (plus GST) on total order value of Phase-1 for all the locations (i.e. Total cost of the project)
Less than 95.95%	0.5% (plus GST) on total order value of Phase-1 for all the locations (i.e. Total cost of the project)

3.2.2. Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under above clause (3.2.1) shall be restricted to 50% (plus GST) of the claimed quarterly AMC value for all the locations under Phase-1. Also the total penalty deductible under this clause towards the downtime during warranty period shall be restricted to 5% (plus GST) of the total value the order (exclusive of taxes) for all the locations under Phase-1.

3.2.3. HO and HO annex will be in HA (High Availability) mode and Penalties will be calculated as mentioned below

Level of availability calculated on monthly basis for Head Office and HO Annex.	Penalty
99.95% to 100%	No penalty
Up to 98.95% and less than 99.95%	0.30% (plus GST) of invoice value of that location.
Up to 97.95% and less than 98.95%	0.40% (plus GST) of invoice value of that location.
Up to 96.95% and less than 97.95%	0.50% (plus GST) of invoice value of that location.
Up to 95.95% and less than 96.95%	0.60% (plus GST) of invoice value of that location.
Less than 95.95%	1% (plus GST) of invoice value of that location.

3.2.4. Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under above clause (3.2.3) shall be restricted to 20% (plus GST) of the claimed quarterly AMC value for that locations. Also the total penalty deductible under this clause towards the downtime during warranty period shall be restricted to 5% (plus GST) of the invoice value of that location (exclusive of taxes)

3.2.5. For circle offices/Branches monthly uptime of 99.50% should be maintained and Bank shall impose penalty as mentioned below for 21 Circle Offices/Branches:

Level of availability calculated on monthly	Penalty
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basis for 21 Circle Offices/Branches	
99.50% to 100%	No penalty
Up to 98.50% and less than 99.50%	0.30% (plus GST) of invoice value (exclusive of Taxes) for that location.
Up to 97.50% and less than 98.50%	0.40% (plus GST) of invoice value (exclusive of Taxes) for that location.
Up to 96.50% and less than 97.50%	0.50% (plus GST) of invoice value (exclusive of Taxes) for that location.
Up to 95.50% and less than 96.50%	0.60% (plus GST) of invoice value (exclusive of Taxes) for that location.
Less than 95.50%	1% (plus GST) of invoice value (exclusive of Taxes) for that location.

3.2.6. Since the AMC amount shall be released quarterly in arrears, the total penalty per quarter deductible under above clause (3.2.5) shall be restricted to 20% (plus GST) of the claimed quarterly AMC value for that location. Also the total penalty deductible under this clause towards the downtime during warranty period shall be restricted to 5% (plus GST) of the invoice value of that location (exclusive of taxes).

3.2.7. 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, 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 for DC, DRC, HO, HO Annex. and Cos will be as under:

Sl. No.	Payment Stage	% of Payment
a.	Delivery of Required Hardware for SD-WAN solution with required License to the DC, DR, HO, HO Annex., COs	40% of the order value for these locations (DC, DR, HO, HO Annex. 7 Cos)
b.	Installation, configuration & commissioning of hardware in DC and DR and ensuring operations of DC-DR Replication activity as per Technical Specification. (on Acceptance)	20% of the order value for these locations (DC, DR, HO, HO Annex. 7 Cos)



c.	Installation, configuration & commissioning of hardware in HO, HO Annex. and 21 COs and integrating with DC and DR Central Controller/Management Console and ensuring smooth operation. (on Acceptance)	30% of the order value for these locations (DC, DR, HO, HO Annex. 7 Cos)
d.	After Completion of Warranty Period (i.e. one year). Warranty period will start from the date of acceptance of solution by the Bank.	10% of the order value for these locations (DC, DR, HO, HO Annex. 7 Cos)
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. Payment schedule will be as under for Branches under Phase 1st/ 2nd / 3rd. Payment should be claimed in lot of 100 branches.

Sl. No.	Payment Stage	% of Payment
a.	Delivery of Required Hardware at Branch Office	40%
b.	Installation, configuration & commissioning of hardware at branch office and integrating with DC and DR Central Controller/ Management Console and ensuring smooth operation. (on Acceptance)	50%
c.	After Completion of Warranty Period (i.e. one year). Warranty period will start from the date of acceptance of solution by the Bank.	10%

- 4.3. 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.
- 4.4. 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.
- 4.5. For each Phases PO will be placed separately and payment schedule will be followed as per 4.2.
- 4.6. Bank will not pay any amount in advance.
- 4.7. Payment shall be released within 30 days of submission of relevant documents as per RFP terms.
- 4.8. 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.
- 4.9. 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 from OEM for hardware, software, RMA, Technical Assistant Centre.



- 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. The Bidder should comply following points with respect to support personal
- Bidder should carry out Background verification check through reputed agency of all the implementation & support personal before entering into Bank premises and the report has to be submitted to the Bank.
 - The report should not be older than 6 months.
 - Background verification of support person should have been done.
 - Support Person leaving service to be reported to Bank.
 - Support person should have company ID proof.
- 5.7. **Response Time and Meantime to Restore [MTTR]**

5.7.1. Response Time and Meantime to Restore [MTTR] shall be as mentioned below

Locations	Response Time	MTTR
DC and DR	30Mins	1Hrs
HO and HO Annex.	1Hr	3Hrs
21 Circle Offices	2Hrs	5Hrs
Branch Offices	2Hrs for State Capitals/UTs and 4Hrs for other Locations	7Hrs of Business Time

- 5.7.2. Response time mentioned in 5.7.1 will be from lodging of complaint.
- 5.7.3. The bidder call will be logged in during 8AM to 8PM on all days of the year for Branches. For a call logged in at/after 8 PM, the response time and MTTR time would start from 8AM next day.
- 5.7.4. However, penalty shall be applicable as per uptime clause 3.2.

5.8. Onsite Support:

- 5.8.1. Onsite support should be available for 24X7X365
- 5.8.2. 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.

- 5.8.3. Onsite Support should at least B. Tech/BSc in IT/communication and should be having OEM Certification for the proposed solution.
- 5.8.4. At least 1 resource should be available in any point of time 24x7.
- 5.8.5. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 5.8.6. Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution is not hampered. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% (plus GST) of the Resident resource charges payable to the Bidder for that quarter for each hour and part thereof of absence. However, total penalty under this clause will be limited to 50% (plus GST) of the total charges payable for Resident Resource charges for that quarter.

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.

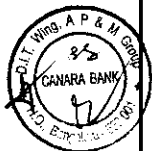
7. Scope Involved During Contract Period (if contracted):

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/patches/ upgrades/ updates of software/ OS/ middleware etc. as and when released by the selected bidder/OEM.
- 7.2. If any software, License updates provided by the OEM 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. Information and Patch updation should be followed as mentioned below.

a. Information of Patches to Bank	within 7 days from the release
b. Completion of Patch Update	within 30 days from Bank's consent

- 7.4. Non-compliance of above clause 7.3, 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 for that location (exclusive of Taxes). However, total penalty under this clause during AMC period is restricted to 20% of the AMC Value for that quarter for that location. Total penalty under this clause during Warranty period is restricted to 20% of the quarter AMC Value for that location for the 1st years AMC.
- 7.5. Any corruption in the software/License shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.



- 7.6. 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.
- 7.7. The vendor shall make availability of spare parts, components etc. for the supplied hardware's during warranty and AMC period.
- 7.8. 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 at no extra cost to the bank.
- 7.9. The Escalation Matrix should be provided for support, technical, Project, etc.
- 7.10. Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty period.
- 7.11. 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 4 years after completion of One (1) year 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 4 years, covering all parts, maintenance and support, after expiry of warranty period. 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 HO Annex.
99.50%	21 Circle Offices
99.50%	Branch Office Locations

- 8.6. Maintenance of Hardware items including Software/License.
- 8.7. Bidder has to maintain the Hardware items including Software/License during warranty and AMC period. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 5% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 10% of the cost of Hardware and software). The Bank has discretion to consider such offer

or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (**Annexure-14**). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in **clause 8 of Section-F of the RFP**. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.

8.8. Since, there are phases in implementation of this solution. Hence, to avoid in mismatch of the warranty and AMC the Bank will pay AMC as mentioned below:

- a. Successful Bidder has to claim the Bill in lot of 100 nos. only. Bidder can only claim once 100 nos. or multiple of 100 nos. of device are delivered/installed/accepted.
- b. Warranty will start from the acceptance date of the lot for which Bill claim has been made.
- c. The warranty period of the lots will end on different dates. Therefore, first year AMC of the lot will be given full year or part thereof to match the 1st year AMC expiry of the 1st lot. For calculating AMC for the part period the AMC amount will be calculated on daily basis (Yearly AMC Amount/365 Days).
- d. Total contract period will be for 5 years from the date of acceptance of the 1st Lot.
- e. If the second Lot/other lots acceptance happens after 4 months of 1st lot acceptance, then bank will pay AMC for the remaining period of AMC (i.e. 8 months) for that year. The above points no. a to e is explained in table format as mentioned below:

Sl. No.	Lot acceptance date	Warranty end Date	1 year AMC start date	1 st year AMC end date	2nd year AMC Start date	Contract expiry date
a.	25/06/2019	24/06/2020	25/06/2020	24/06/2021	25/06/2021	24/06/2024
b.	10/10/2019	09/10/2020	10/10/2020	24/06/2021	25/06/2021	24/06/2024
c.	25/11/2019	24/11/2020	25/11/2020	24/06/2021	25/06/2021	24/06/2024
d.	25/06/2020	24/06/2021	Not Applicable	Not Applicable	25/06/2021	24/06/2024

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 by the intending bidders as per the schedule.
- 1.3. No queries will be entertained from the bidders after the above date and time.
- 1.4. No oral or individual consultation will be entertained.

2. Pre-Bid Meeting:

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

3. Amendment to Bidding Document:

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



4. Bid System Offer:

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

- 4.1. Part A-Conformity to Eligibility Criteria: Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per Appendix-A.
- 4.2. Part B-Technical Proposal: Indicating the response to the Technical specification of Supply, Installation and Maintenance of All-in-One Desktop Computers under Rate Contract in Canara Bank. The format for submission of Technical Proposal is as per Appendix-B.
- 4.3. Part C-Commercial Bid (Indicative): Furnishing all relevant information as required as per Bill of Material as per Annexure-14. The format for submission of Commercial Bid (Indicative) is as per Appendix-C. Online Reverse Auction will be conducted by the bank to those bidders who qualify in the technical evaluation.

5. Preparation of Bids:

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

5.1.1. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)' respectively and properly closed and sealed. Thereafter, all the three envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscribed as "Offer for Supply, Installation and Maintenance of All-in-One Desktop Computers under Rate Contract in response to RFP 16/2018-19 dated 28/12/2018" (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the Deputy General Manager, Canara Bank, AP&M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560001.

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

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

5.2. Part A- Conformity to Eligibility Criteria:

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

5.2.2. The Conformity to Eligibility Criteria as per Annexure-2 among others must contain Demand Draft towards the Tender Fee as per the Clause 6, Signed Pre Contract Integrity Pact as per Appendix-I and EMD/ Bank Guarantee in lieu of EMD as per Appendix-F of this document. The Conformity to Eligibility Criteria



should be complete in all respects and contain all information sought for, as per **Appendix-A**.

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

5.2.4. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as "**PART A-Conformity to Eligibility Criteria for RFP 16/2018-19 dated 28/12/2018 for Supply, Installation and Maintenance of All-in-One Desktop Computers under Rate Contract**".

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 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 16/2018-19 dated 28/12/2018 for Supply, Installation and Maintenance of All-in-One Desktop Computers under Rate Contract**".



5.4. Part C-Commercial Bid (Indicative):

- 5.4.1. Commercial Bid (Indicative) should be submitted as per the instruction in Appendix-C.
- 5.4.2. Bill of Material shall be submitted as per Annexure-14 and conditions of RFP on prices. Bill of Material should give all relevant price information as per Annexure-14. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- 5.4.3. Under no circumstances the Bill of Material should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Covers. The placement of Bill of Material in Part A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) covers will make bid liable for rejection.
- 5.4.4. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid (Indicative). The format will be identical for both Technical Proposal and Commercial Bid (Indicative), **except that the Technical Proposal should not contain any price information (with Prices masked)**. Any change in the Bill of Material format may render the bid liable for rejection.
- 5.4.5. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 5.4.6. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- 5.4.7. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 5.4.8. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as **“PART C-Commercial Bid (Indicative) for RFP 16/2018-19 dated 28/12/2018 for Supply, Installation and Maintenance of All-in-One Desktop Computers under Rate Contract”**.

6. Tender Fee:

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



