

**REQUEST FOR PROPOSAL
FOR
“SUPPLY, INSTALLATION, INTEGRATION AND
MAINTENANCE OF MANAGED NETWORK SWITCHES
UNDER RATE CONTRACT
THROUGH E-PROCUREMENT”**

Issued by: Canara Bank,
AP&M Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560001
Phone No - 080-25590070,25584873
Email Id - hoditapm@canarabank.com



**BID SCHEDULE**

Description	Details
RFP No. and Date	RFP 21/2017-18 dated 17/11/2017
Department Name	Department of Information Technology
Brief Description of the RFP	Supply, Installation, Integration and Maintenance of Managed Network Switches under Rate Contract through E-Procurement.
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	17/11/2017, Friday
Application Money (Non-refundable)	Mode of Submission: Offline Rs. 11,800/- (including 18% GST)
Earnest Money Deposit (Refundable)	Mode of Submission: Offline Rs. 10,00,000/-
Last Date and Time for Submission of Bids in Online Mode	11/12/2017, Monday upto 5.00pm (Physical Submission of Bids will not be accepted)
Documents to be submitted physically by Bidder	<ul style="list-style-type: none"> □ Application Money (DD) □ DD/Bank Guarantee for EMD □ Pre Contract Integrity Pact (duly signed) □ Acknowledgement issued by e-tendering system
Last Date and Time for Submission of Physical Documents	12/12/2017, Tuesday upto 3.00pm
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria. (Online)	12/12/2017, Tuesday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Pre-Bid Meeting	<ul style="list-style-type: none"> ○ Pre-bid meeting will be held on 24/11/2017, Friday at 3.30pm <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. ○ Pre bid queries should be submitted as per Appendix-G. ○ Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 23/11/2017, Thursday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 21/2017-18 dated 17/11/2017". ○ No suggestions or queries shall be entertained after pre-bid meeting.
Other Details	<ol style="list-style-type: none"> 1. The bidder must fulfil the Pre-Qualification criteria to participate in the bid. 2. Changes made based on the suggestions, queries 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.



<p>Online Bid Submission Details</p>	<p>This Tender will follow e-Tendering process [e-bids] and the same will be conducted by Bank's authorized e-Tendering Service Provider M/s e-Procurement Technologies Limited through Website https://canarabank.abcprocure.com</p> <p>Following activities will be conducted online through above website:</p> <ol style="list-style-type: none"> Submission of Bid for Part A-Conformity to Eligibility Criteria, Part B-Technical Proposal & Part C- Commercial Bid by the Vendor Opening of Conformity to Eligibility Criteria, Technical Bid & Commercial Bid by the Bank Clarification, if any, sought by the Bank. On-line evaluation by the Bank. Online Reverse Auction <p>Representatives of Vendors will be given training for e-Tendering by the Bank's Service Provider, M/s e-Procurement Technologies Limited (abc Procure).</p>
<p>Documents to be uploaded online</p>	<p>As part of online bid submission the documents to be uploaded are as follows:</p> <ol style="list-style-type: none"> Part A- Conformity to Eligibility Criteria as per Appendix-A Part B- Technical Proposal as per Appendix-B Supporting Documents Any other information sought by the Bank with relevant to this RFP.
<p>This document can be downloaded from following website http://canarabank.com/english/announcements/tenders, http://tenders.gov.in & https://canarabank.abcprocure.com. 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, Clarifications & any communication etc. will be uploaded in the Bank's website (i.e. http://canarabank.com/english/announcements/tenders) and portal website (i.e. https://canarabank.abcprocure.com). No individual communication will be sent to the individual bidders.</p> <p>This e-Tendering Process will be ported from https://canarabank.abcprocure.com.</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. 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>) & portal website (<https://canarabank.abcpurchase.com>) and it will become part and parcel of RFP.

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. This RFP document prepared by Canara Bank should not be reused or copied or used either partially or fully in any form.

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.	BG	Bank Guarantee
3.	BOM	Bill of Material
4.	DC	Data Centre
5.	DD	Demand Draft
6.	DIT	Department of Information Technology
7.	DRC	Data Recovery Centre
8.	EMD	Earnest Money Deposit
9.	GST	Goods and Service Tax
10.	HO	Head Office
11.	LAN	Local Area Network
12.	LD	Liquidated Damages
13.	MAF	Manufacturer Authorisation Form
14.	MSME	Micro Small & Medium Enterprises
15.	MTBF	Mean Time Between Failure
16.	MTTR	Mean Time To Restore
17.	NEFT	National Electronic Funds Transfer
18.	NI Act	Negotiable Instruments Act
19.	OEM	Original Equipment Manufacturer
20.	OS	Operating System
21.	PBG	Performance Bank Guarantee
22.	PDI	Pre Delivery Inspection
23.	RA	Reverse Auction
24.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
25.	RTGS	Real Time Gross Settlement



LIST OF CONTENTS

Clause No.	TOPIC	Clause No.	TOPIC
	A. INTRODUCTION	30.	Correction of Error in Commercial Bid (Indicative)
1.	About Canara Bank	31.	Determination of L1 Price
2.	Definitions	32.	Bid Validity Period
3.	About RFP	33.	Proposal ownership
4.	Objective	34.	Project ownership
5.	Eligibility Criteria	35.	Acceptance of offer
6.	Participation Methodology	36.	Award of Contract
7.	Requirement Details	37.	Government of India Guidelines On Purchase Preference
8.	Existing setup of the Bank & Network Architecture		D. TERMS & STIPULATIONS
9.	Scope of Work	38.	Effective Date
	B. BID PROCESS	39.	Project execution
10.	Clarification to RFP & Pre-Bid queries	40.	Security Deposit / Performance Bank Guarantee
11.	Pre-Bid Meeting	41.	Execution of Agreement
12.	Amendment to Bidding Document	42.	Delivery, Installation & Commissioning
13.	Bid System Offer	43.	Pre-Dispatch Inspection
14.	Submission of Bids Through E-Tendering Portal	44.	Site Survey
15.	Application Money	45.	Penalties/Liquidated Damages
16.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	46.	Pricing and Payments
17.	Make & Models	47.	Payment Terms
18.	Software Version	48.	Order cancellation/termination of contract
19.	Documentation	49.	Local support
20.	Cost & Currency	50.	Uptime
21.	Erasures or Alterations	51.	Software, Drivers and Manuals
22.	Assumptions/Presumptions/Modification	52.	Training
23.	Bid opening	53.	Warranty
	C. SELECTION OF BIDDER	54.	Annual Maintenance Contract
24.	Preliminary Scrutiny	55.	Scope involved during warranty & AMC period
25.	Clarification of Offers	56.	Spare parts
26.	Evaluation of Bids	57.	Mean Time Between Failures (MTBF)
27.	Bidders Presentation/Site Visit/Product Demonstration/POC	58.	Defect Liability
28.	Normalization of Bids		E. GENERAL CONDITIONS
29.	Intimation to Qualified/Successful Bidders	59.	Intellectual Property Rights



60.	Roles & Responsibility during project Implementation	71.	Negligence
61.	Indemnity	72.	Responsibility for completeness
62.	Inspection of Records	73.	Responsibilities of the Bidder
63.	Assignment	74.	Force majeure
64.	Publicity	75.	Corrupt and Fraudulent Practices
65.	Insurance	76.	Adoption of Integrity Pact
66.	Guarantees	77.	Resolution of disputes
67.	Confidentiality and Non Disclosure	78.	Modification/Cancellation of RFP
68.	Amendments to the Purchase Order	79.	Responsibilities of the Selected Bidder
69.	Amendments to the Agreement	80.	Legal Disputes and Jurisdiction of the court
70.	General Order Terms		

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)	
1.	Bid Covering Letter
2.	Eligibility Criteria Declaration
3.	Applicant's Profile
4.	Details of Service Support Centers for Bank's Circle Office and Regional Office Locations
5.	Track Record of Past Delivery & Installation of Managed Network Switches
6.	Non-Disclosure agreement
ANNEXURES(To be submitted with Part-B -Technical Proposal)	
7.	Technical Specifications for Managed Network Switches
8.	Undertaking of Authenticity for Supply, Installation, Integration and Maintenance of Managed Network Switches under Rate Contract
9.	Escalation Matrix
10.	Manufacturer/Authorised Distributor in India Authorization Form
ANNEXURES(To be submitted with Part-C -Commercial Bid (Indicative))	
11.	Bill of Material

APPENDICES	
A.	Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria
B.	Instructions to be noted while preparing/submitted Part B- Technical Proposal
C.	Bank Guarantee for Earnest Money Deposit
D.	Proforma Bank Guarantee for Contract Performance
E.	Bank Guarantee for Advance Warranty Payment
F.	Location Details
G.	Format for sending Pre-Bid Queries
H.	Integrity Pact
I.	Business Rules and Terms & Conditions of Reverse Auction
J.	Authorization Letter (To be submitted in person while attending Bid Meetings/Opening)



A. INTRODUCTION

1. About Canara Bank

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalised 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 6000 Branches, 118 Regional Offices and 21 Circle 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 Clause 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Supply, Installation, Integration and Maintenance of Managed Network Switches under Rate Contract.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Installation, Integration and Maintenance of Hardware/Software & Services as per the RFP.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'L1 bidder' means the Bidder who has quoted lowest price in bidding process including the reverse auction, subject to compliance to all the Terms and Conditions of the RFP, etc.
- 2.7. 'Successful/selected Bidder/s' means Bidder/s who have quoted lowest price/s for RFP.
- 2.8. 'e-Tender' means process of tendering in electronic/online mode (Interalia the term 'E-Procurement' is also used).

3. About RFP

- 3.1. Bank intends to select Vendor/s for Supply, Installation, Integration and Maintenance of Managed Network Switches in its Branches/Offices spread across the Country under Rate Contract Basis through E-Procurement process.
- 3.2. In this connection, Bank invites online offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation, Integration and Maintenance of Managed Network Switches as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. Online Reverse Auction shall be conducted for selection of L1, L2, L3 etc., vendors.

4. Objective

- 4.1. The Objective of this RFP is to enter into Rate Contract with Selected Bidder for Supply, Installation, Integration and Maintenance of Managed Network Switches. This rate contract will be applicable for all the Branches/Offices of Bank across India. The requirement mentioned in the RFP is indicative only and Bank will



place the purchase order through its Circle Offices and Head Office and other offices based on requirement during the validity period.

- 4.2. The selected bidder will enter into a Rate Contract with the Bank Centrally at DIT Wing, Head Office for supply of Managed Network Switches as per the technical specifications mentioned in **Annexure-7**.
- 4.3. The selected bidder will undertake to ensure availability of offered Managed Network Switches during the rate contract period, as well as maintenance of sufficient inventory of genuine spare parts for a minimum period of Six(6) years.

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 Managed Network Switches under Rate Contract in the Bank shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Install, Integrate and Maintain Managed Network Switches for the Offices/Branches of the Bank and meeting the Eligibility Criteria as per **Annexure-2** may respond.

6. Participation Methodology

- 6.1. In a tender either the Partner/Distributor/Network Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. If a Partner/Distributor/Network Integrator bids on behalf of the OEM, the same Partner/Distributor/Network Integrator shall not submit a bid on behalf of another OEM in the same tender for the same item/product.
- 6.3. In the event Partner/Distributor/Network Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release/announcement, the OEM should assume complete responsibility on behalf of the partner/distributor/Network Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer/distributor certificate as per **Annexure-10**.

7. Requirement Details

- 7.1. Bank invites online offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation, Integration and Maintenance of Managed Network Switches under Rate Contract for different Branches/Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Managed Network Switches is furnished in following table:

Sl. No.	Item Details	Quantity	Location
a.	Managed Network Switches as per Annexure-7	2,000	As per Appendix-F

- 7.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the Hardware items as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.

- 7.3. Detailed technical specification for above Managed Network Switches is furnished in **Annexure-7**. All the Hardware for Supply, Installation, Integration and Maintenance of Managed Network Switches under Rate Contract should have Comprehensive Onsite Warranty of 5 years and 1 Year AMC Support.
- 7.4. 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.

8. Existing setup of the Bank & Network Architecture

- 8.1. The Bank is having its Head Office at Bangalore, Circle Offices (COs), Regional Offices (ROs) and all the Branches including Extension Counters, Currency Chests, ATMs and Service Units at various Cities/Towns/Locations. Thus the business architecture is 4-Tier.
- 8.2. All the Branches, Offices, Extension counters, Currency Chests, ATMs and Service Units are inter connected through Corporate WAN with various Media types and Bandwidth.
- 8.3. The Bank wants to procure Managed Network Switches as per Technical specifications provided in **Annexure-7** under Rate Contract Basis for the Branches/Other Units across India.

9. Scope of Work

- 9.1. Delivery of Network Switches with accessories as per the specifications, features and functionalities mentioned in this RFP at various locations.
- 9.2. Network Switches should be supplied with Console Cable, Power Cable (suitable for 5 Amp socket) and Rack Mount kit for 19 inch Racks.
- 9.3. Replacement of existing UnManaged Network Switches from Rack with ordered devices and handing over the same to Bank's Officials.
- 9.4. Installation of the Network Switches into the Network Rack and conducting Power On Self Test.
- 9.5. Configuration of the Network Switches for VLANs, Management IP, SSH, SNMP, AAA, Multi-Link Trunking, Port Hardening, Mac Binding and any other configurations as per requirement of Bank and as per the Best practice recommended by the OEM, in coordination with Bank's Network Operation Officials.
- 9.6. The Bidder should ensure Wire Speed Performance of LAN.
- 9.7. Shifting of the Network cables from the existing Network Switches to new Network Switches wherever it is required and testing end to end.
- 9.8. Connecting the cables from Network Switches to patch panels of the Network Rack (if required).
- 9.9. Connecting the cable from Router to Network Switches & necessary configurations in Network Switches in coordination with Bank's Network Operation Officials.
- 9.10. Configuration of Network Switches under Centralized Management System of the Bank in coordination with Bank's Network Operation Officials.
- 9.11. Configuration of network and data security parameters in the Network Switches in coordination with Bank's Network Operation Officials during installation by providing the technical & field support.



- 9.12. The Bidder's scope of work shall be as per the conditions of RFP and technical specifications for Supply & Installation of ordered Network Switches, transportation, transit insurance, local delivery, storage and installation insurance up to acceptance by the Bank. Installation, commissioning and integration, acceptance testing, training, Connecting the Cables in the Devices supplied and also includes documentation, warranty and annual maintenance.
- 9.13. The Bidder shall provide Training on Configuration and Troubleshooting of the switch for 20 Bank Officials at DC Bangalore and DRC Mumbai for two batches in each location for One day.
- 9.14. The Bidder should provide Training material to all the Participants in Both Digital format and Hard copy.
- 9.15. The Network Switches should meet the Technical Specifications as per **Annexure-7** and must operate at or above the guaranteed levels with regard to availability and other performance parameters. The bidder shall submit details of such performance parameters for the product/service offered by them.
- 9.16. The Bidder shall be fully responsible for Delivery, Installation and Commissioning of the ordered devices.
- 9.17. All cables/ adapters required for installation of Network Switches should be provided by the bidder.
- 9.18. The Bidder shall be fully responsible for installation and commissioning of the Network Switches including connecting Network cables and other related activities such as unpacking, uncrating, inspection etc. for which the Bank shall provide the required space. While installation the bidder shall check physical availability of items as per the packing list/Invoices. The Bidder shall have to arrange for all testing equipments and tools required for installation, maintenance and also arrange vehicle for transport at no extra cost to the Bank. Any discrepancy observed between the items Ordered and the items delivered during unpacking needs to be brought to notice of the concerned Branch, Circle Office and Head Office of the Bank immediately. If any of the items are not delivered/not as per the specification/are damaged etc, the bidder or their engineers at the site shall take immediate steps and ensure all the items are delivered so that installation is not hampered.
- 9.19. The bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the network.
- 9.20. The bidder shall provide the details like Name of the contact person, contact nos. and address, etc of Implementation team, project team, field engineers and service support at all the locations in which the Devices are ordered and installed during project, warranty and in AMC. The bidder shall also specify the availability and details of Technical expertise (personnel) and stocking of spares for each of their Service / Support Centers across the country.
- 9.21. All the Hardware / Software ordered should have comprehensive onsite warranty of 5 years and AMC support for further One year covering all parts & labour from the date of acceptance of the device.
- 9.22. In the event of relocation of the Device to another Branch/Unit by Bank, the Bidder should provide the Onsite Warranty / AMC support to the altered locations also.
- 9.23. The Bidder has to maintain a Project Tracker (Master file) with the details like Device Serial numbers supplied under the rate Contract, Purchase Order details,



Invoice number, delivery location/Name & DP code, delivery date, Installation Date, Acceptance Date, Warranty Start Date, AMC Start Date etc. The Project Tracker file needs to be updated regularly during project progress and to be shared with Bank's Officials.

- 9.24. The selected bidder should coordinate with all existing System and Network Integrators/Telecom Service Providers, other vendors and Bank's Officials during the course of Project Implementation, Warranty, AMC period for delivery, installation, configuration and completion of any other scope of work defined in this RFP.

The above is the broad scope of work. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.

9.25. Project Completion and Management

- 9.25.1. 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.
- 9.25.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.

B. BID PROCESS

10. Clarification to RFP and Pre-Bid Queries

- 10.1. The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP as per format provided under **Appendix-G**.
- 10.2. All communications regarding points requiring clarifications and any doubts regarding RFP 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 latest by date and time given as per Bid Schedule.
- 10.3. No queries will be entertained from the bidders after the above date and time.
- 10.4. No oral or individual consultation will be entertained.

11. Pre-Bid meeting

- 11.1. A pre-bid meeting of the intending bidders will be held 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.
- 11.2. 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.
- 11.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.



- 11.4. 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.
- 11.5. 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 (<http://canarabank.com/english/announcements/tenders>) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.
- 11.6. 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.

12. Amendment to Bidding Document

- 12.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.
- 12.2. Notification of amendments will be made available on the Bank's website (<http://canarabank.com/english/announcements/tenders>) & portal website (<https://canarabank.abcprocure.com>) and will be binding on all bidders and no separate communication will be issued in this regard.
- 12.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

13. Bid System Offer

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

- 13.1. **Part A- Conformity to Eligibility Criteria:** Indicating their compliance to Eligibility Criteria. The Instructions for submission of Conformity to Eligibility Criteria is as per **Appendix-A**.
- 13.2. **Part B-Technical Proposal:** Indicating the response to the Technical specification of **Supply, Installation, Integration and Maintenance of Managed Network Switches under Rate Contract in Canara Bank**. The instructions for submission of Technical Proposal is as per **Appendix-B**.
- 13.3. **Part C-Commercial Bid (Indicative):** Furnishing all relevant information as required as per Bill of Material as per **Annexure-11**.
- 13.4. Online Reverse Auction shall be conducted by the Bank to those bidders who qualify in the technical evaluation to determine L1, L2 Bidders.

14. Submission of Bids Through E-Tendering Portal

- 14.1. **E-Tendering:** This Tender will follow E-Tendering process [e-bids] which will be conducted by Banks' authorized E-Tendering Vendor M/s. e-Procurement Technologies Ltd. [abcProcure] through their Website as per details given below:
- 14.1.1. Submission of Conformity to Eligibility Criteria, Technical Bid & Commercial Bid by the Bidder
- 14.1.2. Opening of Conformity to Eligibility Criteria, Technical Bid & Commercial Bid by the Bank
- 14.1.3. Clarification, if any, sought by the Bank.



14.1.4. On-line evaluation by the Bank.

14.1.5. On-line Reverse Auction

Representative of Bidders will be given training for e-Tendering portal access by M/s. e-Procurement Technologies Ltd [abcProcure].

The response to the present tender will be submitted by way of three stage bidding process "Conformity to Eligibility Criteria, Technical bid & Commercial bid". Bidders need to submit all three bids through online mode at Bank's e-Tendering portal <https://canarabank.abcprocure.com>. Physical submission of Bids will not be accepted.

14.2. Rules for Web Portal Access

- 14.2.1. Bidder should be in possession of Class II or Class III Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
- 14.2.2. E-Tendering will be conducted on a specific web portal as detailed in Bid Schedule of this RFP meant for this purpose with the help of the Service Provider identified by the Bank as detailed in clause (14.1) of this RFP.
- 14.2.3. Bidders will participate in E-Tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
- 14.2.4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
- 14.2.5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the E-Tendering Auction successfully.
- 14.2.6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
- 14.2.7. Failure of power at the premises of bidders during the E-Tendering cannot be the cause for not participating in the E-Tendering.
- 14.2.8. On account of this, the time for the E-Tendering cannot be extended and Bank is not responsible for such eventualities.
- 14.2.9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of E-Tendering irrespective of the cause.
- 14.2.10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the bank, e-tendering website will receive the bids upto the appointed time



on the next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.

- 14.2.11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

14.3. Information for Online Participation

- 14.3.1. Bidders who wish to participate in online tenders will have to register with the website (<https://canarabank.abcprocure.com>) through the "New user Registration" link provided on the home page. Bidder will create login id & password on their own in registration process.

14.3.2. FACILITIES PROVIDED TO REGISTERED BIDDERS/ VENDORS BY THE SERVICE PROVIDER M/S e-Procurement Technologies Ltd:

The following facilities shall be provided to the registered bidders/ vendors for participating in the e-tendering process.

- 14.3.2.1. Digital Signature Certificate issued by approved certifying authority.

- 14.3.2.2. Hardware token to store the Digital Signature.

- 14.3.2.3. Training to the Vendor/Contractor for participating in the bids through e-tendering Website.

- 14.3.2.4. 24x7, 365 days call center support/ email/ phone/ fax/ chat / mobile etc. in all possible medium.

- 14.3.2.5. Registration with the e-tendering website.

- 14.3.2.6. Bidders/Vendors/Contractors shall be permitted to participate in any other e-tender on the service provider's website for any other organization to whom the services are being provided.

- 14.3.2.7. User Manual/ Training Kit to the Vendor/ Contractor.

- 14.3.2.8. Any no. of users of Vendor/ Contractor organization can take training on the e-tendering system.

- 14.3.3. Bidders who wish to participate in this tender need to procure Digital Signature Certificate as per Information Technology Act-2000 using that they can digitally sign their electronic bids. Bidders can procure the same from any or the CCA approved certifying agencies, or they may contact e-Procurement Technologies Ltd. at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Signature Certificate need not procure the same. In case bidders need any clarification regarding online participation, they can contact,

e-Procurement Technologies Ltd. (abc Procure)

Corporate Office:

B-705 Wall Street-2, Opp-Orient Club,

Nr.Gujarat College, Ellis Bridge, Ahmedabad.

Tel: +91-079-40016802 - 882

Fax: +91-079-40016816/876

Cell: +91-9374519754,+91-9377988119

Email: support@abcprocure.com

Website: <http://www.abcprocure.com>



- 14.3.4. Bidders who wish to participate in e-Tender need to fill data in predefined forms of RFP, Technical, Price bid available in respective tender only.
- 14.3.5. Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents.
- 14.3.6. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.
- 14.4. Bidders satisfying the RFP Clauses, Specific terms and conditions and General terms and conditions specified in this RFP and ready to provide the said Managed Network Switches in conformity with Technical Specifications and models stipulated in **Annexure-7**, may submit their bid through Bank's e-tendering service provider website <https://canarabank.abcpocure.com> on or before the timeline stipulated in Bid Schedule. Refer clause (14.3.3) for E-Tendering Service pre requisite for bid submission. Bids submitted by any other means other than bid submission in e-tendering website will not be accepted by the Bank.
- 14.5. Submission of Documents**
- In addition to uploading the documents in the e-tendering portal, Bidder should also submit the following in a sealed cover to the address notified in the Bid Schedule on or before the due date mentioned in Bid Schedule.
- 14.5.1. Demand Draft towards cost of Application Money.
- 14.5.2. Demand Draft/Bank Guarantee in lieu of EMD towards EMD.
- 14.5.3. Pre-Contract Integrity Pact as per Appendix-H.
- 14.5.4. Acknowledgement issued by e-tendering system for having received the bid through e-tendering system.
- In case the above documents are not submitted on or before the due date mentioned in Bid Schedule, the bid will be rejected even if the copies of documents are uploaded in the Bank's e-tendering service provider website.
- 14.6. Part A- Conformity to Eligibility Criteria**
- 14.6.1. Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in **Annexure-2** of this RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.
- 14.6.2. The Conformity to Eligibility Criteria as per **Annexure-2** among others must contain Demand Draft towards the Application Money as per the **Clause 15**, Pre Contract Signed Integrity Pact as per **Appendix-H** and EMD/ Bank Guarantee in lieu of EMD as per **Appendix-C** of this document.
- 14.6.3. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per **Appendix-A**.
- 14.6.4. After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.
- 14.7. Part B-Technical Proposal**
- 14.7.1. Technical Proposal should be submitted as per the format in **Appendix-B**. Relevant technical details and documentation should be provided along with Technical Proposal.



- 14.7.2. 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.
- 14.7.3. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 14.7.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non availability of the specifications quoted by us, invariably to process the technical offer.
- 14.7.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 14.7.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 14.7.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B**. The Part B-Technical Proposal should be complete and should cover all products and services.
- 14.7.8. After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.

14.8. Part C-Commercial Bid (Indicative)

- 14.8.1. Bill of Material shall be submitted as per **Annexure-11** and other terms and conditions of RFP on prices. The Bill of Material should give all relevant price information as per **Annexure-11**. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- 14.8.2. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 14.8.3. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- 14.8.4. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 14.8.5. After ensuring the above, it shall be placed submitted in the Bank's e-tendering service provider website.

14.9. The following officials will facilitate in bid related queries.

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



15. Application Money

- 15.1. This document can be downloaded from following websites <http://canarabank.com/english/announcements/tenders>, <http://tenders.gov.in> & <https://canarabank.abcpocure.com>. In that event, the bidders should pay the Application Fee as specified in Bid Schedule for tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same as per clause (14.5).
- 15.2. Submission of the Application Money after the due date mentioned in Bid Schedule is liable to be rejected on grounds of non-payment of the Application Money, even if the same is uploaded in the Bank's e-tendering service provider website.
- 15.3. The Bidder shall bear all costs associated with the preparation and submission of the Bid and Bank will not be responsible for the costs, regardless of the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the Bidder in replying to this RFP. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

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

- 16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) as specified in 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 submit the same as per clause (14.5)
- 16.2. In Case the EMD is submitted in the form of Bank Guarantee from any of the Scheduled Commercial Banks (other than Canara Bank), 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. The format for submission of EMD in the form of Bank Guarantee is as per **Appendix-C**.
- 16.3. Submission of EMD after the due date mentioned in Bid Schedule is liable to be rejected on grounds of non submission of EMD, even if copy of the same is uploaded in the Bank's e-tendering service provider website.
- 16.4. The EMD of the Bidders not qualified under evaluation of Part A-Conformity to Eligibility Criteria will be returned within 15 days after opening the Part B-Technical Proposals. 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/ conducting Reverse Auction. The EMD of Technically Qualified bidders will be returned upon the selected bidder/s accepting the order/Letter of Intent(LOI) and furnishing the Performance Bank Guarantee and signing the Rate Contract agreement.
- 16.5. The EMD may be forfeited/ Bank Guarantee may be invoked:
- 16.5.1. If the bidder/s withdraws or amends the bid during the period of bid validity specified in this document.
- 16.5.2. If the bidder/s fails to participate/quote the price in Online Reverse Auction or fails to login in Reverse auction process.
- 16.5.3. If the selected bidder fails to accept the purchase order / Letter of Intent(LOI) within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.



17. Make and Models

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

18. Software Version

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

19. Documentation

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

20. Costs & Currency

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-11).

21. Erasures or Alterations

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

22. Assumptions/Presumptions/Modifications

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

23. Bid Opening

23.1. The Part A- Conformity to Eligibility Criteria shall be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule at the below Address.



Venue
Canara Bank, Second Floor, Conference Hall, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format (**Appendix-J**) enclosed.

Note: Authorisation letter should be carried in person.

- 23.2. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
- 23.3. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bids will be accepted on the next working.
- 23.4. The following details will be announced at the time of bid opening.
- 23.4.1. Name of the Bidders.
- 23.4.2. Presence or absence of cost of the Bidding document and Bid security.
- 23.4.3. Such other details as the Bank at its discretion may consider appropriate.
- 23.5. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Conformity to Eligibility Criteria in their absence.
- 23.6. The **Part A-Conformity to Eligibility Criteria** submitted by the bidder will be evaluated based on the Eligibility Criteria stipulated in RFP document. The Part B-Technical Proposal of only those bidders who qualified in **Part A-Conformity to Eligibility Criteria** will be opened with due communication by the bank.
- 23.7. The Commercial Bid (Indicative) of only those bidders who are qualified in **Part-B Technical Proposal** will be opened by the Bank Officials and such bidders only will be eligible to participate in the Online Reverse Auction.

C. SELECTION OF BIDDER

24. Preliminary Scrutiny

The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly uploaded, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

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



25. Clarification of Offers

- 25.1. 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.
- 25.2. 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.

26. Evaluation of Bid

- 26.1. 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.
- 26.2. **Part A- Conformity to Eligibility Criteria:** The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on **Annexure-2** of RFP and the documents submitted as per **Appendix-A**. 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.
- 26.3. **Part B- Technical Proposal:** The **Part B- Technical Proposals** submitted by the bidder will be evaluated for the documents submitted as per **Appendix-B**. The Part C-Commercial Bids (Indicative) of only those bidders who qualified in **Part B- Technical Proposals**, will be opened with due communication by the Bank
- 26.4. **Part C-Commercial Bid (Indicative):** The **Part C- Commercial Bid (Indicative)** submitted by the bidder will be evaluated. However, for arriving at L1, Bank will conduct Reverse Auction as mentioned elsewhere in the RFP document.
- 26.5. **Reverse Auction:** Bank will conduct Reverse Auctions for arriving at L1/L2/L3...etc., with due communication.

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

- 27.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part B -Technical Proposal based on the technical bids submitted to make an evaluation. This exercise will be undertaken before opening of the Commercial Bids (Indicative) of the technically qualified responsive Bidders.
- 27.2. 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. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.
- 27.3. The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.
- 27.4. Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Bank



at their own cost. The Bank may require onsite reference visit or a Telephonic conversation with the concerned.

- 27.5. 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.
- 27.6. 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.

28. Normalization of Bids

28.1. 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 (Indicative) once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

28.1.1. Incremental bid submission in part of the requested clarification by the Bank

OR

28.1.2. Revised submissions of the entire bid in the whole

- 28.2. 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.
- 28.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

29. 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 (Indicative). The names of qualified bidders at each stage would be announced on the Bank's Notice Board / Bank's website (i.e. www.canarabank.com) of the Bank. After conducting the Online Reverse Auction, the final list of the bidders (L1, L2, L3etc) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

30. Correction of Error In Commercial Bid (Indicative)

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

- 30.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 30.2. 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.
- 30.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.



- 30.4. 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
- 30.5. 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.
- 30.6. If the bidder does not accept the correction of errors, the bid will be rejected.

31. Determination of L1 Price

- 31.1. The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material (indicative) as per **Annexure-11** of RFP or in a manner described in **Appendix-I**. Business Rules and Terms & Conditions of Reverse Auction are detailed in **Appendix-I**.

31.2. Online Reverse Auction

- 31.2.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 31.2.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.
- 31.2.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per **Appendix-I**.
- 31.2.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse auction". However, the CAP price for Reverse auction will be fixed by the Bank.
- 31.2.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.
- 31.2.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per **Annexure-11** within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.

31.3. Re-auction/s Rules

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

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

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

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

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

31.3.3. If at the end of the Reverse Auction/s only one Bidder submits their Bid, Bank reserves the right to place the entire order on L1 Bidder only.

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

31.4. 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.

32. Bid Validity Period

The Offer submitted and the prices quoted therein shall be valid for One Year from the date of opening of Commercial Bid/ conducting of Reverse Auction. Bid valid for any shorter period shall be rejected by the Bank.

33. 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.

34. Project Ownership

34.1. 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 Managed Network Switches under Rate Contract which are relevant to this RFP.



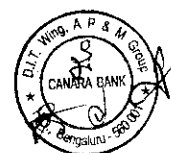
- 34.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party is also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.
- 34.3. 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.

35. Acceptance of Offer

- 35.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 35.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
- 35.3. 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.
- 35.4. 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.

36. Award of Contract

- 36.1. The bidder who is L1 as per above clause no. 31 will be referred to as the selected bidder/s and Bank will notify the name of the selected bidder/s by display in the Notice Board of the Bank.
- 36.2. The contract shall, be awarded and the order shall be placed on selected L1 Bidder/s. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 36.3. The selected bidder shall submit the acceptance of the order/LOI 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/s shall be the date of acceptance of the order by the bidder.
- 36.4. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.
- 36.5. The Head Office and Circle Office(s) shall place orders during the entire Rate Contract Period for the branches/offices situated across PAN India coming under their jurisdiction.
- 36.6. The Shortlisted bidder/s will be required to supply the hardware to various branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.



37. Government of India Guidelines On Purchase Preference

37.1. 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

37.1.1. This MSEs should have registered with :

37.1.1.1. District Industries Centers or

37.1.1.2. Khadi Village Industries Commission or

37.1.1.3. Khadi & Village Industries Board or

37.1.1.4. Coir Board or National Small Industries Corporation or

37.1.1.5. Directorate of Handicrafts & Handloom or

37.1.1.6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.

37.1.2. 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.

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

37.1.4. 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.

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

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

37.1.7. 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.

37.2. 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.

37.3. The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.

D. TERMS AND STIPULATIONS.

38. Effective Date

The effective date shall be date of acceptance of the order/Letter of Intent (LOI) by the selected bidder. However, the bidder shall submit the acceptance of the order/LOI within seven days from the date of receipt of order/ LOI. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion.



