

REQUEST FOR PROPOSAL [RFP]
FOR
“SELECTION OF VENDOR FOR SUPPLY, INSTALLATION,
COMMISSIONING AND MAINTENANCE OF INTERNET PROTOCOL
ADDRESS MANAGEMENT (IPAM) SOLUTION THROUGH
E-PROCUREMENT”

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

BID SCHEDULE

Description	Details
RFP No. and Date	RFP 02/2018-19 dated 07/05/2018
Department Name	Department of Information Technology
Brief Description of the RFP	Selection of vendor for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution 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	07/05/2018, Monday
Tender Fee (Non-refundable)	Mode of Submission: Offline Rs. 29,500/- (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	28/05/2018, 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"> □ Tender Fee (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	29/05/2018, Tuesday upto 2.00pm
Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria. (Online)	29/05/2018, 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 14/05/2018, Monday at 3.00pm <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-F. ○ Pre-bid Queries to E-mail hoditapm@canarabank.com must reach us on or before 11/05/2018, Friday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 02/2018-19 dated 07/05/2018". ○ 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. <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, https://eprocure.gov.in/epublish/app & https://canarabank.abcprocure.com. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any Amendments, Modifications, Pre Bid Replies, 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. 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.

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.

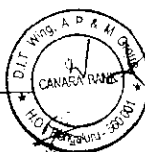
Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.



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.	LAN	Local Area Network
11.	LD	Liquidated Damage
12.	MAF	Manufacturer Authorisation Form
13.	MSME	Micro Small & Medium Enterprises
14.	MTBF	Mean Time Between Failure
15.	MTTR	Mean Time To Restore
16.	NEFT	National Electronic Funds Transfer
17.	NI Act	Negotiable Instruments Act
18.	OEM	Original Equipment Manufacturer
19.	OS	Operating System
20.	PDI	Pre Delivery Inspection
21.	PERT	Project Execution and Review Technique
22.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
23.	RTGS	Real Time Gross Settlement
24.	SAN	Storage Area Network



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A. INTRODUCTION

1. About Canara Bank

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having pan India presence of more than 6,100 branches, 21 Circle offices and 118 Regional Offices situated across the States. The Bank is working on Core Banking System using Flexcube 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, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) 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' / 'L1bidder' 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 Internet Protocol Address Management (IPAM) Solution from reputed vendors. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for **Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution** as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

Bank intends to procure Internet Protocol Address Management (IPAM) Solution as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

5. Eligibility Criteria

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution in the Bank shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Install, commission and Maintain Internet Protocol Address Management (IPAM) 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 partner/distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. If a partner/distributor/System Integrator bids on behalf of the OEM, the same partner/distributor/System Integrator shall not submit a bid on behalf of another OEM in the same tender for the same item/product.
- 6.3. If any Solution/Hardware/Software of OEM is being quoted in the tender, the OEM cannot bid for any other OEM's Solution in the same tender.
- 6.4. In the event partner/distributor/System Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release/announcement, the OEM should assume complete responsibility on behalf of the partner/distributor/System Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates, upgrades and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer/distributor certificate as per **Annexure-10**.

7. Existing Infrastructure

Canara Bank is having a portal (NOC Portal) developed in house to maintain mainly for Branch IP's/NAT IP's/Server IP's which is nothing more than a spread sheet. This portal doesn't give any visibility of individual IP's used in branch PC's. It has no capability to showcase the no. of IP's active/in-active. It is very difficult to find out and update IP inventory at all the time because this portal doesn't have any auto discovery methodology involved.

Canara Bank is allotting static IP addresses to all our branches/RO/CO/HO/Admin Offices which is leading to issues like IP conflicts, no visibility of IP address inventory, pilferage of IPs, IP spoofing and also difficulty in management.

Keeping in view of IPv6 roadmap, it will be difficult to manage with static IP addressing in IPv6 environment.

8. Requirement Details

8.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution which will provide the enterprise with necessary tools to quickly and easily manage various tasks (configure, automate, integrate, administer etc.) associated with IP addresses and related services as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Internet Protocol Address Management (IPAM) Solution is furnished in following table:

Item details to be supplied	Quantity	Delivery Location
Supply , Installation , Commissioning and Maintenance of IPAM Solution	2 nos	One at Bengaluru & One at Mumbai

8.2. Detailed technical specification/requirement is furnished in **Annexure-7**. All the Hardware / Software ordered for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution should have comprehensive onsite warranty of 1 year & AMC/ATS of 4 Years (if contracted).

9. Scope of Work

- 9.1. Bidder has to supply and install the Hardware/Appliance along with required licenses & OS at Banks DC & DRC locations. Bidder has to take back-to-back OEM support for all Hardware/appliance, software, licenses & OS etc.
- 9.2. Bidder has to own the responsibility of making the solution run as desired by the Bank.
- 9.3. Bidder has to plan, design, integrate, implement, rollout the solution for the contracted period.
- 9.4. Bidder has to document the detailed solution architecture, design, traffic flow etc.
- 9.5. If some components are missed out or not properly sized, onus is on the bidder to supply/replace it without any cost to Bank.
- 9.6. All necessary entitlements papers of license for both hardware and software should be provided to the Bank.
- 9.7. Bidder shall ensure that during various phases of implementation, the performance, security, etc. of the existing network setup is not compromised.
- 9.8. Bidder has to integrate the solution with AD, NTP Server, TACACS, VAS tool, ITSM, NCCM (Everest) tool etc.
- 9.9. Onsite NBD (Next Business Day) HW support, Back to Back OEM TAC support (24*7).
- 9.10. Bidder has to design, lay and test the solution to cater to the requirements. Solution has to be deployed at Primary Data Centre (DC) and Disaster Recovery Data Centre (DR) locations of the Bank & any other locations as decided by Bank.
- 9.11. Bidder has to ensure the solution shall work as Active in DC and Standby in DRC. Both Active and Standby should always in sync with each other.
- 9.12. Bidder has to submit escalation matrix and keep Bank informed, if any changes take place.
- 9.13. Design and Implementation have to be done by the onsite team of experts from OEM along with bidder's skilled team including project manager at both DC & DRC.
- 9.14. All products updates, upgrades & patches should be provided by the selected bidder free of cost during warranty and contract period.
- 9.15. Bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OEM.
- 9.16. Bidder has to provide OEM training to minimum 6 Nos of Bank officials which should cover operational administration & troubleshooting features of the solution. The training should be arranged in Bengaluru.
- 9.17. Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty period.
- 9.18. Bidder has to prepare and supply the standard configuration/ backup/ compliance/ reporting etc. templates as per Bank's requirement during the contract period with no additional cost to Bank.
- 9.19. Sub-contracting of any activity under this project is not permitted. An undertaking to this effect shall be submitted by the bidder.
- 9.20. The proposed solution should not reach End of Support/Life within period of contract. If this happens, the bidder is bound to provide the prevalent higher model at no additional cost to Bank.
- 9.21. Bidder must ensure not to reveal information about the bank to any third party.

- 9.22. Bidder has to act as a single point of contact for the execution of the project. Initiate project kick-off meeting between Solution Architect and Bank Project Manager. Develop project plan and track the progress against the project plan. Manage project resources, risks and issues as per project plan. Conduct regular progress meeting with Bank Project Manager.
- 9.23. The Bidder has to ensure the solution must support both IPv4 and IPv6 traffic.
- 9.24. The Bidder must provide details Standard Operations Procedure (SOP) of the provided solution along with the Installation and Administration guide for reference, which must include High Level Design (HLD) and Low Level Design (LLD) documents to Bank at no extra cost to Bank.
- 9.25. The Bidder shall submit the maintenance procedures and call log-in procedures. The preventive and break down / corrective maintenance procedures and the diagnostic / test procedures available shall be submitted.
- 9.26. The Bidder has to provide the facility to Bank to raise Change Request with OEM/Bidder to add, delete or modify any of the services provided through this RFP as and when required by Bank.
- 9.27. In the event, this Agreement comes to an end on account of termination or by the expiry of the term/renewed term of the Agreement or otherwise, the bidder shall render all reasonable assistance and help Bank to any new contractor engaged by Bank, for smooth switch over and continuity of services.
- 9.28. The bidder should help, support and advice Bank in optimizing network security, implementing security control for the risk advised by Bank, RBI, Govt. of India, any other regulators etc. and audits conducted by them.
- 9.29. **Project Completion and Management**
- 9.29.1. 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.
- 9.29.2. 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-F**.
- 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 date and time specified in the Bid Schedule.
- 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, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution in Canara Bank. The instructions for submission of Technical Proposal is as per Appendix-B.
- 13.3. Part C-Commercial Bid: Furnishing all relevant information as required as per Bill of Material as per Annexure-11.

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.

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

- 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 **IPAM Solution** 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.abcprocure.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-G**.
- 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 Document Fee as per the **Clause 15**, Pre Contract Signed Integrity Pact as per **Appendix-G** 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:**
- 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 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. G S V Babu 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. Document Fee

- 15.1. This document can be downloaded from following websites <http://canarabank.com/english/announcements/tenders>, <https://eprocure.gov.in/epublish/app> & <https://canarabank.abcprocure.com>. In that event, the bidders should pay the Tender 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 Tender Fee after the due date mentioned in Bid Schedule is liable to be rejected on grounds of non-payment of the Tender Fee, 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 Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of EMD in the form of Bank Guarantee is as per **Appendix-C**. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.
- 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. The EMD of Technically Qualified bidders will be returned upon the selected bidder/s accepting the Order and furnishing the Performance Bank Guarantee.
- 16.5. The EMD may be forfeited/ Bank Guarantee may be invoked:
- 16.5.1. If the bidder/s withdraws or amends the bid during the period of bid validity specified in this document.
- 16.5.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

17. Make and Models

It is mandatory to provide make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make,

model of the items offered. Please note that substituting required information by just brand name is not enough. Bidder should not quote hardware which is already End of Sale. Bidder also should not quote hardware which are impending End of Sale.

18. Software Version

The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale/End of Support. Bidder also should not quote Software which are impending End of Sale/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 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-H) 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 bid will be opened on the next working day.
- 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 of only those bidders who are qualified in **Part-B Technical Proposal** will be opened by the Bank Officials for Commercial Bid Evaluation and for arriving at L1.

C. SELECTION OF BIDDER

24. Preliminary Scrutiny

- 24.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 24.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

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 Bank will evaluate the bid submitted by the bidders under this RFP. The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Annexure-2 of RFP. The Part B-Technical Proposal of only those bidders

who qualified in Part A- Conformity to Eligibility Criteria, will be opened with due communication by the Bank and will be evaluated based on Annexure-7 of RFP. The Commercial Bid of only those bidders who qualified in Part B-Technical Proposal will be reckoned for evaluation purpose.

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

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 A-Conformity to Eligibility Criteria**.
- 27.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC/ Presentation/Site Visits / Product Demonstration of the Internet Protocol Address Management (IPAM) Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened. Format for POC is attached in **Appendix-I**.
- 27.3. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.
- 27.4. The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.
- 27.5. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 27.6. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

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 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. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3....etc) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

30. Correction of Error In Commercial Bid

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

- 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. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 31.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Bill of Material submitted in Part C- Commercial Bid.
- 31.3. 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 180 days from the date of opening of Commercial Bid. 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, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution** 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 clause no. 31 will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the Notice Board of the Bank.
- 36.2. The contract shall, be awarded and the order shall be placed on selected L1 Bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 36.3. The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.
- 36.4. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

36.5. The Shortlisted bidder/s will be required to supply the solution along with the hardware to various branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.

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 Centres 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 Document 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 www.dcmsme.gov.in. Interested vendors are requested to go through the same for details.

D. TERMS AND STIPULATIONS

38. Effective Date

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

38.2. Failure to accept the order within seven days from the date of receipt of the order, makes the EMD liable for forfeiture at the discretion of the Bank. Thereafter the Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFP by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.

39. Project Execution

The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a progress report to the Bank on the Monthly progress in installation/commissioning of the solution as per format, which will be made available to the selected bidder.

40. Security Deposit / Performance Bank Guarantee

40.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 15% of total value of the contract within 15 days from the date of acceptance of the Order.

40.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% (Plus GST) for each completed calendar week of delay or part thereof on the value of the order (Exclusive of Taxes) will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% (Plus GST) of the total order value(Exclusive of Taxes).

40.3. Security Deposit should be submitted by way of DD drawn on Canara Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Canara Bank).

The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Canara Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). However, it should be as per the **Appendix-D**. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.

40.4. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period of 5 years from the date of last installation and shall be retained till the completion of Contract period of 5 years. The guarantee should also contain a claim period of Three months from the last date of validity.

40.5. 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.

40.6. The security deposit / bank guarantee will be returned to the bidder on completion of Contract Period.

40.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Bank shall notify the selected bidder in writing before invoking the Bank guarantee.

41. Execution of Agreement

- 41.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.
- 41.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.
- 41.3. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.
- 41.4. Bank reserves the right to select the next ranked bidder, if the selected bidder not accepting the Purchase Order or withdraws his proposal after selection or at the time of finalization of the contract or disqualified on detection of wrong or misleading information in the offer.

42. Delivery, Installation and Commissioning

- 42.1. Bank shall provide the address and contact details for delivery of Internet Protocol Address Management (IPAM) Solution **while placing the order**. Delivery of all hardware, Software and Other Items should be within **6 weeks** from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
- 42.2. The successful bidder should ensure installation and commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within **2 weeks** from the date of delivery of all the materials for each ordered locations.
- 42.3. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware, software and other items to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However if the hardware/software items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.
- 42.4. The Installation will be deemed as incomplete if any component of the hardware or software is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 42.5. Commissioning of the hardware and software will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

42.6. 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.

43. Integration & Interfaces

43.1. The Selected Bidder has to work with different application vendor in order to integrate new solution to the existing workload or new workloads during contract period.

43.2. The selected bidder has to work with different stakeholders to implement successfully for the offered solution.

44. Acceptance

44.1. Bank will evaluate the offered Solution implemented by the bidder, if during the implementation period, the Solution experiences no failures and functions according to the requirements of the RFP, as determined by the Bank; the Solution shall be considered accepted by the Bank and the project will be considered deemed signed-off.

44.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.

44.3. The warranty will cover all supplied components includes software and will start after project acceptance & Signoff.

45. Uptime

45.1. The bidder shall guarantee an uptime of 99.5% for the proposed Internet Protocol Address Management (IPAM) Solution, during warranty and also during AMC (if contracted) which shall be calculated on monthly basis. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the Internet Protocol Address Management (IPAM) Solution. "Restoration" is the condition when the selected bidder demonstrates that the Internet Protocol Address Management (IPAM) Solution is in working order and the Bank acknowledges the same.

45.2. The percentage of uptime is calculated on monthly basis (24 hours a day):

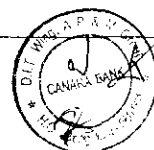
$$\frac{(\text{Total contracted minutes in a month} - \text{downtime minutes within contracted minutes in a month})}{\text{Total contracted minutes in a month}} \times 100$$

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

46. Penalties/Liquidated Damages

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

46.1.1. Non-compliance of the Supply/delivery clause 42.1 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.



46.1.2. Non-compliance of the Installation and commissioning as per clause 42.2 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.

46.1.3. However, the total Penalty/LD to be recovered under above clauses 46.1.1 and 46.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

46.2. Penalties/Liquidated damages for not maintaining uptime

46.2.1. If the bidder fails to maintain guaranteed uptime of 99.5% for all the ordered locations, the Bank shall impose penalty as mentioned below on slab basis.

Level of availability calculated on monthly basis	Penalty
99.5% to 100%	No penalty
98.5% to 99.5%	0.30% on total order value for every hour.
97.5% to 98.5%	0.40% on total order value for every hour.
96.5% to 97.5%	0.50% on total order value for every hour.
< 95.95%	1% on total order value for every hour. Maximum penalty shall not be more than 50% of AMC amount payable for one year.

46.2.2. The penalty shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this RFP/purchase contract or may be recovered from Performance guarantee or otherwise from bidder or from any other amount payable to the bidder in respect of other Orders.

46.2.3. If the uptime is below 95%, the Bank 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 as mentioned above. Uptime will be calculated on monthly basis.

46.2.4. In case of down time due to faults in Internet Protocol Address Management (IPAM) Solution supplied by the bidder during Warranty and AMC period, the bidder shall ensure to provide equivalent/higher standby equipment before taking the faulty equipment for repair

46.2.5. The maximum penalty levied as per clause 46.2.1 shall not be more than the 50% (Plus GST) of AMC amount payable (exclusive of Taxes) for One Year.

46.3. 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.

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

under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

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

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

47. Pricing & Payments

47.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Exclusive of GST (CGST/SGST). The Vendor has to quote the applicable taxes separately in the Bill of Material.

47.2. The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end.

47.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.

47.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

47.5. Applicable Taxes will be paid at actuals.

48. Payment Terms

48.1. Payment schedule will be as under:

Sl. No.	Payment Stages	% of Payment	Condition/Remarks
a.	Delivery	20%	20 % on delivery of all Hardware & Software items on production of relevant documents.
b.	Installation & commissioning	80%	80% of the total cost will be released after successful installation & commissioning of Hardware & Software items supplied as per Scope of Work and Technical requirements.

48.2. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.

48.3. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.

48.4. Bank will not pay any amount in advance.

48.5. Payment shall be released within 30 days of submission of relevant documents as per RFP terms.

48.6. The bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.

48.7. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and



the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

49. Order Cancellation/Termination of Contract

- 49.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
- 49.1.1. Delay in delivery beyond the specified period for delivery.
49.1.2. Serious discrepancies noted in the items delivered.
49.1.3. Breaches in the terms and conditions of the Order.
- 49.2. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
- 49.2.1. Non submission of acceptance of order within 7 days of order.
49.2.2. Excessive delay in execution of order placed by the Bank.
49.2.3. The selected bidder commits a breach of any of the terms and conditions of the bid.
49.2.4. The bidder goes in to liquidation voluntarily or otherwise.
49.2.5. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
49.2.6. The progress made by the selected bidder is found to be unsatisfactory.
49.2.7. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 49.3. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during AMC period (If contracted).
- 49.4. In case the selected bidder fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days prior notice to the bidder.
- 49.5. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 49.6. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.
- 49.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

50. Software, Drivers and Manuals

- 50.1. 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.

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

51. Training

Bidder has to provide OEM training to minimum 6 Nos of Bank officials which should cover operational administration & troubleshooting features of the solution. The training should be arranged in Bengaluru. Bidder has to provide User Manual and Technical Documentation both in hard and soft copies to the Bank. Bidder should provide similar training during the contract period at the same cost, if required by the Bank.

52. Warranty

52.1. The bidder has to provide comprehensive On-site warranty for 1 year for Internet Protocol Address Management (IPAM) Solution (including Equipment Hardware, software with accessories, operating system and License).

52.2. However, in the case of devices Licenses, warranty will start from the date of implementation of solution.

52.3. The entire solution (including OS) & software deployed for this project shall be under Comprehensive Onsite Warranty including minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 1 year from the Date of acceptance of the solution.

53. Annual Maintenance Contract(AMC)/Annual Technical Support(ATS)

53.1. 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 1 year warranty periods, in the commercial Bid separately for comprehensive maintenance contract.

53.2. 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.

53.3. Support for maintenance of Internet Protocol Address Management (IPAM) Solution (including Hardware, OS and software license) supplied should be available for a minimum period of 4 years, covering all parts, maintenance and support, after expiry of warranty period.

53.4. The Bank will pay AMC charges for Internet Protocol Address Management (IPAM) Solution (including OS) 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.

53.5. The scope of Warranty and AMC (if contracted) shall include:

53.5.1. Rectification of Bugs/defects if any.

53.5.2. Ensuring uptime of 99.50%.

53.5.3. Preventive Maintenance quarterly.

53.5.4. Maintenance of software items including OS.

53.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (below 10% of the cost). 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-11). 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 40. 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.

54. Scope Involved During Warranty and AMC 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:

- 54.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty and AMC support [If contracted].
- 54.2. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC (if contracted) at no extra cost to the Bank.
- 54.3. The system spare parts/services, as and when required, and complete maintenance of the Internet Protocol Address Management (IPAM) Solution during warranty period and AMC (if contracted), shall be supported for a period to be specified by the Bank.
- 54.4. The support shall be given in person only.
- 54.5. Only licensed copies of software shall be supplied and ported in the Internet Protocol Address Management (IPAM) Solution. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 54.6. 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 web portal etc.

55. 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.

56. Subcontracting

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

57. 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.

E. GENERAL CONDITIONS

58. Intellectual Property Rights

58.1. Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual

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

- 58.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.
- 58.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.
- 58.4. The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.

59. Roles & Responsibility during Project Implementation

- 59.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning maintenance during warranty and AMC etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.
- 59.2. The selected Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or theirs sub-bidders.
- 59.3. In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.
- 59.4. The selected bidder has to execute an Undertaking of Authenticity for Hardware/Software items as per Annexure-8.

60. Indemnity

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

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

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

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

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

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

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

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

61. Inspection of Records

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

62. Assignment

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

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

63. Publicity

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

64. Insurance

The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed

at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the **Internet Protocol Address Management (IPAM) Solution**. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of **Internet Protocol Address Management (IPAM) Solution**.

65. Guarantees

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

66. Confidentiality and Non-Disclosure

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

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

67. Amendments to the Purchase Order

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

68. Amendments to the Agreement

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

69. General Order Terms

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

70. Negligence

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice,

the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.

71. Responsibility for Completeness

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

72. Responsibilities of the Bidder

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

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

73. Force Majeure

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

74. Corrupt And Fraudulent Practices

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

employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.

74.8. The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for supply, installation, commissioning and maintenance of Internet Protocol Address Management (IPAM) Solution by the Bank.

75. Adoption of Integrity Pact

75.1. The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.

75.2. Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.

75.3. The Bidders shall submit signed Pre Contract integrity pact as per **Appendix-G** along with Part-A Conformity to Eligibility Criteria. Those Bids which are not containing the above are liable for rejection.

75.4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates

75.5. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti corruption principle.

75.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

75.7. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty/Guarantee/AMC if contracted whichever is later.

75.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

75.9. Integrity pact shall be signed by the person who is authorized to signed the Bid.

75.10. The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:

Sri. Dilip Mavinkurve, Email:dilipmav.canbank@gmail.com	Sri. Hari Santosh Kumar Email:hsantoshkumar50@gmail.com
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76. Resolution of Disputes

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there-in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall



appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Bengaluru, INDIA.

77. Modification/Cancellation Of RFP

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

78. Responsibilities of Selected Bidder

78.1. The Selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during warranty and AMC period.

78.2. The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during warranty and AMC period and the selected Bidder shall provide the same.

78.3. The selected bidder shall submit updated Escalation Matrix for the product/services on a Half-Yearly basis as at the end of 31st March and 30th September during warranty and AMC period.

79. Human Resource Requirement

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

79.1. The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.

79.2. The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.

79.3. In case the performance of the Bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.

79.4. No right to employment in the Bank shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents, etc. of The Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Bidder is a contract for service.

79.5. The Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.

79.6. The Bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.

**80. Legal Disputes and Jurisdiction of the court**

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

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

DEPUTY GENERAL MANAGER

Annexure-1

Bid Covering Letter

(To be given on the Company's Letter Head)

Reference No:

Date:

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

Dear Sir,

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

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

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

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the devices supplied as per the above referred RFP, during warranty support period and AMC (if contracted). We enclose a Demand Draft / Bank Guarantee in lieu of EMD for Rs.10,00,000/- (Rupees Ten Lakhs Only) in favour of Canara Bank as EMD.

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

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

Date

Signature with seal

Name :

Designation :



Annexure-2

Eligibility Criteria Declaration

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

Sl. No.	Eligibility Criteria	Documents to be submitted with Part A-Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
a)	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013.	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
b)	Bidder shall be the Original Equipment Manufacturer (OEM) of Internet Protocol Address Management (IPAM) Solution. (OR) An Authorized Dealer/Distributor	If the applicant is a OEM, an Undertaking Letter has to submitted in this effect. (OR) If the bidder is an Authorised Dealer/Distributor, an Authorisation letter from their OEM to deal/market their product in India and it should be valid for a minimum period of 6 years from the date of submission of the Bid.	
c)	The Turnover of the Bidder should be minimum Rs. 10 Crores each year during last Three financial years (i.e. 2014-15, 2015-16 and 2016-17)	Audited balance Sheet for last Three (3) Years (i.e. 2014-15, 2015-16, 2016-17). (OR) The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	
d)	The Bidder should have positive Net Worth as on 31/03/2017.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	
e)	The applicant shall have support office in Bengaluru and Mumbai for 24x7 support.	The bidders to furnish their existing service center as per Annexure-4.	
f)	Proposed solution of proposed OEM (not necessarily the model) should have been deployed (not necessarily by the bidder) in at least one Scheduled Commercial Bank/PSU/Govt. Organization/Corporate in India.	The Bidders have to provide the order copy/reference letter in their name from customers duly mentioning the solution name and no. of Devices/IP's.	
g)	OEM of the proposed solution should be in the leaders	Bidders have to submit the Gartner magic quadrant report for last 3	



	quadrant of Gartner's magic quadrant in at least One reports of the last 3 published reports for IPAM/DDI.	published years.	
h)	The Bidder should not be a blacklisted/ debarred company as on date of submission of RFP by any Government entity, Bank or Financial Institutions.	Bidder should submit an undertaking letter to this effect in Letter Head.	

Bank reserves the right to disqualify any SI/Bidder/OEM with whom Bank has unsatisfactory Experience / dealings in past with various IT related Projects.



Annexure-3

Bidder's Profile

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

Sl. No	Particulars	Details
a)	Name of the Company	
b)	Name of the OEM	
c)	Type of the Company (Public Ltd. /Pvt. Ltd./LLP etc)	
d)	Date of Establishment/Incorporation	
e)	Address of Corporate Office	
	Address of the Registered Office	
	Order to be placed on which Address with Contact Person Details	
	Name, Designation & Details of the Contact Person to whom all references shall be made regarding this tender	
f)	Telephone No E-mail Address Website	



g)	IT Turnover: 2014-2015 2015-2016 2016-2017	
h)	Net worth as on 31/03/2017	
i)	PAN number for Income Tax Purpose GST Number <u>Bank Details</u> Bank Account in the Name of Type of Account Name of the Bank with Branch address Account Number IFSC Code	



Annexure-4

Service Support Center Details

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

Sl. No.	Location	Postal Address	Mobile No.	Landline No	Email-ID	No. of Engineers/ Service Staff
1.	Bengaluru					
2.	Mumbai					



Annexure-5

Track Record of Past Implementation of Projects towards Internet Protocol Address Management (IPAM) Solution

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

Sl. No.	Name of the Client/s Internet Protocol Management (IPAM) Solution was delivered	Contact Person's Name	Postal Address	Telephone No.	e-Mail Address
1	2	3		4	5



Annexure-6

Non-Disclosure Agreement
(To be given on the Company's Letter Head)

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

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

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

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

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

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

Date

Signature with seal

Name :

Designation :



Annexure-7

Compliance to Technical Requirements for Internet Protocol Address Management (IPAM) Solution

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

Note:

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

A. Technical Requirements for Internet Protocol Address Management (IPAM) Solution

Sl. No	Detailed Requirements	Bidder's Compliance (Yes/No)
a.	General	
1	The IPAM master appliance must be capable to control DNS and DHCP servers distributed anywhere architecturally.	
2	The IPAM must support hardened OS, available on physical appliances, to reduce vulnerability of network attacks.	
3	The solution should support minimum 200000 nos. of IPv4/IPv6 Addresses with option to expand further.	
4	The solution should be able to integrate minimum 15000 network devices for network topology discovery, with option to expand in future.	
5	The IPAM must support web administration via secure SSL web interface.	
6	The IPAM must support remote login using SSH (Command Mode Login).	
7	The IPAM solution should support both the Flat and Multi-tiered/ Hierarchical architecture.	
b.	Functionality/Security	
1	IPAM Solution must support following functionalities:	
1.1	Create group, sub-group i.e.; Head Office, Circle Office, Regional Office, Branch Office etc.	
1.2	Create Subnet.	
1.3	Add subnet to group/subgroup.	
	Automatically detect devices.	



1.4		
1.5	Display Interface name with IP address, Interface name should be customizable.	
1.6	Scan devices in the network.	
1.7	IP address scanning within the subnet.	
1.8	IP address scanning within the group.	
2	The IPAM must provide integration with all virtualized environments like Vmware, HyperV, Openstack etc.	
3	The IPAM must discover all virtual IP's from Cluster, Load Balancer, Storage, HSRP etc.	
4	The IPAM must show IP Details. i.e.; IP Address, DNS Name, Last alive time, Status (Used-Active/In-active, Unused).	
5	The IPAM must show Device Details. i.e.; Mac Address, Device type, Device name, Network Device Details, Port Number, VLAN name, VLAN Number etc.	
6	The IPAM should be able to scan all the services running on IP enabled devices.	
7	The IPAM solution should provide an added field for each IP for customized nomenclature (i.e, Server name, Application Name, etc).	
8	The IPAM solution should provide filter and/or search functionality for customized nomenclature.	
9	The IPAM solution should either scan secondary/tertiary IP associated with one IP or provide an option to make entries for such IP in main discovery page of IP.	
10	The IPAM should provide option to filter/search secondary/tertiary IP (which is either discovered/ manually entered).	
11	The system must thereafter have the capability to group the subnets in a hierarchical tree format.	
12	The IPAM must Implement common allocation policies for and within address blocks to promote consistent subnet addressing. However there should be provision for assigning specific address blocks within the subnet if required.	
13	IPAM should help to automate the transition from IPv4 to IPv6 and discover all IPv6 IP Addresses corresponding to IPv4 Addresses.	
14	The tool should support both IPv4 and IPv6 configurations.	
15	The IPAM component must perform host discovery using a variety of methods including ping, TCP, SNMP, Address Resolution Protocol (ARP), cache data, and device OS mapping etc.	
16	IPAM should provide centralized Inventory reporting showing which device is assigned to which IP address within the network at any time.	
17	The tool must be able to present the network topology in hierarchical or in tree form.	
18	The master IPAM appliance must be able to automatically synchronize with live DNS and DHCP data.	
19	MAC Address Resolver - The IPAM tool must be able to fetch the MAC Address for any SNMP-enabled node, with the provided IP Address and should be able to map the physical address with the corresponding IP address. In addition to showing the MAC address, the tool should show the SNMP availability, IP address, DNS name, port number, community, system type, and system description.	

20	MAC Address Scan - The tool must have the ability to scan a given range of IP Addresses and display the MAC addresses for various devices available in the given range. Also must display the IP address, port number, community, MAC address, DNS name, system name, and system type.	
21	It must be possible to define address space authority boundaries per group.	
22	The tool must have the capability to find free address space across a range, subnet, group, sub-group etc.	
23	The IPAM must support splitting and joining of networks to make them smaller and larger - with IP definitions remaining intact.	
24	The tool must display overlapping address space between networks.	
25	The tool must offer quick search capabilities with IP, Hostname, Mac Address, Username, Group/Sub-group name, Subnet name, Customized name in real time as well as it should show history data.	
26	The tool must have an option for adding/modifying/deleting IP Addresses of directly/indirectly connected network where it can't discover the IP through other methods like Partner's network.	
27	The system must allow users to request static IP addresses from the database.	
28	The system must automatically discover the network's subnets or import them from a CSV file.	
29	The IPAM shall have adequate security tools to avoid any unauthorized access to the system in particular and solution as a whole. Integration with Radius/TACACS+ and AD for authentication.	
30	The IPAM shall support appropriate logging functionality on itself as well as on external source like Syslog servers.	
31	The IPAM shall support one-click system-wide software patching and upgrades.	
32	Data validation while inserting data during IPAM configuration.	
33	The IPAM must provide appropriate automated failover and disaster recovery mechanisms.	
34	The IPAM solution should have high availability with DC & DR architecture. The database Synchronization between DC & DR should be automatic with exception for manual control (if required in some cases).	
35	The IPAM must be interoperating with any third party deployed DHCP, DNS, NAC, NCCM (Everest), SIEM, HP NNM, Syslog Solution and NTP etc.	
c.	Management	
1	Admin should be able to create Users.	
2	Admin should be able to give specific access rights to specific user. Admin should be able to define workflows for IPAM.	
3	There must be provision to configure accounts for multiple administrators with different access profiles (per group, allowing access per customer, per network etc).	
4	The IPAM must support security features such as user classification and privilege management.	
5	The IPAM must support addition, deletion and modification of a user account. The account password, operation limit and operation privilege can be set and modified. The operation limit specifies the lifetime of a user account. The operation privilege specifies the scope of command groups that can be executed by the user.	

d.	Reporting	
1	The IPAM must have the capability to export logs produced to any 3rd party reporting and analytics used by the operator.	
2	The IPAM must provide real time reports on system Operation.	
3	The IPAM must be capable of generating Graphical representation charting report data.	
4	The IPAM must report statistics associated with hardware usage and capacity (appliance load level, storage capacity and usage, network interface bandwidth usage etc).	
5	The IPAM solution should be able create reports be generated in different formats (PDF, DOC, XLS, HTML, CSV formats etc).	
6	The IPAM solution should offer infrastructure device port consumption tracking.	
7	The IPAM solution should display Port/IP usage history.	
8	The IPAM solution should offer end host/MAC address location identification and tracking.	
9	The IPAM solution should offer end host/MAC address location history and auditing.	
10	The IPAM solution should report on new and no-longer-present devices on the network.	
11	The IPAM solution should highlight location and status changes of devices and interfaces.	
12	The IPAM solution should have alerts notification option through mail for any changes (i.e, any changes in IP for same MAC, any changes in MAC for same IP, etc).	
13	The IPAM should support the logging features such as the server event log, server administrative log and server transaction log which can be viewed using the console or event viewer.	

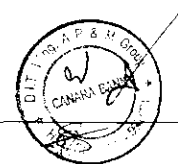
B. Details on Implementation of Proposed Solution/Product:

Sl. No.	Particulars	Details furnished by the Bidder
1.	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
2.	Details of inputs/requirements and other infrastructure required by the bidder and any other precautions to be undertaken to execute this assignment.	
3.	Conformity to obtaining of various certificates/bench mark testing standards for the items quoted to meet the intent of the RFP.	
4.	Conformity regarding back to back arrangements with third party hardware & software for providing continuous and un-interrupted support to meet SLA obligations as per RFP Terms.	
5.	Technical Documentation (Product Brochures, Leaflets)	

C. Compliance:

Compliance	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions		

Technical Requirements of Internet Protocol Address Management (IPAM) Solution		
Scope of Work		



Annexure-8

Undertaking of Authenticity for Supply, Installation, Commissioning and Maintenance
of Internet Protocol Address Management (IPAM) Solution

(To be given on the Company's Letter Head)

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

We hereby undertake that all the components/parts/assembly/software's used in the **Internet Protocol Address Management (IPAM) Solution** shall be original new components /parts /assembly /software only from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

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

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

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

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

Date

Signature with seal

Name :

Designation :



Annexure-9

Escalation Matrix

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

Name of the Company:

Delivery Related Issues:

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

Service Related Issues:

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

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



Annexure-10

Manufacturer Authorization Form

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

No. _____ dated _____

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

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

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

We (Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates for our products for a period of 7 years from the date of submission of this tender.

We (Manufacturer/Indian Distributor) also confirm that we will ensure all product updates(including management software updates and new product feature releases) are provided by M/sfor all the products quoted for and supplied to the bank during the 1 year product warranty period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next Three Years and "End of Support" for a minimum period of Six Years.

Yours faithfully

(Name)

For and on behalf of
M/s-----



Annexure- 11

Bill of Material

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

Table-A

Price Details for Internet Protocol Address Management (IPAM) Solution

[Amount in Indian Rupees]

Sl. No.	Item Details	Cost Price			AMC/ATS Charges as per Table-B				Total Cost per unit with AMC/ATS (Incl. Of tax)	Qty.	Total Cost (Incl. of tax)	
		Unit cost with 1 year warranty and support (Excl. of Tax)	Tax for Column A		Unit cost with 1 years warranty and support (Incl. of Tax)	4 years AMC/ATS charges per unit after warranty period (Excl. of Tax)	Tax for Column E					Total AMC/ATS for 4 years (incl. of tax)
		A	B % of tax	C Tax Amt	D =A+C	E	F % of Tax	G= Tax Amt	H =E+G	I =D+H	J	K =(IxJ)
1.	Internet Protocol Address Management (IPAM) Solution as per Technical Specification and Scope of Work at Bengaluru & Mumbai										2	
2.	Total Cost of Ownership (TCO)											

Year wise AMC/ATS charges breakup should be mentioned in Table-B.



Table-B

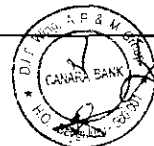
Post Warranty AMC/ATS Charges year wise for Table-A

[Amount in Indian Rupees]

Sl. No.	Description	Year wise breakup for AMC/ATS							
		2 nd Year	3 rd Year	4 th Year	5 th Year	Total AMC/ATS for 4 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS for 4 Years (Incl. of Tax)
		AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)				
a	b	c	d	e=(a+b+c+d)	f	g	h=(e+g)		
1.	Internet Protocol Address Management (IPAM) Solution as per Technical Specification and Scope of Work at Bengaluru & Mumbai								

Note

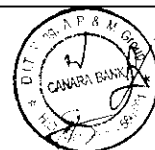
The Charges mentioned in column "e" of Table-B should tally with the charges mentioned under Price Details in column "E" of Table -A of Bill of Material. The Charges mentioned in column "h" of Table-B should tally with the charges mentioned under Price Details in column "H" of Table -A of Bill of Material.



Appendix -A

Instructions to be noted while Submitting Part A- Conformity to Eligibility Criteria

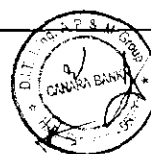
- 1) Cost of Tender document by way of DD payable at Bengaluru.
- 2) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD.
- 3) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents with supporting documents of Competent Authority.
- 4) Bid Covering letter as per Annexure-1.
- 5) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 6) Applicant's Profile as per Annexure-3.
- 7) Service Support Details as per Annexure-4.
- 8) Track Record of Past Implementation of Projects as per Annexure-5.
- 9) Non-Disclosure Agreement as per Annexure-6.
- 10) Signed Pre-Contract Integrity Pact as per Appendix-G on non-judicial Stamp paper.



Appendix-B

Instructions to be noted Submitting Part B-Technical Proposal

- 1) Compliance to Technical Requirements of Internet Protocol Address Management (IPAM) Solution as per **Annexure-7**.
- 2) Undertaking of Authenticity as per **Annexure-8**.
- 3) Escalation Matrix as per **Annexure-9**.
- 4) Manufacturer/Authorised Distributor in India Authorization Form as per **Annexure-10**.
- 5) Technical Documentation (Product Brochures, leaflets).
- 6) A detailed list of inputs/requirements and other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.
- 7) The Bidder to submit a certificate / letter from OEM that the proposed Internet Protocol Address Management (IPAM) Solution, 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 in all the locations.



Appendix -C

Bank Guarantee Format for Earnest Money Deposit

To : The Deputy General Manager,
Canara Bank,
DIT Wing, Head Office,
Naveen Complex, 14 M G Road
BENGALURU

WHEREAS _____(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated _____ (Date) for the execution of (Name of Contract)_____ (hereinafter called "the Tender") in favour of _____ hereinafter called the "Beneficiary";
KNOW ALL MEN by these presents that we, _____(name of the issuing Bank), a body corporate constituted under the _____having its Head Office at _____amongst others a branch/office at _____ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs _____(Rupees _____ only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;
 - (i) fails or refuses to execute the Agreement, if required; or
 - (ii) fails or refuses to furnish the performance security, in accordance with clause _____ of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii) This Bank Guarantee is valid up to _____ and
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 2018.

(SIGNATURE & SEAL OF THE BANK)

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank
Name of the Branch : DIT Wing
IFSC Code: CNRB0000007

Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.



Appendix-D

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To : The Deputy General Manager,
Canara Bank,
DIT Wing, Head Office,
Naveen Complex, 14 M G Road
BENGALURU

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to **Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution** as per their Contract dated _____ with you (hereinafter referred to as "the CONTRACT")

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause _____ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE")

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____ and local office at _____, India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at _____ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs _____ (Rupees _____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs _____ (Rupees _____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to



ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs _____ (Rupees _____) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now



existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____ (Rupees _____ only)
- ii. This guarantee shall be valid upto _____ and ;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 2018.

For and on behalf of

_____ BRANCH MANAGER SEAL ADDRESS PLACE

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank

Name of the Branch : DIT Wing

IFSC Code: CNRB0000007

Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.



Appendix-E

Format for Bank Guarantee for Advance Warranty Payment

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To: Name and Address of the PURCHASER

WHEREAS

(Name and address of M/s xxxxx Ltd) (hereinafter referred to as "our constituent" which expression includes its successors and assigns) entered into an agreement dated _____ with you for supply, transportation, transit insurance, local delivery, storage and installation insurance up to Acceptance by the bank, cabling, installation, commissioning and integration, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training of your personnel related to **Internet Protocol Address Management (IPAM) Solution** (hereinafter referred to as "the said agreement").

In terms of Clause no. ____ of the said agreement, our constituent is required to furnish a Bank Guarantee to secure our constituent's undertaking to comply with the contractual obligations in relation to warranty for a sum of Rs. _____ (Rupees _____ Only) being 10% of the total consideration so as to enable you to release the equivalent amount to our constituent being 10% of the total consideration payable after the expiry of the warranty period of 1 year that is _____ from the date of installation of the Internet Protocol Address Management (IPAM) Solution i.e. _____.

NOW THIS LETTER OF GUARANTEE WITNESSETH:

That in consideration of your agreeing at the request of our constituent to release a sum of Rs. _____ (Rupees _____ Only) being 10% of the total consideration-amount to our constituent, we (Name of the issuing bank), do hereby agree and undertake that in the event of our constituent committing breach of any of the undertakings or committing default in fulfilling any obligations arising out of the said agreement, we (Name of the issuing bank) shall on demand pay you without any demur Rs _____ (Rupees _____ Only).

We further agree that,

1. We will make the payment of the said amount pursuant to the demand made by you, notwithstanding any objections or dispute that may exist or arise between you and our constituent or any other person.
2. Your demand on us shall be deemed as the final proof of breach of any undertaking or default of the contractual obligation on the part of our constituent.
3. This guarantee shall be irrevocable and shall not be discharged except by payment or by absence of demand by you on or before _____.
4. Our liability under this guarantee shall be restricted to Rs. _____ (Rupees _____ Only).
5. Our liability under this guarantee shall cease to exist unless a demand is made by you on or before _____.



We further agree that, exercise of any of your right against our constituent to enforce or forbear to enforce or any other indulgence or facility extended to our constituent would not release our liability under this guarantee, and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____
(Rupees _____ only)
- ii. This guarantee shall be valid upto _____ and ;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

Dated this _____ day of _____ 2018.

For and on behalf of

BRANCH MANAGER

SEAL

ADDRESS
PLACE

Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected. This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows
Name of the Bank: Canara Bank
Name of the Branch : DIT Wing
IFSC Code: CNRB0000007



Appendix-F

Format for Sending Pre-Bid Queries

Sl. No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query
1				
2				
3				
...				
...				



Appendix-G

(This has to be submitted in the non-judicial Stamp Paper)

Pre Contract Integrity Pact

1. GENERAL

1.1. This pre-bid contract Agreement (herein after called the Integrity Pact) is made on ____ day of the month 20____, between, the Canara Bank, a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970 having its Head office at 112, J.C. Road, Bangalore 560 002, with branches spread over India and abroad (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri _____, Deputy General Manager, DIT Wing, HO, Bengaluru representing Canara Bank, of the BUYER, of the FIRST PART

AND

M/s. _____ represented by Shri _____ Chief Executive Officer/Authorised Signatory (hereinafter called the "BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the SECOND PART

1.2. WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) /engage the services and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is willing to offer/has offered the stores/services and

1.3. WHEREAS the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is a private company/ public company/Government undertaking/ partnership/ LLP/registered export agency/service provider, duly constituted in accordance with the relevant law governing its formation/incorporation/constitution and the BUYER is a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970.

1.4. WHEREAS the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER has clearly understood that the signing of this agreement is an essential pre-requisite for participation in the bidding process in respect of Stores/Equipment/Items/Services proposed to be procured by the BUYER and also understood that this agreement would be effective from the stage of invitation of bids till the complete execution of the agreement and beyond as provided in clause 13 and the breach of this agreement detected or found at any stage of the procurement process shall result into rejection of the bid and cancellation of contract rendering BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER liable for damages and replacement costs incurred by the BUYER.

2. NOW, THEREFORE, the BUYER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER agree to enter into this pre-contract integrity agreement, hereinafter referred to as Integrity Pact, which shall form part and parcel of RFP as also the contract agreement if contracted with BIDDER, in the event that the BIDDER turns out to be successful bidder, and it is intended through this agreement to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-



- 2.1. Enabling the BUYER to obtain the desired Stores/Equipment/Work/Service/Materials at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and
- 2.2. Enabling BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER/SERVICE PROVIDER to refrain from bribing or indulging in any corrupt practices in order to secure the contract, by providing assurance to them that the BUYER shall not be influenced in any way by the bribery or corrupt practices emanating from or resorted to by their competitors and that all procurements shall be free from any blemish or stain of corruption and the BUYER stays committed to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

3. COMMITMENTS OF THE BUYER

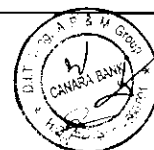
The BUYER commits itself to the following:-

- 3.1. The BUYER represents that all officials of the BUYER, connected whether directly or indirectly with the procurement process are duty bound by rules and regulations governing their service terms and conditions not to demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 3.2. The BUYER will, during the pre-contract stage, treat all BIDDERS/SELLERS/CONTRACTORS/SERVICE PROVIDERS alike, and will provide to all BIDDERS/SELLERS/CONTRACTORS/SERVICE PROVIDERS the same information and will not provide any such information to any particular BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER which could afford an advantage to that particular BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER in comparison to the other BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDERS.
- 3.3. The BUYER shall report to the appropriate Government Regulators/Authorities any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach, as and when the same is considered necessary to comply with the law in force in this regard.

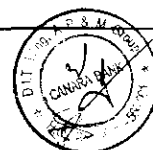
In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER with the full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.

4. COMMITMENTS OF BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDERS

The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-



- 4.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 4.2. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.
- 4.3. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER further confirms and declares to the BUYER that the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is the original Manufacturer/Integrator/Authorized government sponsored export entity of the stores/Authorised Service Provider having necessary authorizations, intellectual property rights and approvals from the intellectual property right owners of such materials/services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 4.4. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 4.5. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 4.6. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities emanating from other competitors or from anyone else.
- 4.7. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 4.8. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.



4.9. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. PREVIOUS TRANSGRESSION

5.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Bank, Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER makes incorrect statement on this subject, BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER can be disqualified from the tender/bid process or the contract, if already awarded, can be terminated for such reason.

6. EARNEST MONEY (SECURITY DEPOSIT)

6.1. Every BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER while submitting commercial bid, shall deposit an amount as specified in RFP/Tender Documents as Earnest Money/Security, Deposit, with the BUYER through any of the instruments as detailed in the tender documents.

6.2. The Earnest Money/Security Deposit shall be *valid for a period till* the complete conclusion of the contractual obligations or for such period as mentioned in RFP/Contract, including warranty period, whichever is later to the complete satisfaction of BUYER.

6.3. In the case of successful BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.4. No interest shall be payable by the BUYER to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER on Earnest Money/Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

7.1. Any breach of the provisions herein contained by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required:-

i. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. However, the proceedings with the other BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER(s) would continue.



- ii. To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
 - iv. To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of (Name of the Bank/Financial Institution) while in case of a BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/SELLER /CONTRACTOR from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
 - v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, in order to recover the payments, already made by the BUYER, along with interest.
 - vi. To cancel all or any other contracts with the BIDDER /SELLER/CONTRACTOR/SERVICE PROVIDER and the BIDDER/SELLER /CONTRACTOR/SERVICE PROVIDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
 - vii. To debar the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.
 - viii. To recover all sums paid in violation of this Pact by BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER(s) to any middlemen or agent or broker with a view to securing the contract.
 - ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, the same shall not be opened.
 - x. Forfeiture of The Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
 - xi. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The BIDDER/SELLER/ CONTRACTOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER.
- 7.2. The BUYER will be entitled to take all or any of the actions mentioned at para 7.1 (i) to (xi) of this Pact, also in the event of commission by the BIDDER/ SELLER/CONTRACTOR/SERVICE PROVIDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined In Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.



7.3. The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER/SELLER/ CONTRACTOR shall be final and conclusive on the BIDDER/SELLER /CONTRACTOR. However, the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

8.1. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.

9. INDEPENDENT EXTERNAL MONITORS

9.1. The BUYER has appointed two Independent External Monitors (hereinafter referred to as Monitors) for this Pact in accordance with the recommendations and guidelines issued by Central Vigilance Commission.

9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitors shall on receipt of any complaint arising out of tendering process jointly examine such complaint, look into the records while conducting the investigation and submit their joint recommendations and views to the Management and Chief Executive of the BUYER. The MONITORS may also send their report directly to the CVO and the commission, in case of suspicion of serious irregularities.

9.5. As soon as any event or incident of violation of this Pact is noticed by Monitors, or Monitors have reason to believe, a violation of this Pact, they will so inform the Management of the BUYER.

9.6. The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project /Procurement documentation of the BUYER including that provided by the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER will also grant the Monitors, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being /has been submitted by BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER. The same is applicable to Subcontractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractors () with confidentiality.



9.7. The BUYER will provide to the Monitors sufficient information about all meetings among the parties related to the Project provided such meetings could have an Impact on the contractual relations between the parties. The parties may offer to the Monitors the option to participate in such meetings.

9.8. The Monitors will submit a written report to the BUYER at the earliest from the date of reference or intimation to him by the BUYER/BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER and submit proposals for correcting problematic situations.

10. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER and the BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination,

11. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law and the place of jurisdiction is Bangalore.

12. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or such longer period as mentioned in RFP/Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later. In case BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at on.....

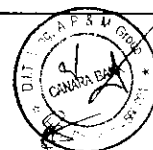
BUYER
Name of the Officer
Designation
Name of Wing
Canara Bank
Witness

1)
2)

BIDDER
CHIEFEXECUTIVEOFFICER/AUTHORISED SIGNATORY

Witness

1)
2)



Appendix-H
Authorization Letter Format

(To be presented by the authorized person at the time of opening of Eligibility Criteria Bid/Technical Proposal/ Commercial Bid on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

Date:

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

Dear Sir,

SUB: RFP for Supply, Installation, Commissioning and Maintenance of Internet Protocol Address Management (IPAM) Solution.

Ref: Your RFP 02/2018-19 dated 07/05/2018

This has reference to your above RFP.

Mr. /Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above RFP on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

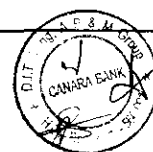
Name & Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person at the time of Bid Opening

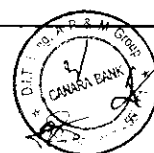


Appendix-I
POC Checklist

General		Compliance Status (Yes/No)
1	The IPAM master appliance must be capable to control DNS and DHCP servers distributed anywhere architecturally.	
2	The IPAM must support hardened OS, available on physical appliances, to reduce vulnerability of network attacks.	
3	The solution should support minimum 200000 nos. of IPv4/IPv6 Addresses with option to expand further.	
4	The solution should be able to integrate minimum 15000 network devices for network topology discovery, with option to expand in future.	
5	The IPAM must support 99.5% availability.	
6	The IPAM must support web administration via secure SSL web interface.	
7	The IPAM must support remote login using SSH (Command Mode Login).	
8	The IPAM solution should support both the Flat and Multi-tiered/ Hierarchical architecture.	
Functionality/Security		
1	IPAM Solution must support following functionalities:	
1.1	Create group, sub-group i.e.; Head Office, Circle Office, Regional Office, Branch Office etc.	
1.2	Create Subnet.	
1.3	Add subnet to group/subgroup.	
1.4	Automatically detect devices.	
1.5	Display Interface name with IP address, Interface name should be customizable.	
1.6	Scan devices in the network.	
1.7	IP address scanning within the subnet.	
1.8	IP address scanning within the group.	
2	The IPAM must provide integration with all virtualized environments like Vmware, HyperV, Openstack etc.	
3	The IPAM must discover all virtual IP's from Cluster, Load Balancer, Storage, HSRP etc.	
4	The IPAM must show IP Details. i.e.; IP Address, DNS Name, Last alive time, Status (Used-Active/In-active, Unused).	
5	The IPAM must show Device Details. i.e.; Mac Address, Device type, Device name, Network Device Details, Port Number, VLAN name, VLAN Number etc.	
6	The IPAM should be able to scan all the services running on IP enabled devices.	



7	The IPAM solution should provide an added field for each IP for customized nomenclature (i.e, Server name, Application Name, etc).	
8	The IPAM solution should provide filter and/or search functionality for customized nomenclature.	
9	The IPAM solution should either scan secondary/tertiary IP associated with one IP or provide an option to make entries for such IP in main discovery page of IP.	
10	The IPAM should provide option to filter/search secondary/tertiary IP (which is either discovered/manually entered).	
11	The system must thereafter have the capability to group the subnets in a hierarchical tree format.	
12	The IPAM must Implement common allocation policies for and within address blocks to promote consistent subnet addressing. However there should be provision for assigning specific address blocks within the subnet if required.	
13	IPAM should help to automate the transition from IPv4 to IPv6 and discover all IPv6 IP Addresses corresponding to IPv4 Addresses.	
14	The tool should support both IPv4 and IPv6 configurations.	
15	The IPAM component must perform host discovery using a variety of methods including ping, TCP, SNMP, Address Resolution Protocol (ARP), cache data, and device OS mapping etc.	
16	IPAM should provide centralized Inventory reporting showing which device is assigned to which IP address within the network at any time.	
17	The tool must be able to present the network topology in hierarchical or in tree form.	
18	The master IPAM appliance must be able to automatically synchronize with live DNS and DHCP data.	
19	MAC Address Resolver - The IPAM tool must be able to fetch the MAC Address for any SNMP-enabled node, with the provided IP Address and should be able to map the physical address with the corresponding IP address. In addition to showing the MAC address, the tool should show the SNMP availability, IP address, DNS name, port number, community, system type, and system description.	
20	MAC Address Scan - The tool must have the ability to scan a given range of IP Addresses and display the MAC addresses for various devices available in the given range. Also must display the IP address, port number, community, MAC address, DNS name, system name, and system type.	
21	It must be possible to define address space authority boundaries per group.	
22	The tool must have the capability to find free address space across a range, subnet, group, sub-group etc.	
23	The IPAM must support splitting and joining of networks to make them smaller and larger - with IP definitions remaining intact.	



24	The tool must display overlapping address space between networks.	
25	The tool must offer quick search capabilities with IP, Hostname, Mac Address, Username, Group/Sub-group name, Subnet name, Customized name in real time as well as it should show history data.	
26	The tool must have an option for adding/modifying/deleting IP Addresses of directly/indirectly connected network where it can't discover the IP through other methods like Partner's network.	
27	The system must allow users to request static IP addresses from the database.	
28	The system must automatically discover the network's subnets or import them from a CSV file.	
29	The IPAM shall have adequate security tools to avoid any unauthorized access to the system in particular and solution as a whole. Integration with Radius/TACACS+ and AD for authentication.	
30	The IPAM shall support appropriate logging functionality on itself as well as on external source like Syslog servers.	
31	The IPAM shall support one-click system-wide software patching and upgrades.	
32	Data validation while inserting data during IPAM configuration.	
33	The IPAM must provide appropriate automated failover and disaster recovery mechanisms.	
34	The IPAM solution should have high availability with DC & DR architecture. The database Synchronization between DC & DR should be automatic with exception for manual control (if required in some cases).	
35	The IPAM must be interoperating with any third party deployed DHCP, DNS, NAC, NCCM, SIEM, HP NNM, Syslog Solution and NTP.	
Management		
1	Admin should be able to create Users.	
2	Admin should be able to give specific access rights to specific user. Admin should be able to define workflows for IPAM.	
3	There must be provision to configure accounts for multiple administrators with different access profiles (per group, allowing access per customer, per network etc).	
4	The IPAM must support security features such as user classification and privilege management.	
5	The IPAM must support addition, deletion and modification of a user account. The account password, operation limit and operation privilege can be set and modified. The operation limit specifies the lifetime of a user account. The operation privilege specifies the scope of command groups that can be executed by the user.	
Reporting		
1	The IPAM must have the capability to export logs produced to any 3rd party reporting and analytics used by the operator.	



2	The IPAM must provide real time reports on system Operation.	
3	The IPAM must be capable of generating Graphical representation charting report data.	
4	The IPAM must report statistics associated with hardware usage and capacity (appliance load level, storage capacity and usage, network interface bandwidth usage etc).	
5	The IPAM solution should be able create reports be generated in different formats (PDF, DOC, XLS, HTML, CSV formats etc).	
6	The IPAM solution should offer infrastructure device port consumption tracking.	
7	The IPAM solution should display Port/IP usage history.	
8	The IPAM solution should offer end host/MAC address location identification and tracking.	
9	The IPAM solution should offer end host/MAC address location history and auditing.	
10	The IPAM solution should report on new and no-longer-present devices on the network.	
11	The IPAM solution should highlight location and status changes of devices and interfaces.	
12	The IPAM solution should have alerts notification option through mail for any changes (i.e, any changes in IP for same MAC, any changes in MAC for same IP, etc).	
13	The IPAM should support the logging features such as the server event log, server administrative log and server transaction log which can be viewed using the console or event viewer.	

