



REQUEST FOR PROPOSAL [RFP]

FOR

**" PROVISIONING, COMMISSIONING, INTEGRATION, TESTING,
ACCEPTANCE AND MAINTENANCE OF 512 Mbps POINT TO POINT LINK
BETWEEN DC AND DRC OF CANARA BANK FOR THIRD LEVEL OF
REDUNDANCY FROM SERVICE PROVIDERS OTHER THAN M/S BSNL AND
M/s TCL"**

Issued by: Canara Bank,
Procurement Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001
Phone No - 080- 5590070,25584873
Email Id - hoditapm@canarabank.com



A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 22/2020-21 dated 09/11/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL.
4.	Bank's Address for Communication	Deputy General Manager Canara Bank, Procurement Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001 Senior Manager, Procurement Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: hoditapm@canarabank.com
5.	Date of Issue of RFP	09/11/2020, Monday
6.	Tender Fee (Non-refundable)	Rs.5,900 (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.10,00,000/- (exclusive of taxes)
8.	Performance Bank Guarantee/Bid Security	10% of Total Order Value
9.	Purchase Preference Policies	Applicable as per Section H (Purchase Preference)
10.	Last Date and Time for Submission of Bids	30/11/2020, Monday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	30/11/2020, Monday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.



12.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.
13.	Pre-bid Meeting Date & Time	<p>1. Pre-bid meeting will be held on 20/11/2020, Monday at 3.30PM. <u>Venue:</u> Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.</p> <p>2. Pre bid queries should be submitted as per Appendix-D.</p> <p>3. Pre-bid Queries to E-mail dittenders@canarabank.com must reach us on or before 17/11/2020, Tuesday at 3.00PM. Subject of the email should be given as "Pre Bid Queries for RFP 22/2020-21 dated 09/11/2020". <u>Queries received afterwards will not be entertained.</u></p>
14.	Other Details	<p>1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website https://canarabank.com/tenders.aspx.</p> <p>3. No suggestions or queries shall be entertained after pre-bid meeting.</p>

This document can be downloaded from following website <https://canarabank.com/tenders.aspx> and <https://eprocure.gov.in/epublish/app>. 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.

Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank's website only (i.e. <https://canarabank.com/tenders.aspx>). No individual communication will be sent to the individual bidders.



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 (<https://canarabank.com/tenders.aspx>) and it will become part and parcel of RFP.

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



2. Abbreviations used in this Document:

1.	ATM	Automated Teller Machine
2.	BOM	Bill of Material
3.	CoS	Class of Service
4.	DC	Data Centre
5.	DCE	Data Circuit-Terminating Equipment
6.	DRC	Disaster Recovery Centre
7.	MPLS	Multi-Protocol Label Switching
8.	MTTR	Mean Time to Restore
9.	NAP	Network Aggregation Point
10.	NNM	Network Node Manager
11.	NMS	Network Monitoring Software
12.	OFC	Optical Fiber Cable
13.	POP	Point of Presence
14.	STM	Synchronous Transport Module
15.	VPN	Virtual Private Network
16.	WAN	Wide Area Network



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B. INTRODUCTION

1. About Canara Bank

- 1.1. CANARA BANK is a fourth largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means providing "Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL " in Canara Bank.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP:

- 3.1. The Bank intends to select Service Provider for one additional P2P link with bandwidth of 512 Mbps as a third service provider with our existing service provider i.e. BSNL and TCL.
- 3.2. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of Service Provider for procurement of one additional P2P link with bandwidth of 512 Mbps as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective:

- 4.1. Bank is having its Data Center at Bangalore & Disaster Recovery center at Mumbai connected through Point to point (P2P) link from M/s BSNL with bandwidth 512 Mbps and M/s Tata Communication Ltd (TCL) with bandwidth of 550 Mbps.
- 4.2. The Bank now intends to procure one additional P2P link with bandwidth of 512 Mbps from a third service provider excluding our existing vendor i.e. BSNL and TCL. It provides us the Third level of redundancy between DC and DRC with enhanced capacity.

5. Requirement Details

- 5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL as per Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements:

Sl. No.	Item details	Contract Period
1	Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL as per Annexure-7 & Annexure-8.	5 Years

6. Participation Methodology:

- 6.1. In a tender either the Indian Agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same solution/software in the same tender.
- 6.2. If an agent bids on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
- 6.3. If any product of Original Software Manufacturer (OSM) is being quoted in the tender, the OSM cannot bid for any other OSM's product in the same tender.
- 6.4. In the event of Agent/Representative being not able to perform the obligations as per the provisions of this RFP, the Principal/OEM should assume complete responsibility on behalf of the Agent/Representative for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP.

7. Eligibility Criteria:

- 7.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and "Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL" shall hereinafter referred as "Solution".



- 7.2. Interested Bidders for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL as the Eligibility Criteria as per Annexure-2 may respond.
- 7.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

8. Scope of Work:

- 8.1. The scope of work for providing 512 Mbps Point to Point link between DC & DRC for Third level redundancy.
- 8.2. Provisioning, commissioning, integration, testing, acceptance and Maintenance of 512 Mbps Point to Point Links over Ethernet RJ45 infrastructure as last mile for DC-DRC link as per Appendix-M from service providers other than M/S BSNL and M/S TCL.

The location detail along with bandwidth requirements are detailed in **Appendix-M**.

8.3. System Integration & Commissioning:

The bidder will install, commission and integrate required Point to Point Links over Ethernet RJ45 infrastructure as last mile for DC-DRC link as per Appendix-M and shall provide all the necessary equipments (if any) for the commissioning of the links DC-DRC locations specified as per Appendix-M on turnkey basis with the existing set up of the Bank.

- 8.4. The bidders are requested to visit our Bank's DC, DRC locations as detailed in **Appendix-M** for feasibility and to analyze the available infrastructure. It will be the responsibility of the bidder to integrate and supply all the components required to make the links available.
- 8.5. The required links must be terminated on Ethernet RJ45 for DC-DRC link. The bidder would require supplying and integrating all the components on their own cost till the Banks equipment of the DC, DRC locations. Hence, WAN cabling is in the scope of work of the selected bidder. The bidder should provide end point devices like STM/DCE devices/modems/media converters and all related equipments to provide the above hand off to the Bank's equipment at all the locations, at no additional cost to the Bank. The Bidder's demark is up to and including all the devices as mentioned above for the purpose of maintenance of SLA. Available details will be shared with the successful bidder. Cross connect will be done from Bank end.
- 8.6. The selected bidder shall sign a Service level agreement (SLA) as per RFP terms and conditions stipulated with the Bank to provide uninterrupted service and maintenance support for all the links for which firm order has been placed.
- 8.7. The following tasks are required to be carried out by the selected bidder for ensuring maximum uptime as part of the project at no additional cost to the Bank.
- 8.7.1. The supplier shall provide maintenance services during the period of contract as per standards defined in this RFP.
- 8.7.2. Overall maintenance of links and related equipments.
- 8.7.3. Checking network status and taking remedial action in case of problems.
- 8.7.4. Providing all the required links network reports as and when required by the Bank.



- 8.7.5. The supplier shall conduct preventive maintenance including inspection, testing, and satisfactory execution of all diagnostics in addition to the normal maintenance required.
- 8.7.6. Trouble shooting / repair /restoration of all supplied networking equipments and other components (if any).
- 8.7.7. Reconfiguration which includes de-installation/re-installation/shifting of links in case the situation demands.
- 8.7.8. Performance tuning.
- 8.8. The bidder shall arrange required Right of way permission from local Corporations/ Municipals/authorized agency for road cutting, digging, laying Ethernet RJ45 /Copper etc., Bidder shall produce such permission copy from these agencies, if bank requires.
- 8.9. No aerial cable pulling is permissible from bidder's Premises to any of the locations of the Bank.
- 8.10. All tools, tackles, testing instruments, consumables, vehicles etc., as required during all operations such as transport, installation, testing, commissioning and maintenance of links shall be provided by the bidder at no extra cost to the Bank for completing the scope of the work as per this RFP.
- 8.11. The bidder should take all care not to hamper the working of the DC and DRC. Any interruption in the offices has to be foreseen by the bidder and the same has to be brought to the notice of the Bank in writing and only on approval by the Bank, the bidder shall proceed ahead. The bidder shall always take prior permission of the premises in-charge of the bank before starting any work. The selected bidder shall supply identity cards to all their employees scheduled to work in the bank's premises and formally submit request letter to the bank's official for permitting access. The bidder shall abide by the security rules & procedures of the bank. Any requirement of working after office-hours and on holidays of the bank shall be foreseen and a request in writing shall be made to the bank in advance and obtain permission from the bank.
- 8.12. The selected Bidder shall take all steps to ensure safety of their 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-vendors. The bidder shall also ensure cleanliness of the site (work area) during execution of the contract.
- 8.13. The Bidder shall also give, as a part of this contract, technical consultancy and guidance for successful operation of the links, load balancing with the existing links and its expansion in future by the Bank.
- 8.14. In case any damage of bank's property during execution of work is attributable to the bidder, bidder has to replace the damaged property at their own cost.
- 8.15. Bidder should take transit insurance at their cost during delivery of materials to the respective locations.
- 8.16. The Bidder shall be fully responsible for installation and commissioning of the equipment related to commissioning of links, any cabling required and other related activities such as unpacking, uncrating, inspection etc., for which the bank shall provide the required space. All the cabling done for provisioning of connectivity shall be neat and structured. The bidder shall do the cabling through PVC conduit/casing/flexi-pipe. The bidder shall document the cabling path along with equipment/rack layout and get it approved by the Bank before actual installation.
- 8.17. The Hardware supplied towards commissioning the link should be insured by the bidder against all risks of loss or damages from the date of shipment till contract



period expires. Certificates of the "Comprehensive Insurance Cover" shall be submitted to the Bank for verification / examination and record.

- 8.18. The bidder shall also indicate the site preparation required for installation in terms of requirements like the size and weight of the System/sub-system (space required), operating temperature and relative humidity, dust level, requirement of air-conditioner, power requirement (stabilizer, UPS), electrical grounding (earthing), grouting requirement, floor/ceiling type, requirement of false floor/ceiling, etc., separately for each equipment. Load on power and heat dissipation for each of the equipment shall also be mentioned. The selected Bidder shall submit the document regarding site preparation requirements. The bidder shall be responsible for checking whether the site is made ready as per the requirements before installing and commissioning links. The Bank's deliverable specifically includes supply of UPS, Earthing, and providing space for keeping the equipments related to establishing links. Wall mounting, Suitable Rack or any platform for mounting the Network Equipments and Components has to be provided by the Bidder at no additional cost to the Bank.
- 8.19. The bidder should configure the devices supplied by the bidder as part of this project, in consultation with the Bank's official of respective location during implementation.
- 8.20. The selected bidder is bound to demonstrate the performance of the links, if required by the Bank.
- 8.21. The following deliverables are in the scope of work of the successful bidder:
- 8.21.1. Provisioning, commissioning, integration, testing, acceptance and Maintenance of 512 Mbps Point to Point Links over Ethernet RJ45 infrastructure as last mile for DC-DRC link from service providers other than M/S BSNL and M/S TCL.
 - 8.21.2. Commissioning, Integration and Acceptance report for DC-DRC and as specified in the Appendix-M.
 - 8.21.3. Monthly report (on daily traffic analysis) for the link.
 - 8.21.4. Monthly report (on performance indicators as per SLA) for each link.
 - 8.21.5. Detailed report of call lodged & rectification (quarterly) for each link.
 - 8.21.6. ROOT CAUSE ANALYSIS for all performance and availability problem that occur. Formal root cause analysis will be delivered within five days of problem occurrence, including:
 - 8.21.7. Explanation of the root cause
 - 8.21.8. Action plan to prevent re-occurrence, with project plan / tasks required and timing for each major milestone of the correction effort, and identification of the Bank responsibilities in the correction process.
- 8.22. The Bank is having M/s BSNL and M/s TCL P2P links as primary service provider for its DC-DRC network as on date. Bank may use the links as a primary/backup/load balancing mode with the existing link. The bidder has to coordinate with the System Integrator of the Bank to meet the Bank's requirement of primary/backup /load Balancing of the link with the primary link.
- 8.23. If the Bank decides to shift the premises of any of the business unit, for which Point to Point Connectivity is ordered and provisioned, the same will be communicated to the bidder through email or letter. Bidder should shift the link to the new location within 4 weeks after receiving the communication in this regard, at no additional cost to the Bank.



- 8.24. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the network pertaining to this project.
- 8.25. The contract for availing the Point to Point connectivity services is initially for a period of five years and the services are renewable for a further period with mutual agreement, by the Bank, and the same will be communicated to the provider as and when the services are due for renewal. However, the Bank reserves the right to issue one-month notice in advance to the service provider and may terminate the links / services at any point of time during the period of the contract.

The Existing WAN Connectivity:

Canara Bank has established state-of-the-art point to point network connectivity to connect its Data Center-Bangalore (DC), Disaster Recovery Center-Mumbai (DRC). The service provider for this network as on date is BSNL/TCL.

The Bank has following elements in its WAN network:

- a) Branch /office / ATM: These are the locations where banking related transactions / activities are carried out and are connected to our DC / DRC over MPLS network.
- b) Data Center (DC): All Application servers and database are hosted here. The DC is at ITI, Doorvani Nagar, Bangalore.
- c) Disaster recovery center (DRC/ DR): Backup of all the application servers and database. The DR is at Andheri (East), Mumbai.

All the business units proposed to be connected through the alternate service provider as per Appendix-M should be connected over Ethernet RJ45 for DC-DRC link as per Appendix-M.

9. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Specifications narrated in Annexure-7. Bidder should also maintain confidentiality of information shared with them during the tenure of the project.



C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)

1. Commissioning & Integration:

1.1. Bank shall provide the address and contact details of locations of commissioning and integration while placing the order.

1.2. Project Schedule are as follows:

Sl. No.	Contents	Timelines
1.	Acceptance of Purchase Order	Within 7 days from the date of Purchase Order.
2.	Duration of completion period	Within 7 weeks from the date of Purchase Order.

1.3. Any deliverable that has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract.

2. Security

2.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.

2.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.

2.3. The Bank may conduct security audit in the proposed solution after complete implementation.

2.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.

2.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Software.

2.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.

2.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.

2.8. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.

2.9. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.



3. Acceptance of the Project:

- 3.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.
- 3.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.

4. Up Time:

- 4.1. The bidder shall guarantee an uptime of **99.9% per Link per Month** for DC-DRC link during complete contract period operation on 24x7x365 basis which shall be calculated on monthly basis per Link. Bidder shall indicate call log-in procedure, preventive break down/corrective maintenance during contract period. The "Uptime" is, for calculation purposes, equals to the Total contracted hours in a month less "Downtime". The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the said link. "Restoration" is the condition when the selected bidder demonstrates that the said links are in working order and the Bank acknowledges the same.

- 4.2. The percentage uptime is calculated on monthly basis per link as follows:

$$\frac{(\text{Total contracted hours on 24x7 basis in a month} - \text{downtime hours within contracted hours})}{\text{Total contracted hours in a month}} * 100$$

- 4.3. If the monthly uptime is below 99.9% for DC-DRC Link, the Bank shall deduct a penalty from the bandwidth recurring payment, if contracted, @ 2% of cost of monthly bandwidth recurring charges for each link for every 0.1 percent or part thereof reduction in the uptime.
- 4.4. The total LD deductible per quarter as per above is restricted to a maximum of 10% of quarterly bandwidth charges of the contracted links. However, if the link's uptime is less than 94%, the link's bandwidth charges for that month will be deducted in addition to the above LD from the amount payable at the end of the quarter. If the uptime is less than 94%, the Bank shall levy the penalty as above and shall have full right to terminate the part or whole of the contract & services under this RFP or SLA, if contracted. The right of termination shall be in addition to the above penalty.

5. Penalties/Liquidated Damages:

- 5.1. Liquidated Damages for Delay: Time is the essence of the contract. If the bidder fails to complete the commissioning and integration within 7 Weeks, the bank shall impose Liquidated Damages, a sum of five percent (5%) of the total cost of Installation, Commissioning & Integration per location, which has been completed beyond the stipulated period, as per the order/contract, for each calendar week of delay or part thereof. The LD for delay shall be applied, on the total cost of Installation, Commissioning & Integration for the respective location/site even if part work has been covered as per order/contract and remaining items/work delivered with delay. However the total LD deductible under this clause should not exceed 10% of the total contract value.



- 5.2. Liquidated Damages for non-performance: If the specifications of the RFP are not met by the Bidder during various tests, the Bidder shall rectify or replace the same to comply with the specifications immediately to ensure the committed uptime of 99.9% for DC-DRC link, failing which the Bank has the sole right either to reject or to accept the solution finally by recovering the amount as deemed reasonable by the Bank.
- 5.3. All the above LDs are independent of each other and are applicable separately and concurrently.
- 5.4. LD is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility/onus of the bidder to prove that the delay is attributed to the Bank and Force Majeure. The bidder shall submit the proof authenticated by the bidder and bank's official that the delay is attributed to the Bank and Force Majeure at the time of requesting installation and commissioning payment. If the bidder fails to produce proof from Bank's officials for delay in installation and commissioning, if any, the date of installation shall be taken for calculating the delay for LD purpose.
- 5.5. Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:
- a) Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics etc.
 - b) Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes etc.
 - c) Terrorist attacks, public unrest in work area.
 - d) Provided either party shall within five (5) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or the Bank shall not be liable for delays in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

6. Payment Terms:

- 6.1. The selected bidder shall submit invoice and other documents necessary as per the terms duly authenticating on each document, site-wise, along with the request letter for payment. The payment after deducting applicable LD & TDS will be released centrally at the Bank's office at DIT Wing, Naveen complex, 14, M G Road, Bangalore-560 001. Any of the following payments will be released only on acceptance of the order and on signing the agreement/contract by the selected bidder and also on submission of contract performance guarantee as per Appendix-D of this RFP. The bidder shall be responsible for extending the validity date and claim period of the entire bank guarantees as and when it is due on account of incompleteness of work under guarantees. The bank shall invoke the guarantee before expiry of validity if work is not completed and the guarantee is not extended, accordingly.
- 6.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus one copy) reflecting GST, GSTIN, HSN Code, 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.

- 6.3. Payment towards recurring bandwidth charges for all the Point to Point links will be payable to the selected bidder Quarterly in arrears. The selected bidder has to raise the bill to the bank and submit the same at DIT, Naveen complex, Canara Bank after completion of every quarter along with downtime reports duly signed by designated Bank's officials and authorized bidder's officials. The claim has to be made on quarterly basis before the end of the subsequent quarter. The Bank, after deducting any LD charges, based on downtime calculation completed per month per Link for the link downtime, would release the payment to the bidder. However, the bidders may please note that as the project is a turnkey project, the start date for the bandwidth recurring charges for all the Point to Point Links would be only after the completion of acceptance of all the Point to Point Links, order wise.

7. Completion Period:

The schedule of activities towards completion of acceptance test is given below:

- 7.1. Installation, Commissioning, Integration, Testing and related Acceptance of all the Point to Point Links on turnkey basis between all the referred locations as per the **Appendix-M**, within 7 (Seven) weeks from the date of Purchase order. However, the bidders would expedite for early acceptance of all Point to Point Links.
- 7.2. If any of the Point to Point Link is pending, though the bandwidth may be available to the bank for locations, the service provider would not be able to raise the bill for that period i.e. the bandwidth charges for all the point to point links would start from the date of acceptance of all the Point to Point links as per **Appendix-M**. However, in case of delay attributable due to Bank, such as providing premises to the bidder, the Bank will take appropriate decision regarding the acceptance and payment to the bidder on case to case basis.
- 7.3. 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 Bangalore and other locations. 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.

8. Cost & Currency:

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

9. Project Execution:

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. 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 selected bidder shall submit a detailed Project Evaluation and Review Technique (PERT) chart on acceptance of the Order.

10. Subcontracting:

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

D. BID PROCESS

1.	Clarification to RFP & Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above-mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses https://canarabank.com/User_page.aspx.



E. SELECTION OF BIDDER

1. Preliminary Scrutiny:

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

2. Clarification of Offers:

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

3. Evaluation of Bid:

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

3.2. Part A-Conformity to Eligibility Criteria:

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Eligibility Criteria and on the documents submitted as per Appendix-A of RFP. The proof of documents should be submitted as per Appendix-A and it will be evaluated by the Bank and Bank will seek clarification, if required.

3.3. Part B-Technical Proposal:

- 3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B-Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per Appendix-B. The proof of documents should be submitted as per Appendix-B and it will be evaluated by the Bank and Bank will seek clarification, if required.

- 3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-7 and Annexure-8 (scope of RFP).

- 3.3.3. **Bidders must fully comply with all requirements. Non-compliance to any one of the requirements leads to disqualification of the Bidder in Part B-Technical Proposal.**

- 3.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.



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

3.3.6. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

3.4. Part C-Commercial Bid:

The Part C- Commercial Proposals of only those bidders who qualified in **Part B- Technical Proposal** will be opened with due communication by the Bank. The **Part C- Commercial Bid** submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder.

4. Bidders Presentation /Site Visits / Product Demonstration/POC:

4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part A -Conformity to Eligibility Criteria**. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required Hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.

4.2. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.

4.3. 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. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.

4.4. Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Bank at their own cost. The Bank may require onsite reference visit or a Telephonic conversation with the concerned.

4.5. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

4.6. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.

5. Normalization of Bids

5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

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

OR

5.1.2. Revised submissions of the entire bid in the whole.



5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

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

6. Intimation to Qualified/Successful Bidders:

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (H1, H2, H3...etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction of Error in Commercial Bid:

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

7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.

7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.

7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.

7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.

7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.

7.6. If the bidder does not accept the correction of errors, the bid will be rejected

8. Commercial Evaluation & selection of Bidder :

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

8.2. The L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material as per Annexure-14 of RFP.



F. OWNERSHIP & AWARDING OF CONTRACT

1.	Bid Validity Period	7.	Project Execution
2.	Proposal Ownership	8.	Security Deposit / Performance Bank Guarantee
3.	Project Ownership	9.	Execution of Agreement
4.	Acceptance of Offer	10.	Pricing
5.	Award of Contract	11.	Order Cancellation/Termination of Contract
6.	Effective Date		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses https://canarabank.com/User_page.aspx?othlink=5.



G. GENERAL CONDITIONS:

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

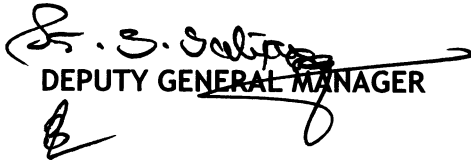
The above-mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses
https://canarabank.com/User_page.aspx?othlink=5.



H. PURCHASE PREFERENCE

1.	Micro & Small Enterprises	3.	Procurement through Local Suppliers (Make in India)
2.	Startup		

The above-mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses
"https://canarabank.com/User_page.aspx?othlink=5"


DEPUTY GENERAL MANAGER



Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: https://www.canarabank.com/User_page.aspx?othlink=5
 Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

Sections	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
Annexures	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
Forms (Purchase Preference)	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Start-ups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
Bid Formats	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
Bank Guarantee Formats	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)
Pre Contract Integrity Pact	
Appendix I	Pre Contract Integrity Pact.



Annexure-2

Eligibility Criteria Declaration

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

SUB: RFP for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL.

Ref: Your RFP 22/2020-21 dated 09/11/2020

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

Sl. No.	Eligibility Criteria	Documents to be submitted with Part A- Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
a)	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last Three years as on RFP date.	Copy of Certificate of LLP registration. (OR) 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)	The bidder must be a licensed NLD (National Long Distance) service provider across India.	Copy of the license issued by Dept. Of Telecommunications, Govt. of India. Bidder to ensure availability of license till the contract period.	
c)	The Bidder should have a minimum annual turnover of Rs. 100 Crores for the last three financial years.	1. Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)]. 2. Bidder must produce a certificate from the Company's Chartered Accountant to this effect. 3. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	



d)	The Bidder should have Positive Net Worth as on 31/03/2020.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.	
e)	The bidder should have minimum 3 years' experience (up to 31-03-2020) in WAN data connectivity provisioning across India.	i. The registration no. of the firm /company along with Sales Tax no. / Valid IT Certificate /Certificate of Incorporation. ii. Proof of WAN connectivity service provisioning for 3 years.	
f)	The bidder should have representative office and officials authorized to deal with the Bank at Bangalore.	The bidder should provide the representative office address with contact details of authorized officials, to deal with the Bank.	
g)	Bidder should have provisioned P2P link with 512 Mbps or higher bandwidth over bidder's own National Long-Distance covering Bangalore and Mumbai in a single link.	Purchase Order Copies & Satisfactory Services letter from the Customers to be produced specifying the Technology.	
h)	The Bidder must have Support centers & POPs in Bangalore and Mumbai of the Bank as mentioned in Annexure-4 of the RFP.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-4.	
i)	The Bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum-F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially	A declaration stating " We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We certify that we are not from such a country or; if from such a country, have been registered with the Competent Authority (copy attached). We hereby certify that we fulfil all requirements in this regard and are eligible to be considered." to be submitted in Company's letter head.	



	<p>controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p> <p>e. An Indian (or other) agent of such an entity; or</p> <p>f. a natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p>		
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We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal

Name :

Designation :



Annexure-7

Technical Requirements.

SUB: RFP for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL.

Ref: Your RFP 22/2020-21 dated 09/11/2020

Technical Requirements (PART-A)

1. Bank intends to establish Point to Point Connectivity from alternate service provider as specified in Appendix-M.
2. The technical scope of work is to provide Point to Point Connectivity in turnkey basis for the locations as per Appendix-M. This project includes but not limited to the following:
 - 2.1. Maintenance services during the period of contract as per standards defined in this RFP.
 - 2.2. Bank is free to use any LAN/WAN IP as per its requirement.
 - 2.3. The solution / technology offered by the Bidder should support security and inbuilt redundancy.
 - 2.4. Bidder should do necessary switching & Routing configuration at their NOC / POP end, required for establishment of link.
 - 2.5. All the POPs from where the connectivity is provided to Bank should have redundancy of equipments, links, power, backhaul connectivity etc.
 - 2.6. The solution should meet the requirements of the Bank and provide the Guaranteed Performance of the Point to Point Connectivity Solution.
 - 2.7. 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. The escalation procedure for maintenance shall also be submitted including all the contact details of the responsible personnel.
 - 2.8. The Bidder shall be fully responsible for installation and commissioning of the equipment related to commissioning of links, any cabling required and other related activities such as unpacking, uncrating, inspection etc., for which the bank shall provide the required space. All the cabling done for WAN shall be neat and structured. The bidder shall do the cabling through PVC conduit/casing/flexi-pipe. The bidder shall document the cabling path along with equipment/rack layout and get it approved by the Bank before actual installation.
 - 2.9. The selected bidder is bound to demonstrate the performance of the links, if required by the Bank.
 - 2.10. The Bidder shall provide all other required equipments and services, whether or not explicitly mentioned in this RFP to ensure the intent of specification, completeness, operability, maintainability and upgradeability of the links.
 - 2.11. Service Provider should have full-fledged "Network Management Centre (NMC/NOC)", round the clock (24x7x365 basis) manned by skilled & technical manpower, for the efficient central & remote monitoring, configuration, diagnose, troubleshooting and performance management of backbone network and last mile network over which the connectivity for Bank shall be provisioned.
 - 2.12. The point to point connectivity over the Bidder's network including last mile connectivity should be capable of handling application traffic (data, voice, video, etc.,)



- 2.13. **Security:** The provided channel must be a secure channel. The Bank's network should be segregated from other customers.
- 2.14. The Bidder must provide dedicated 512 Mbps Full duplex Bandwidth with ring protection between Bangalore and Mumbai office - 1:1, uncompressed, Unfiltered and unshared.
- 2.15. The bidder will be responsible to maintain the end-to-end connectivity on 24x7 basis so as to meet the committed SLA.
- 2.16. Latency must not be more than 20 Milliseconds from Bank (CE) router at DC to Bank CE router at DRC.
- 2.17. Jitter - 10 milliseconds maximum.
- 2.18. The link must be delivered upto Bank router on Ethernet RJ45 mode.
- 2.19. Circuit should be in Ring architecture with different exchange connected to take care of last mile failures.
- 2.20. The bidder must have the capacity to increase and decrease the bandwidth on demand.
- 2.21. The following Network parameters need to be ensured:
- 2.21.1. Throughput: 100% of bandwidth
 - 2.21.2. Packet loss: less than 1%.
 - 2.21.3. Minimum Time to Restore (MTTR): Maximum 2hrs.
- 2.22. Service Provider should have a centralized trouble ticketing tool for call logging, Proactive monitoring and troubleshooting purpose. Service provider shall provide Toll free number for docket booking, NOC contact and the escalation matrix acceptable to the Bank.
- 2.23. Voice/Video port/Protocol for Video Conferencing/Multimedia applications should be enabled as per the needs of the Bank
- 2.24. The bidder should own responsibility for liaising with government agencies or other Departments to provide any licenses, approvals etc. that may be required.
- 2.25. The bidder should not terminate the connections of other customers on the devices installed at our premises and should furnish an undertaking to this effect.
- 2.26. Bidder should provide proactive 24x7 supports and should have facilities for 24x7 Centralized call center and NOC. Also, the Bidder should have adequate resources to provide immediate support in case of link break downs or any such issues/problems.
- 2.27. The day-to-day co-ordination and Project Management will be done by Bank or on behalf of the Bank will be done by the System Integrators (SI) appointed by the Bank. Bidder should coordinate and co-operate with the Bank's SI.
- 2.28. The link will be used for load balancing /sharing with the primary / secondary links.



Annexure-8

Scope of Work

SUB: RFP for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL

Ref: Your RFP 22/2020-21 dated 09/11/2020

Sl. No.	Specification	Description	Complied Yes/No	Remarks/Deviation
1.	Connectivity	Point to Point Connectivity over the service provider's own OFC (Optical Fiber Cable) infrastructure with Fibres as last mile for DC-DRC link.		
2.	Technical Requirements	As explained/briefed in Annexure -7.		
3.	Handoff	Ethernet on fibre as per the Bank's requirement		
4.	Bandwidth Capacity	As per Appendix-M		
6.	SLA	As per Clause 4 (Section C) Uptime of RFP		
7.	Non-shared on exclusive basis	1:1		
8.	Latency	< 20 msec on 24x7x365 basis between Service Provider's Demark at both ends.		
9.	Packet Loss	<1%		
10.	MTTR	<=2 hours (All the links as per Appendix-M) However, the service provider should maintain the uptime as per the RFP and SLA without regard to the above MTTR		
11.	Duplex	Connectivity should be full duplex		
13.	Customer Support	24x7x365 through Technical Team (Not through Customer Care)		



14.	Security	Secure channel. Segregation of Bank's network from other customers.		
15.	Call logging and troubleshooting	The bidder must provide Centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.		
16.	Call resolution Tracking and updating to Bank	The bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the Bank. In addition, the Bidder should have well defined management and technical escalation procedures.		

Date:

Name:

Authorized Signatory:

Designation & Seal:



Annexure- 14

Bill of Material

SUB: RFP for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL.

Ref: Your RFP 22/2020-21 dated 09/11/2020

Notes

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

Table -A

Price details of Bandwidth Charges for of Point to Point Link between DC and DRC

Sl. No	Location		Committed Bandwidth	Bandwidth charges per year (Excl. of taxes)	No of Years	Total Bandwidth Charges (Excl. of Tax)	Tax for Column F		Total Charges (Incl. of taxes)
	A end	B end					D= % of tax	E= Tax Amt.	
1	DC Site: Canara Bank Data Center, C/o ITI Limited - Trimax Data Center, F-21, Gate no 5, ITI Complex, Doorvani Nagar, Bangalore - 560 016	DRC Site: Canara Bank Data Center - M/s Videsh Sanchar Nigam Limited (VSNL), Technopolis Knowledge Park, Mahakali Caves Road, Chakala, Andheri East, Mumbai - 400 093	512 Mbps		5				



Table-B

Price Details for One time Installation, Commissioning & Integration of Point to Point Link between DC and DRC

[Amount in Rs.]

Sl. No.	Description	Cost Price (Excl. of tax)	Tax for Column A		Total Price (Incl. of tax)
		A	B= % of tax	C= Tax Amt.	D=A+C
1	One time Installation, Commissioning & Integration including all related charges, Testing and Related Acceptance of Point to Point Link between DC and DRC for Third level redundancy.				

Table-C
Total Cost for 5 Years Contract Period

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost of Ownership [inclusive of tax]
A	Total Cost for of Bandwidth for of Point to Point Link between DC and DRC as per Table-A [Column F]	
B	Total cost of One time Installation, Commissioning & Integration of Point to Point Link between DC and DRC as per Table-B [Column D]	
C	Total Cost of Ownership [Sum of A and B of Table-C]	

Undertaking

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

Date

Signature with seal

Name :

Designation :



Appendix -A

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

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

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / exemption Certificate.
- 4) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible).
- 5) Self-Declaration of MSEs/Startup on their Letter Head as per Form PP - B.
- 6) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible).
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC as per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible).
- 8) 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.
- 9) Bid Covering letter as per Annexure-1.
- 10) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 11) Bidder's Profile as per Annexure-3.
- 12) Service Support Details as per Annexure-4.
- 13) Track Record of Past Implementation Projects as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 16) Bidder should submit Vendor Risk Assessment with all supporting documents as per Appendix-L attached to this RFP.
- 17) Write up on the Work Experience / Expertise of Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link.
- 18) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.
- 19) Bidder should provide Call Log in procedure for call logging and ticketing.



Appendix-B

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

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

1. Index of all the documents submitted with page numbers.
2. Compliance to Technical Specification for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy from Service Providers other than M/s BSNL and M/s TCL should be complete with all columns filled in as per Annexure-7.
3. Compliance to the Scope of Work as per Annexure-8.
4. Undertaking Letter of Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link between DC and DRC of Canara Bank for Third level of redundancy Annexure-9.
5. Compliance Statement as per Annexure-10.
6. Undertaking Letter as per Annexure-11.
7. Escalation Matrix as per Annexure-12.
8. Manufacturer Authorization form as per Annexure-13.
9. Masked bill of Material as per Annexure-14.
10. Vendor Risk Assessment as per Appendix-L.
11. Technical Documentation (Product Brochures, leaflets, manuals, drawings).
12. A detailed list of the **other** Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.
13. Bidder has to provide detailed proposed BOM each line item wise for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of 512 Mbps Point to Point Link for contract period of 5 years as part of Technical Bid.



Appendix-C

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

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

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

- 1) Bill of Materials as per Annexure-14.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).



Appendix -M
Location Details

Location and bandwidth Details for providing Point to Point Connectivity over fiber as last mile:

Sl. No.	Point to Point Connectivity between Bank locations		Bandwidth
	A end	B end	
1	DC Site: Canara Bank Data Center, C/o ITI Limited - Trimax Data Center, F-21, Gate no 5, ITI Complex, Doorvani Nagar, Bangalore - 560 016	DRC Site: Canara Bank Data Center - M/s Videsh Sanchar Nigam Limited (VSNL), Technopolis Knowledge Park, Mahakali Caves Road, Chakala, Andheri East, Mumbai - 400 093	512 Mbps



Appendix-L

VENDOR RISK ASSESSMENT

1. NAME AND ADDRESS OF THE VENDOR:

Regd. Office
Correspondence address

2. Name of the Activity/Project with us:

1. COMPANY PARTICULARS:

Sl. No.	Particulars	Remarks
1.	Whether any change in constitution of firm	Yes/No
	If yes, term (yrs.) from last change/initial estd.	
	If yes, date of reconstitution	
2.	Main business of vendor	
	Experience in years(main business)	
	Subsidiary business (Annex if many business)	
	Experience in years (Subsidiary business)	
3.	Whether unit is MSME/start up	Yes/No
4.	Is firm holds any quality certifications like ISO/BIS etc.,	Yes/No
	If yes, give details and how many certificates holds	
5.	Details of sister concerns dealing in same type of business like similar type of business or no similar type or no sister concern	
6.	Present Banker	
	Status of firm with present Banker(applicable if unit is sick/NPA only)	
7.	Constitution of Firm like individual or prop, partnership, LLP, ltd company, PSU etc	



2. BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in nos)	
	Details of clients (annexe if many)	
2.	No of business projects received for last 2 year(nos)	
	Value of the above projects(Rs.)	
	No of projects , participated in last 2 year	
	No of projects in execution phase of last 2 year receipts.	
3.	Major competitors in market (NO)	

3. LEGAL ISSUES AND OBLIGATIONS:

1.	Ever blacklisted from any organization for last 5 years	Yes/No
	If yes, give details	
2.	Any notice received from any regulatory body	Yes/No
	If yes, give details	
3.	Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.	Yes/No
	If yes, give details	
4.	Whether all statutory dues like ESI, PF, tax, etc., are paid upto last ABS.	Yes/No
	If no, particulars of pending dues	
5.	Any major fraud/breach of policies within company noticed for last 2 years	Yes/No
	If yes, impact (amount)	

4. BUSINESS POSITION:

1.	Firm is credit rated	Yes/No
2.	If yes, rating agency & present rating	
3.	Industry position of firm (like gartner listing, etc.,) and whether firm is in better position or best position or not in better position	



5. BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in nos)	
	Details of clients (annexe if many)	
2.	No of business projects received for last 2 year(nos)	
	Value of the above projects(Rs.)	
	No of projects , participated in last 2 year	
	No of projects in execution phase of last 2 year receipts.	
3.	Major competitors in market (NO)	

6. LEGAL ISSUES AND OBLIGATIONS:

1.	Ever blacklisted from any organization for last 5 years	Yes/No
	If yes, give details	
2.	Any notice received from any regulatory body	Yes/No
	If yes, give details	
3.	Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.	Yes/No
	If yes, give details	
4.	Whether all statutory dues like ESI, PF, tax, etc., are paid upto last ABS.	Yes/No
	If no, particulars of pending dues	
5.	Any major fraud/breach of policies within company noticed for last 2 years	Yes/No
	If yes, impact (amount)	

7. BUSINESS POSITION:

1.	Firm is credit rated	Yes/No
2.	If yes, rating agency & present rating	
3.	Industry position of firm (like Gartner listing, etc.,) and whether firm is in better position or best position or not in better position	

