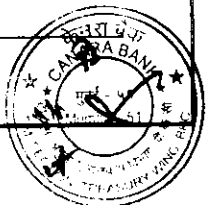


**REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, INSTALLATION, IMPLEMENTATION, COMMISSIONING AND
MAINTENANCE OF
IP TELEPHONY, TURRET PHONES,
VOICE RECORDING/ LOGGER SOLUTION & OTHER ITEMS
IN
CANARA BANK”**

Issued by: Canara Bank,
Technology Management Section,
Integrated Treasury Wing, 5th Floor, B Wing, C14, G Block,
Bandra Kurla Complex, Bandra East Mumbai- 400 051
Phone No - 022- 26725223, 5222
Email Id - itwapm@canarabank.com



A. BID SCHEDULE& ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 01/2020-21 dated 16/06/2020
2.	Name of the Wing	Integrated Treasury Wing, Mumbai
3.	Brief Description of the RFP	Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution& Other Items.
4.	Bank's Address for Communication	Deputy General Manager Canara Bank, Integrated Treasury Wing, T M Section, 5 th Floor, B Wing, C14, G Block, Bandra Kurla Complex, Bandra East Mumbai - 400 051 Senior Manager, Technology Management Section Tel -022-26725223, 5222 Email: itwapm@canarabank.com
5.	Date of Issue of RFP	16/06/2020, Tuesday
6.	Tender Fee (Non-refundable)	Rs.5,900 (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.10,00,000/-
8.	Performance Guarantee/Bid Security Bank	10% of Total Order Value
9.	Purchase Preference Policies	Applicable
10.	Last Date and Time for Submission of Bids	04/07/2020, Saturday at 3.00 PM Venue: Canara Bank, Integrated Treasury Wing, 5 th Floor, B Wing, C14, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	04/07/2020, Saturday at 3.30 PM Venue: Canara Bank, Integrated Treasury Wing, 5 th Floor, B Wing, C14, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051.
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	i. Pre-bid meeting will be held on 23/06/2020, Tuesday at 3.30PM. <u>Venue:</u> Canara Bank, Integrated Treasury Wing, 4 th Floor, B Wing, C14, G Block,



		<p>Bandra Kurla Complex, Bandra East, Mumbai 400 051.</p> <p>ii. Pre bid queries should be submitted as per Appendix-D.</p> <p>iii. Pre-bid Queries to E-mail itwapm@canarabank.com must reach us on or before 13/06/2020, Saturday at 3.00PM. Subject of the email should be given as "Pre Bid Queries for RFP 01/2020-21 dated 16/06/2020". <u>Queries reaching afterwards will not be entertained.</u></p>
14.	Other Details	<p>i. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>ii. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website http://canarabank.com/english/announcements/tenders</p> <p>iii. No suggestions or queries shall be entertained after pre-bid meeting.</p>
<p>This document can be downloaded from following website http://canarabank.com/english/announcements/tenders 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 Mumbai and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank's website only (i.e. http://canarabank.com/english/announcements/tenders). No individual communication will be sent to the individual bidders.</p>		

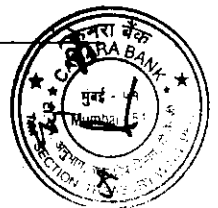


DISCLAIMER

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

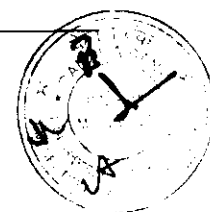
Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website (<http://canarabank.com/english/announcements/tenders>) and it will become part and parcel of RFP.

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



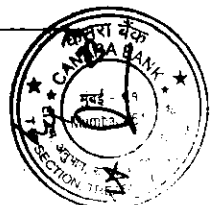
2. Abbreviations:

1.	AIOPS	Artificial Intelligence for IT Operations
2.	AMC	Annual Maintenance Contract
3.	ATS	Annual Technical Support
4.	APM	Application Performance Monitoring
5.	NMS	Network Monitoring Solution
6.	BG	Bank Guarantee
7.	BOM	Bill of Material
8.	DD	Demand Draft
9.	DEM	Digital Experience Monitoring
10.	DIT	Department of Information Technology
11.	EMD	Earnest Money Deposit
12.	GST	Goods and Service Tax
13.	HO	Head Office
14.	HTTP	Hyper Text Transfer Protocol
15.	HTTPS	Hyper Text Transfer Protocol Secure
16.	ISDN	Integrated Services Digital Network
17.	ITIM	IT Infrastructure Monitoring
18.	ITU	International Telecommunication Union
19.	LAN	Local Area Network
20.	LD	Liquidated Damage
21.	MAF	Manufacturer Authorisation Form
22.	MSE	Micro and Small Enterprises
23.	MSME	Micro Small & Medium Enterprises
24.	MTBF	Mean Time Between Failure
25.	MTTR	Mean Time To Restore
26.	NEFT	National Electronic Funds Transfer
27.	NI Act	Negotiable Instruments Act
28.	NPMD	Network Performance Monitoring and Diagnostics
29.	OEM	Original Equipment Manufacturer
30.	OS	Operating System
31.	PERT	Project Execution and Review Technique
32.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
33.	RTGS	Real Time Gross Settlement



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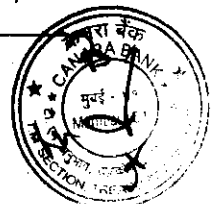
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6.	Tender Fee	14.	Submission of Bids
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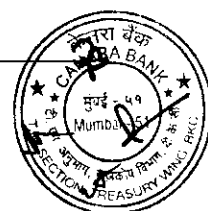
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B. INTRODUCTION

1. About Canara Bank

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. Syndicate Bank has amalgamated with Canara Bank with effect from 01/04/2020. The amalgamated Bank i.e., Canara Bank is having pan India presence of more than 10,391 branches, 24 Circle Offices and 176 Regional Offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions

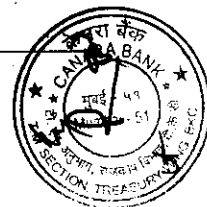
- 2.1. 'Bank' means unless excluded by and repugnant to the context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Supply, Installation, Implementation, Commissioning and Maintenance IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items in Canara Bank".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means providing "IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items" in Canara Bank.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP

The Bank intends to procure IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Implementation, Commissioning and Maintenance of Monitoring Solution for Application, Server and Network Devices in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

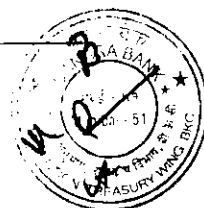
- 4.1. Canara Bank is pioneer for implementing digital products for end customer as a focus of digital economy, similarly Banking industries is a witness of digital revolution and offering customer centric digital products. Canara Bank's customer are interacting with state of art internet banking, Mobile Banking, UPI, IMPS etc., application with Omni channel experience on multiple platforms like browser, mobile app etc.



- 4.2. Canara Bank has gained the trust of the customers over many years and bank want to ensure customer overall experience with Bank's digital mediums. Accordingly, Bank want to implement IP Telephony, Turret Phones, Voice Recording/ Logger solution with Other Items like Dealer Boards (Turret Phones), Recording Solution and Server & Backup Hardware.
- 4.3. The Bidder has to deploy IP Telephony, Turret Phones, Voice Recording/ Logger solution and other items at Canara Bank, Integrated Treasury Wing, BKC Office, Mumbai.
- 4.4. The Bank is looking at a highly professional relationship with the service provider who shall implement the proposed solution. The service provider shall provide required hardware/appliance, software, training and other services for implementing, managing and maintenance of proposed solution.
- 4.5. The bidder should act as a System Integrator for implementation of the said solution including but not limited to design, installation, and integration with other solutions as per bank's network architecture and based on requirements received from its Head Office.

5. Existing Infrastructure

- 5.1. Canara Bank has established Integrated Treasury Wing Primary Site in BKC, Mumbai with two-tier MPLS network connectivity to connect its Data Center - Mumbai (DC), Disaster Recovery Center-Bengaluru (DRC).
- 5.2. Bidder should provide all software, hardware & licenses. Bank will only provide Trend Micro Deep Security Antivirus for servers.
- 5.3. All the bidders have to provide Hardware to run the proposed application and other environmental or related software along with technical proposal.
- 5.4. The successful bidder must design the solution with high availability & secure infrastructure as per Industry accepted security standards and best practices.
- 5.5. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance/ service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades/ replacements. The Bank has the right to deduct/ recover from the successful bidder the required additional expenses, which Bank may incur on account of such upgrades/ replacements.



6. Requirement Details

- 6.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for procurement of IP Telephony, Turret Phones, Voice Recording/Logger Solution and Other Items in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements:

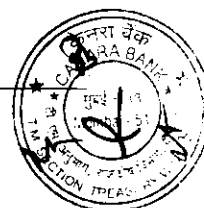
Item details	Location
Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/Logger Solution & Other Items as per Annexure-7 (Technical/Functional Requirements) and Annexure-8 (Scope of Work)	Integrated Treasury Wing - Mumbai

- 6.2. The term of contract will be for a period of Three (3) years Warranty and Three (3) Years AMC (if contracted). The renewal will be at the sole discretion of the bank and based on the performance of the bidder during the contract period.
- 6.3. The Contract with the selected vendor will be valid from the date of acceptance of Purchase Order to Six (6) years from the date of implementation signoff given by the bank. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between Bank and the vendor.
- 6.4. Bank reserves the right to increase or decrease the quantum of licenses by 25% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

7. Participation Methodology

- 7.1. In a tender, either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 7.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.
- 7.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.
- 7.4. In the event of the Bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect, Bidder should provide a dealer/distributor certificate as per Annexure-13.

8. Eligibility Criteria



- 8.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items.
- 8.2. Interested Bidders, who can Supply, Install, Implement, Commission and Maintain the IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items and meet the Eligibility Criteria as per Annexure-2 may respond.
- 8.3. 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.

9. Scope of Work

- 9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. Bidder has to conform compliance to the Scope of Work as mentioned in Annexure-8. The bidders are required to go through the complete RFP document thoroughly. The obligation/ responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.

9.2. Project Completion and Management

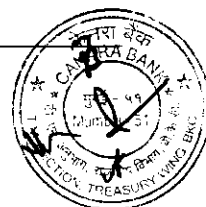
- 9.2.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Mumbai as a single point of contact for the Bank.
- 9.2.2. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.

10. Technical/ Functional Requirements

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

11. Training

- 11.1. The Bidder should provide training and certification directly from OEM to the identified Bank personnel/ team on solution for features/ service architecture, and functionality during and after implementation. The working of the implemented solution should be demonstrated to the Bank after completion of the implementation and the review and feedback should be implemented without any cost to bank. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training. Trainer should be well experienced with the solution. Location of the Training must be at Mumbai only. Bidder should provide the training material and hands-on during the training.
- 11.2. OEM Training to the Bank's team on administering, monitoring, supervising, report generation and usage of the proposed IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items.



11.3. The details of the training are to be provided by the Bidder and shall be subject to evaluation by the Bank to ensure that all the components of the system are covered in the training by the Bidder.

11.4. The selected bidder shall provide training to the Bank/participants.

11.5. The selected bidder shall provide certification from OEM to the Bank/participants.

11.6. The selected bidder should also make provision for downloadable lessons/User manuals/procedure documents.

11.7. The selected bidder shall provide OEM Training to bank officials as under:

Sl. No.	Details	No of Days	Batch Size	No. of Batches
1.	Post Implementation	3 days	5	2



C. Deliverables & Service Level Agreements (SLAs)

1. Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items

- 1.1. Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of 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.
- 1.2. Bidder should ensure Installation, Configuration, Integration, Implementation and Commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank within **4 weeks** from the date of delivery of all the materials at the ordered locations.
- 1.3. 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 solution 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.
- 1.4. 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/Software.
- 1.5. 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.
- 1.6. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

2. Integration & Interfaces

- 2.1. The selected bidder has to work with our Bank Team for Hardware deployment, policy creation and configuration in Servers and other Devices.
- 2.2. The selected bidder has to work with different application vendors in order to integrate/ trunk new solution to the existing setup of other departments during contract period.



- 2.3. The selected bidder has to work with different teams of Bank & application OEMs to understand the policies requirement and configurations of respective applications for the offered solution.

3. Security

- 3.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.
- 3.2. 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.
- 3.3. The Bank may conduct security audit in the proposed solution after complete implementation.
- 3.4. The Bidderhas 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.
- 3.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Software.
- 3.6. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.
- 3.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 3.8. 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.
- 3.9. 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.

4. Acceptance

- 4.1. 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 Bank will accept the solution and the project will be considered as deemed signed-off.
- 4.2. After the Bank has accepted the Solution, the Vendor may submit an invoice for the Solution.
- 4.3. The warranty will cover all supplied components includes software, hardware and will start after Project acceptance & Signoff.

5. Uptime

- 5.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Annexure-8, during the period of the Contract and during AMC/ATS, if contracted, which shall be calculated on monthly basis.



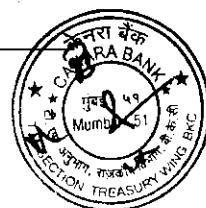
- 5.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 5.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.
- 5.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 5.5. The percentage uptime is calculated on monthly basis as follows:

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

- 5.6. Contracted minutes of a month = No. of days in that month X 24 X 60.

6. Penalties/Liquidated Damages

- 6.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:
- 6.1.1. Penalties/Liquidated damages for delay in supply: Non-compliance of the Supply of Hardware, Software & Other items (including OS) as per clause 1.1 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 12 of Table-A in Annexure-14 (Bill of Material) location/office address wise.
- 6.1.2. Penalties/ Liquidated damages for delay in implementation: Non-compliance of the Installation, Implementation, Commissioning of Hardware, Software & Other items (including OS) as per clause 1.2 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 7 of Table-A in Annexure-14 (Bill of Material) location/office address wise.
- 6.1.3. However, the total Penalty/LD to be recovered under above clauses 6.1.1 & 6.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).



6.2. Penalties/Liquidated Damages for Not Maintaining Uptime:

6.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
99.90% to 100%	No penalty
99.00% to 99.89%	0.10% (plus GST) on invoice value*(exclusive of GST) for every hour or part thereof.
98.00% to 98.99%	0.20% (plus GST) on invoice value*(exclusive of GST) for every hour or part thereof.
97.00% to 97.99%	0.30% (plus GST) on invoice value*(exclusive of GST) for every hour or part thereof.
96.00% to 96.99%	0.40% (plus GST) on invoice value*(exclusive of GST) for every hour or part thereof.
95.00% to 95.99%	0.50% (plus GST) on invoice value*(exclusive of GST) for every hour or part thereof.
Less than 95.00%	1.00% (plus GST) on invoice value*(exclusive of GST) for every hour or part thereof.

*Invoice value of hardware, software and solution excluding AMC/ATS as per Table-A of Bill of Material.

- 6.2.2. The maximum penalty levied shall not be more than the 10% of invoice value*(plus GST) during warranty period and 50% of AMC/ATS amount payable for one year (plus GST) during AMC/ATS period.
- 6.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).
- 6.2.4. If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.
- 6.3. **Penalties/ Liquidated Damages for Onsite Resources:** In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20%(Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.
- 6.4. **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.

- 6.5. 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.
- 6.6. All the above LDs are independent of each other and are applicable separately and concurrently.
- 6.7. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

7. Payment Terms

The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement:

- 7.1. Payment schedule for Required Hardware for IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items with required OS, Software & Licenses will be as under:

Sr No	Payment Milestone	Percentage of Payment	Condition/Remarks
1.	Delivery & Power-on of Hardware and Delivery of Software & other Licenses.	40% of Total cost of Hardware, Software and other Licenses.	After complete delivery of Hardware, Software & Other Licenses and production of relevant documents like Delivery Sign off and Invoices with Product Serial Number of the items supplied.
2.	Successful Installation of Hardware (including OS), Software and other items.	50% of Total cost of Hardware (including OS).	After Successful Installation of Hardware (including OS), Software and other Items and production of relevant documents like Installation Sign off and Invoice with product serial number of the items supplied.
3.	Warranty	10%	After completion of warranty period and after deducting applicable penalties and Liquidated damages. Or On submission of a bank guarantee for equivalent to 10% of the remaining payment.
4.	Implementation	100%	100% of the Implementation charges will be paid on the Completion of implementation and Project Signoff/acceptance by the Bank.

5.	Training	100%	Payment will be released within 30 days after completion of Training.
6.	Onsite Resource	Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per para 6 of Section C of this RFP.	

- 7.2. 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.
- 7.3. The vendor has to submit Installation report/Sign off report duly signed by the Bank officials of the respective Branch/ Offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 7.4. Bank will not pay any amount in advance.
- 7.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.
- 7.6. 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 while claiming installation and acceptance payment.
- 7.7. The payments will be released through NEFT/ RTGS after deducting the applicable LD/Penalty, TDS if any, by centrally by our Office at Mumbai and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

8. Onsite Resources & Support :

- 8.1. The bidder has to provide following onsite resources and should be having OEM Certification for the Offered IP Telephony, Turret Phones, Voice Recording/ Logger Solution with minimum 2 years of Hands-on experience of implementation & Support:
 - 8.1.1. L1 Support - 01 Resources for handling Production, Day to day BAU, BCP, Backup, uptime and technical Support for complete project tenure for proposed solution including hardware.
 - 8.1.2. Onsite resource will be responsible for handling required changes in design, integration & configuration of workflows, Business KPI & Performance Metrics as per Bank requirement for complete project tenure.
 - 8.1.3. The onsite resource will also be responsible for the complete end of end project management, installation, implementation, patch management, upgradation, changes, Audit/ VAPT remark resolution, Monthly Preventive Maintenance etc. till project tenure.
- 8.2. The L1 Support Resource timings will be Minimum 09.00 AM to 6.00 PM on all daily basis.



- 8.3. The L0 Support resources will be provided by Bank, However bidder need to provide training for covering monitoring and troubleshooting of proposed solution.
- 8.4. The onsite support will be commenced after successful project Sign-off/ Acceptance. However, Bidder need to onboard L1 resource based on the project schedule to that complete hand over should take place in advance by implementation team.
- 8.5. The Bidder has to submit following KYC documents for onsite engineer:
 - 8.5.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.
 - 8.5.2. Address Proof (Local and Permanent) - Duly attested photocopy by candidate and Bidder HR.
 - 8.5.3. Aadhar Card - Duly attested photocopy by candidate and Bidder HR.
 - 8.5.4. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR.
 - 8.5.5. Passport - Duly attested photocopy by candidate and Bidder HR.
 - 8.5.6. Background Police Verification report - Duly attested photocopy by candidate and Bidder HR.
- 8.6. Bidder will be responsible for attending complaints during all hours 24x7x365 basis of contract period.
- 8.7. Support should include advising & helping the Bank in implementing controls for the risk advised by Regulators/ Govt. of India.
- 8.8. Support has to cover to solve day-to-day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.
- 8.9. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical person's/ product developer etc. intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.
- 8.10. Onsite resource should be available till project tenureduring bank's working hours on 365/ 366 days. Onsite Support Engineers should be certified for offered IP Telephony OEM solution. Bidder has to quote onsite resource charges in the bill of material.
- 8.11. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 8.12. Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution is not hampered.



8.13. However, penalty shall be applicable as per uptime clause.

8.14. Response Time and Meantime to Restore [MTTR]

8.14.1. Response Time shall be 2 hours and MTTR shall be 4 hours.

8.14.2. Time specified above is from lodging of complaint.

9. Escrow arrangement during Contract period:

- 9.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the bidder, and customized to the requirements of the Bank.
- 9.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc. can be finalized at the time of lodging the software for escrow.
- 9.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.
- 9.4. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.
- 9.5. The application software should mitigate Application Security Risks; at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).
- 9.6. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.
- 9.7. The Bidder should provide Application Security Certificate along with report of the proposed solution to Bank, However, Bank in its discretion to conduct Code audit to check the vulnerability associated with proposed software/solution, if in case observations are found then bidder has to take up with OEM immediately to attend the same for closure before project acceptance/signoff.

10. Software, Drivers and Manuals

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

11. Warranty



- 11.1. The Bidder warrants that the Hardware/Software/Solution will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").
- 11.2. The Bidder has to provide comprehensive On-site replacement warranty for Three (3) years for Proposed Solution (including all Hardware items, software items, operating system and licenses) and subsequent ATS/AMC of Three (3) years till project tenure of Six Years.
- 11.3. The warranty will cover all supplied components includes software and will start after project acceptance& Signoff.
- 11.4. The software/hardware deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of three (3)years from the Date of Acceptance of the Solution.
- 11.5. The Bidder has to ensure the proposed solution must have a road map of next Six (06) years.
- 11.6. If the Software/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 11.7. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 11.8. If any defect in the Hardware/Software/Solution is not rectified by the Bidder before the end of the WarrantyPeriod, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Solution functions in accordance with the Contract for a reasonable period of time.
- 11.9. Despite any other provision, the Bank, may return a defective Hardware/ Software/Solution to the Bidder within Sixty (60) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.
- 11.10. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.
- 11.11. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

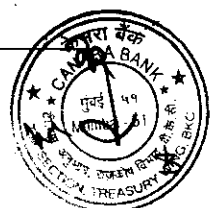
12. Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period



- 12.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Three (3) years after completion of Three (3) years warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 12.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, License supplied with the bidder after completion of respective warranty periods.
- 12.3. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of Three (3) years, covering all parts, maintenance and support, after expiry of warranty period.
- 12.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) 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.
- 12.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
 - 12.5.1. Rectification of Bugs/defects if any.
 - 12.5.2. Ensuring uptime of 99.90%
 - 12.5.3. Preventive Maintenance.
 - 12.5.4. Maintenance of Hardware/Software/License supplied.
 - 12.5.5. VAPT/ Audit Remarks resolution.
 - 12.5.6. Major and Minor Software/ Patched upgrades for software, OS etc.
- 12.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). 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/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of Section-F. 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.

13. Scope Involved During Warranty and ATS Period (if Contracted)

- 13.1. During the contract period the 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/OSD.



- 13.2. During the contract period the bidder should apply and upgrade all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OSD.
- 13.3. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.
- 13.4. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).
- 13.5. The support shall be given in person only.
- 13.6. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 13.7. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 13.8. Escalation matrix should be provided for support, technical, project etc.

14. Mean Time Between Failures (MTBF)

If during the warranty period and AMC period [If contracted], any hardware and/or software items fail 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.

15. Subcontracting

The Bidder shall must engage OEM professional services for the complete project Management and Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid they can engage one system integrator however bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.

16. Defect liability

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



D. BID PROCESS

1.	Clarification to RFP & 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/Modifica tion
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 except Preparation of Bids and Submission of Bids are part and parcel of the RFP. Bidders are requested to refer at the following website for the above-mentioned clauses <https://www.canarabank.com/english/announcements/formats-of-important-rfp-tender-documents-of-integrated-treasury-wing/>. The following clauses are part and parcel of the RFP in place of Preparation of Bids and Submission of Bids.



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 Bids

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. A Committee of officers of the Bank will evaluate the Bid. 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. Against each of the specifications under Solution Specifications, there is a Bidder's response column (BR) where the bidder has 2 options viz., Fully Complied (FC) and Not Complied (NC) to indicate their response. 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. 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.
- 3.3.7. 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.
- 3.3.8. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B. Masked Bill of Material must be attached in Technical Offer and should not contain any price information.** The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 3.3.9. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
- 3.3.9.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
- 3.3.9.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.
- 3.3.10. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as **"PART B-Technical Proposal for RFP 01/2020-21 dated 16/06/2020 for Supply, Installation, Configuration, Integration, Implementation & Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other items in Canara Bank"**.

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** (Indicative) submitted by the bidder will be evaluated based on the documents submitted as per **Appendix-C**. However, for arriving at L1, Bank will conduct Reverse Auction as mentioned elsewhere in the RFP document.

3.5. Reverse Auction: Bank will conduct Reverse Auctions for arriving at L1/L2/L3etc..

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. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the 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.



- 4.3. The Bank at its discretion call for providing Proof of Concept (PoC) of proposed solution at the location, which is identified by the Bank.
- 4.4. Results of the Proof of Concept (PoC) will be shared with all the members of evaluation committee for considering the same during evaluation process.
- 4.5. The evaluation includes the capabilities, quality, usability, integration and feature set of the solution, including-but not limited to the following functions:
 - 4.5.1. Data source support, including application visibility.
 - 4.5.2. Analytics.
 - 4.5.3. Diagnostic workflows.
 - 4.5.4. Real-time monitoring.
 - 4.5.5. Day-to-day maintenance and management of the product.
 - 4.5.6. Ease and simplicity of deployment and configuration.
 - 4.5.7. Ease of use and richness of functions in the product.
 - 4.5.8. Product deployment options and usability.
- 4.6. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own Installations/ Principals/ R&D labs duly meeting the specific requirements/ issues raised by the Bank.
- 4.7. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 4.8. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

5. Normalization of Bids

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;
 - 5.1.1. Incremental bid submission in part of the requested clarification by the Bank
- OR
- 5.1.2. Revised submissions of the entire bid in the whole
- 5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.



6. Intimation to Qualified/Successful Bidders

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3....etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction of Error in Commercial Bid:

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

- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.
- 7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

8. Determination of L1 Price

- 8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.
- 8.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction.

8.3. Online Reverse Auction:

- 8.3.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
- 8.3.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.
- 8.3.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per Appendix-J.
- 8.3.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their



Commercial Bid to facilitate finalizing the start bid for “Reverse auction”. However, the CAP price for Reverse auction will be fixed by the Bank.

8.3.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

8.3.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank, which may please be noted.

8.4. Re-auction/s Rules:

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

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

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

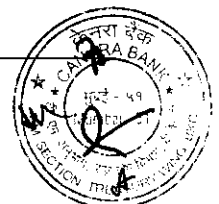
8.4.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.

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

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

8.5. 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.

8.6. The bidder who is L1 will be referred to as the selected bidder.



F. Ownership & Awarding of Contract

1.	Bid Validity Period	7.	Project Execution
2.	Proposal ownership	8.	Security Deposit / Performance Bank
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://www.canarabank.com/english/announcements/formats-of-important-rfp-tender-documents-of-integrated-treasury-wing/>.

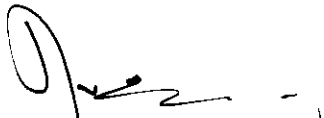


The above-mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-integrated-treasury-wing/>.

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/english/announcements/important-rfptender-documents-of-integrated-treasury-wing/>.


Deputy General Manager

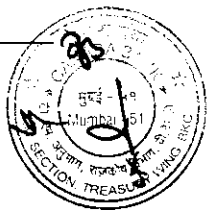


Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: <https://www.canarabank.com/english/announcements/formats-of-important-rfp-tender-documents-of-integrated-treasury-wing/> Bidders are requested to submit applicable Annexures, Forms and Formats by downloading 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 Startups
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.
Reverse Auction Formats (Not Applicable)	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 vendor.
Other Format	
Appendix-K	Location Details.



Annexure-2
Eligibility Criteria Declaration

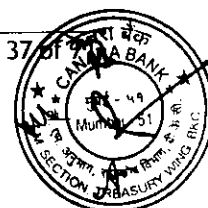
The Deputy General Manager
Canara Bank, TM Section,
Integrated Treasury Wing, Mumbai.

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of Monitoring Solution For Application, Server and Network Devices in Canara Bank.

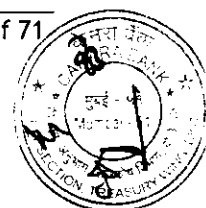
Ref: Your RFP 01/2020-21 dated 16/06/2020

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

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
CONSTITUTION	1.	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 two 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.	
OEM/OSD/OSO	2.	Bidders shall be the Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Hardware/ Solution (OR) An Authorized Dealer	If the applicant is an OEM/ OSD/ OSO, an Undertaking Letter has to submit to this effect. If the bidder is an Authorized Dealer, an Authorization letter from their OEM and OSD/OSO to deal/ market their product in India and it should be valid for a minimum period of Six years from the date of RFP.	



FINANCIALS	3.	The Bidder should have the Average Turnover of minimum Rs.5.00 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
	4.	The Bidder should have Positive Net Worth as on 31/03/2019.	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.	
BIDDER/ OEM EXPERIENCE	5.	The Bidder should have supplied and successfully implemented offered IP Telephony solution for Minimum 100 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
	6.	The Bidder should have supplied and successfully implemented offered Dealer Board/ Turret Phones solution for Minimum 10 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	



7.	The Bidder should have supplied and successfully implemented offered Recording solution for Minimum 50 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
8.	The Bidder/ OEM should have supplied offered IP Telephony & Recording Solution for Minimum 300 Users in any Two of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
9.	The Bidder/ OEM should have supplied offered Dealer Board/ Turret Phones & Recording Solution for Minimum 10 Users in any Two of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
10.	The Bidder and OEM shall have support office in Mumbai City/ Suburbs for 24x7 support.	The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, E-Mail etc., no of engineers and jurisdiction of the engineer.	
11.	The Bidder should have 2 Certified engineers of Offered IP Telephony Solution in Mumbai Support Team.	The Bidder has to provide Copies of Valid OEM Certificate, Resumes& Bidders Employment letter.	

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 & Functional Requirement of IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items Canara Bank.

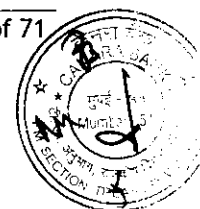
Ref: Your RFP 01/2020-21 dated 16/06/2020

Note:

- a) 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 solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications / superior features suggested/offered.
- b) The Bidder shall provide all other required equipment and/or services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- c) The selected bidder shall own the responsibility to demonstrate that the services 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:

Sr No	Functionality/ Feature/ Specification	Compliance (Yes/No)	Remarks
1) FOR TURRET SOLUTION			
Proposed Turret solution shall be tightly integrated with proposed IP Telephony & Voice recording solution. Vendor to submit a Certificate/ Declaration from both Dealer Board/ Turret Phones & Recording Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) as per Annexure-15.			
1.	Touch Screen Turret with scratch resistant display		
2.	Dealer Board should provide free seating arrangement. Regardless of location (In multi-location environment) , users will have the same full feature set (via global line sharing and global free seating) and uniform end user experience, as well as comprehensive support and a single service level agreement.		
3.	The Turret should have adjustable angle of placement.		
4.	The Dealer Board should have loud speakers with excellent voice quality. Provision for external mike & speaker, headsets and any other auxiliary devices/accessories should be available. Loudspeaker is used for hands free mode OR when many users are physically present at one place and hearing the conversation, Chief dealer can addressing the team can be on hands free mode.		
5.	It should have Minimum Two Hand-Sets with volume & mute function key on each handset. 2 Handsets will allow to have multiple calls at a given time and Mute key on handset will help to prevent information from another party who is live on another handset.		
6.	Message-Waiting Indicator (MWI) - Voice mail feature should be available Visual indication for attending voice message in a mailbox.		



7.	Hunt Groups In case of a hunt group, an incoming call is signaled at one of the group members. If this member does not answer the call, the call is assigned to the next member. All members of the hunt group can be reached at the same phone number.		
8.	Hotline and private line automated ring down (PLAR) Hot line/ other lines enable Dealer to communicate with their customers.		
9.	Abbreviated Dial The frequently dialed numbers can be stored centrally in the system speed-dial list. Every number is then represented by a speed-dial number which is used instead of the full phone number		
10.	Call Hold and Pickup You answer a call at your telephone for another extension in your call pickup group.		
11.	Call Status per Line (State & Number) Status of Each Line will be displayed.		
12.	Calling Line Identification (CLID) Caller ID of incoming call will be displayed		
13.	Calling party name identification (CNID) If the number is stored in system with a name, the name of calling person will be displayed		
14.	The turret should support intercom functionality i.e. turret to turret calling without using IP EPABX or telecom lines. Intercom - Both direct to ring and direct to speaker intercom calls are extensively used by traders. With the inclusion of turrets, this function must now be device agnostic and allow for intercom communication between all endpoint types. From the trader's perspective, the ability to assign intercom calls to turret physical or soft keys is required.		
15.	Directory dial from Phone—Corporate, personal as and when IP EPABX integration is done Centralized Store number for frequent dialing		
16.	Distinctive Ring/ Personalized Ringtones. Ring tone to each line for differentiating between the calls prior to pickup		
17.	Shared Line Support A Line is shared among multiple traders and can be used for incoming or outgoing calls. Other Traders can join in the call by just pressing a key and be a part of communication.		
18.	Private Call features to be enabled on shared lines. Private Key can be enabled on Shared Line and no other trader can barge in/ connect to the call		
19.	Multiple line Appearances per Phone Information about multiple incoming / outgoing call on Turret		
20.	Station volume controls (Audio, Ringer) Volume control as per choice		
21.	Transfer Transfer of an incoming / outgoing call to another Trader		



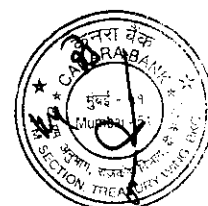
22.	<p>Dealer Boards should support multiple pages at minimum of 12 pages that are freely configurable and each page should have minimum 45 Dynamic Buttons / keys that are freely programmable per page. It should have Soft labels with alphanumeric programming option.</p> <p>Traders require the ability to quickly visualize and effectively manage incoming customer call from a mix of Toll free, Private or PRI line. Extensive capacity for subsequent pages including both centralized corporate and end user editable customer lists is expected. The ability to share preconfigured pages between traders, or some other intuitive method of on the fly access to another trader's layout is always useful.</p>		
23.	<p>High Resolution touch screen intuitive display size of minimum 10". Clearly indicating the status of each activity performed on the dealer board (example incoming call, active call, call hold etc.)</p> <p>10-12 inch Screen is a perfect phone size on work place. A compact device-enabling user to perform all required functionalities.</p>		
24.	<p>Turret system should facilitate announcements e.g. Announcement of Head Treasury to dealers across the location, etc.).</p> <p>Broadcast feature enables Head treasury / Team leader to announce an important message in a single go</p>		
25.	<p>Dealer board solution should have option to integrate with the corporate directory/ Active Directory for authentication purpose.</p> <p>Active Directory authentication extended to Turret login. Eliminate the need of remembering multiple login credentials</p>		
26.	<p>The dealer board should have the ability to stream audio channels from Cable TVs as and when required by Bank. TV audio should be accessible on one of the configured line key on trade board.</p> <p>This will enable Dealers to hear TV Audio on their Dealer board.</p>		
27.	<p>Offered solution should provide easy data synchronization between main site as well as BCP/DR site as and when bank decides to build DR setup.</p> <p>This will enable Dealers to either operate from DC or DR site with same user experience</p>		
28.	<p>It should have Conference Facilities and Broadcast facilities. The trader should be able to take multiple participants into conference and should be able to selectively add/ drop participants from conference. The head trader should also be able to do a broadcast to group of traders. Should have the ability to create multiple groups.</p>		
29.	<p>At least last 100 calls (incoming/outgoing/ missed) on the phones or the shared lines needs to be saved in the Call Memory. Saving a contact from call history should be available.</p>		
30.	<p>The Turrets of other traders in the group should have the capability to see the existing status of each other calls and should be able to pick up calls whenever required. This feature can be easily configurable by the group admin or desk head.</p>		



31.	The dealer boards should have the capability to highlight call hold on all dealer boards within the group.		
32.	The other traders in the group should be able to pick up the call kept on hold by the first trader. While the call is kept on hold, other traders within the group should get the customer's name as one of the parameters in the highlighted key.		
33.	The dealer board should be able to dispatch incoming call to the identified trader within the group if the trader is busy on other calls.		
34.	Calls in "Ringing" or "Hold" status will be shown in the Call Queue. The Call Queue is to be displayed on the page currently being viewed by the user. It will help Dealers to identify the status of call		
35.	The trader should be able to call back from the list of missed calls/ incoming calls/ dialed calls by clicking on the key without editing the numbers		
36.	Automatic call forward to different Extension/ Voicemail should be possible after a certain time limit, which can be configurable. In the absence of a Dealer, private calls can be forwarded to another dealer		
37.	Turret should provide private number configure option to the dealer. Calls from/ to the private numbers should not be visible to other traders in the group.		
38.	Phone numbers and names can be saved (Added/ Deleted/ Edited) in the electronic telephone directory directly from the dealer board and from the central web console. This will help dealer to save frequently dialed number or a new number of a caller in to telephone directory.		
39.	Each Dealer Board should have a local telephone book capable to store at least 1000 entries. Group telephone books should be capable to have minimum 10000-15000 entries. Each dealer board should be able to get group telephone book.		
40.	Line sharing within the group should be possible. The system should allow configuration of multiple groups. There should not be any limitation of number of traders within a group or number of lines per group.		
41.	The other dealers in the group who are authorized should be able to barge in to an existing call; this can be a silent barge in or an active barge in. The dealer should also have an option to join the call.		
42.	Each dealer board should have the capability to lock the call with the use of private key such that other traders are blocked from joining / barging into the call. The private key should be configurable key.		
43.	A change made by a user on the dealer board need to be saved immediately and automatically in the central database. This will help dealer to save frequently dialed number or a new number of a caller in to telephone directory.		
44.	The head trader's dealer board should have the ability to view the call status of other traders on the floor. He should have barge in / joining capabilities into any call.		



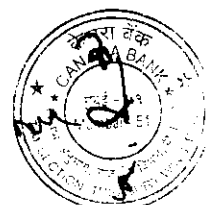
45.	Mute status of particular handset to be distinctly displayed.		
46.	Click to Call feature - It shall be possible for each dealer to select a number on his desktop. The same number shall be automatically dialed and presented on the turret. This will help dealers to select a number from their associated PC and dial out.		
47.	Broadcast Ability to broadcast call to a group of traders		
48.	Data should synchronize between the two sites (Primary & DR) on real time basis.		
49.	System to support Real-Time Audit Trail of System Activities		
50.	No call should drop even in case of server switchover due to failure of one server to another server.		
51.	In built recovery system		
52.	Multi location deployment		
53.	No single point of failure in the system		
54.	IP telephony & Turret infrastructure shall support IPV6. Bank will implement IPV6 as and when required.		
55.	Offered Turret Device shall have noise less design and should operate 24 X 7 effectively without any need of Air Condition cooling and withstand humid condition of Mumbai.		
56.	Turret shall support Scheduled Auto Log out feature to prevent unauthorized access of Turrets.		
57.	Migration of contact details and any other required information from existing system. It should allow easy migration of contact details by way of bulk/file upload.		
58.	Turret solution should support end-to-end encryption of voice call. The system should support encryption across all components, which include turret, IP phones and gateways. The data connection must use TLS 1.2 and voice encryption with advanced AES and SRTP protocol.		
59.	It should support industry standard best practice security protocols for information systems and all security related features should be available.		
60.	Separate indications/color notifications for various types of call like barged/ Conference calls etc.		
61.	Auto scheduled health check for all turrets and corresponding notifications on email to a group of people for proactive resolution. System must be capable of doing auto check for its working/connectivity etc. and configurable to send emails to a group of people for proactive resolution.		
62.	Any type of call should be transferred and established for Outgoing, Incoming, within Dealing group, PABX Extension and Outside Call. It should have call logs. Call should remain recorded continuously if the call is transferred from/to dealer board. It should have feature to integrate with intercom/3 rd Party EPABX.		
63.	Availability of recording channel for each handset/ every call on single turret		
64.	The Turrets of other traders in the group should have the capability to see the existing status of each other calls and should		



	be able to pick up calls whenever required. This feature can be easily configurable by the group admin or desk head.		
65.	It should have provision for remote management tools for support related issue above L2.		
66.	The system shall be provided with a user-friendly GUI based maintenance software. The visual indications of the faults should be available at the Maintenance Console in terms of messages. The system should support remote fault diagnosis.		
67.	The proposed solution should comprise of latest versions of software and licenses versions included in it and should be certified for interoperability with each other. OEM to provide software / release versions of each of the components.		
68.	Each component in the solution should be supported for 6 years. OEM to provide confirmation for the same. Warranty for 3 years and comprehensive AMC for 3 years must be available.		
69.	Soft turret application should be available for trader's convenience that can allow the trader to control the Turret from the PC desktop, as an optional feature.		
70.	The Turret solution should be open standard with multi-level architecture with high availability to provide 99.99 uptime. Solution should be IP/ SIP compliant. It should have high availability by making redundancy in critical levels to ensure uninterrupted call flow, recording, etc. It should have inbuilt hot swappable redundant solutions.		
71.	The solution must be highly scalable and should be capable of supporting at least 50 turrets at main site and 10 turrets at BCP Site (in future)		
72.	Any security vulnerabilities pointed out during periodic scans (Audit, VAPT etc.) by the bank's Information Security Departments to be resolved and closed free of cost during the entire period of contract. (Warranty + AMC)		
73.	Turret solution Must be able to integrate with the selected Voice Recording solution.		
74.	All relevant backend/hardware with Dual Power Supply and software components incl. System software, Operating system etc. to be provided as part of the scope of this procurement. In case of Operating System, it must be latest, if during 3 Years warranty and 3 Years of AMC, OS OEM is announcing End of Life/ Support of installed OS in solution then Bidder has to provide latest OS and reinstall all software components without any cost to bank.		
75.	Bidder has to integrate Turret infrastructure i.e. Server/ Applications/ DB with banks SIEM (RSA Net witness)		
76.	Offered solution shall support TLS Certificate for all Browser based applications of Turret, IP EPABX and Recording. (Bidder has to provide TLS CA Certificate as a part of solution in the name of Bank)		
77.	All Major & Minor application patches and Operating system patches to be done during the warranty/ AMC/ contract period without any extra cost to bank. For this bidder has to provide Monthly report.		
2) IP TELEPHONY SOLUTION			



Proposed IP Telephony shall be certified to work seamless with Turret & recording solution. Hotlines required by dealers & PRI required by both dealers & back office users will be terminated on IP EPABX only. Vendor has to submit interoperability certificates from IP Telephony Solution Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) as per Annexure-15.			
1	The IP Telephony system should be a native SIP real-time IP soft switch system designed to provide enterprises with a robust service creation and delivery infrastructure. The core protocol of system should be IETF Session Initiation Protocol (SIP)		
2	The system should be scalable up to 1000 users.		
3	The system should provide support to SIP, MGCP, and analog endpoints. It should also have LDAP integration support for contact search.		
4	The system should support IPv6; Bank will implement same as and when required.		
5	The system should provide the administrator in assuring adequate voice quality of service by providing call admission control (resource reservation) and enforced codec selection on narrow-bandwidth data links.		
6	The redundancy in the system should be deployed in the following ways: • Geographically co-located cluster nodes. There shall not be single point of failure. In case of failure of primary server, secondary server shall takeover without any impact on services and switchover shall be transparent to users. All Active calls (Incoming PRI/ Hotline, outgoing PRI/Hotline, Intercom calls) shall not be disconnected.		
7	The System Management should be browser-based application that gives the administrator network status and administrative access to many of the components of the of the solution(Bidder has to provide TLS CA Certificate as a part of solution in the bank's name)		
8	Networking		
a.	The IP Telephony system should support Networking with other systems and should be able to route voice, video, fax, and data.		
b.	The system should be able to internetwork with 3 rd Party EPABX systems using suitable SIP trunks. Proposed IP telephony solution shall integrate with existing Circle Office Avaya IP Office PABX & Head Office ASTTECS PABX over SIP. Minimum 100 SIP trunks shall be available for interoffice calls. It shall be possible to interface with bank's multiple PABX across India by using SIP Trunks in future.		
c.	The system should support SIP and SIP - Q protocols for internetworking.		
d.	The system should be able to do direct internetwork on SIP with certified ITSP and for others it should be able to do inter networking through Session Border Controller.		
9	Media Servers		
a.	The system should support One or more media servers to do the following-		
b.	<ul style="list-style-type: none"> • Provide tones and announcements to support the functionality of many system features • Provide music on hold 		



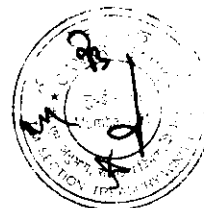
	• Support the station-controlled conference feature by performing media mixing and transcoding where necessary. At given time at least 20 people shall be able to initiate 7 party ad hoc conferences.		
10	Routing Features		
a.	A-side signaling-based routing & Alternate routing		
b.	Call diversion for invalid destinations		
c.	Digit modification for digit out pulsing		
d.	E.164 compliance & International translation support		
e.	Leading digit and most-matched digit translation		
f.	Media server digit map management		
g.	Numbering plans, business group		
h.	Origin-dependent routing		
i.	Rerouting based on SIP response codes and WAN outages		
11	Security Features		
a.	Account and password management security		
b.	Defending denial of service attacks		
c.	IPsec baseline		
d.	Login categories		
e.	Provisioning and security logging		
f.	Secure CLI & Secure Shell on the System		
g.	TLS support—Network connections & Subscriber Access		
12	Gateways		
a.	Proposed solution shall support various types of gateways to connect PRI, CO, Hotline, and SIP Trunks. Vendor shall propose gateways to connect 6 PRI & 48 Hot lines. PRI trunks are common for both Dealers and office users.		
13	Bidder shall propose Minimum 2 Gateways for PRI Termination so that in case of failure of one gateway, PRI lines terminated on second gateway shall be fully functional.		
14	Hotlines shall also terminate on multiple gateways.		
15	IP Phones		
15.1	Proposed IP Phones shall seamlessly integrate with offered IP Telephony system.		
i.	Mid-Level IP Phone		
a.	Should have minimum 3.2" Graphical Monochrome/ Color display and tiltable screen/ Phone		
b.	Should have 4 Context sensitive soft key with LED		
c.	Should have 2 Fixed function keys		
d.	Should have 12 Free programmable keys with LED		
e.	Should have minimum 3 Audio Keys for Mute/Loudspeaker/Headset with LED		
f.	Should have Volume +/- Keys and 4-Way Navigation key		
g.	IP phone with Power adaptor is required		
h.	Dual 10/100/1000 NIC interfaces		
ii.	High End IP Phone		
a.	Should have minimum 4" color display and tiltable screen/ Phone		
b.	Should have Minimum 4 Context sensitive soft keys with LED		
c.	Should have minimum 3 Audio Keys for Mute/ Loudspeaker/ Headset with LED		
d.	Should have Volume +/- Keys and 4-Way Navigation key		



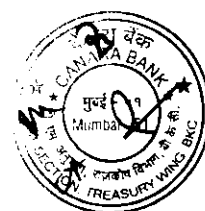
e.	Should support Bluetooth 2.1 BR/ EDR- • HSP (Headset Profile) • HFP (Hands-free Profile)		
f.	Should support Picture Clip and Screen Saver		
g.	IP phone with Power adaptor is required		
h.	Dual 10/100/1000 NIC interfaces		
iii.	Executive IP Phone		
a.	Minimum 5.0 inch 1280x720 capacitive touch screen, HD TFT LCD		
b.	Built-in Bluetooth 4.2 +EDR for synchronizing with mobile devices and connecting Bluetooth headsets.		
c.	Feature Keys for Mute, Earphone, Speaker Phone, Volume -/+		
d.	Security: User and administrator level passwords, SHA based authentication, 256bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control		
e.	Dual-switched auto-sensing 10/100/1000Mbps network ports		
f.	IP phone with Power adaptor is required		
g.	Dual 10/100/1000 NIC interfaces		
iv.	Conference room IP Phone		
a.	Minimum 4" Touch screen Display		
b.	Should have 3 cardioids microphones supporting minimum 10 ft. pickup distance in 360-degree direction		
c.	Should have full duplex speaker & mic		
d.	Built-in Bluetooth support should be available		
e.	Integrated WIFI 802.11 a/b/g/n		
f.	Auto-sensing Gigabit Ethernet port with integrated PoE+ (IEEE 802.3at Class4)		
g.	Should support following protocols SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DHCP, TFTP, NTP, 802. 1x, TLS, SRTP.		
h.	IP phone with Power adaptor is required		
i.	Dual 10/100/1000 interfaces		
16	All Major & Minor application patches and Operating system patches to be done during the warranty/ AMC/ contract period without any additional cost on bank		
17	OEM's own or 3 rd Party Call billing software for IP telephony along with necessary hardware to be provided. Call Billing Software shall provide minimum following reports in Date wise, Hourly, Daily, weekly, monthly, yearly format. 1) Incoming Calls 2) Outgoing calls 3) Extension wise report 4) PRI side reports 5) Department Wise report 6) ISD/ STD/ Local calls report 7) Intercom Reports (if enabled) 8) Date wise, Hourly, Daily , weekly, monthly , yearly reports		

C. VOICE RECORDING SOLUTION

Proposed Voice Logger shall be certified to work seamless with proposed Turrets and IP Telephony system. Vendor to submit OEM interoperability certificates from Voice Recording Solution Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) as per Annexure-15.



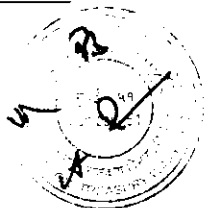
1.	Intuitive Setup Simple configuration and administration application for capturing, storing, managing and replaying calls. User friendly recording query and playback platform		
2.	True DR Setup Bidder has to setup DR setup for Voice Recording Solution at Banks DC, Andheri Mumbai. DR Setup of Canara bank Dealing Room Site must act as Production system in case Primary Dealing Room Site recording solution goes down and vice-versa without any data losses. In case of disaster scenario new setup should be able to playback the calls of Primary Site also and vice-versa.		
3.	Compliance Tools to Enable PCI Compliancy, Secure Recording and Easy User Management to support PCI compliancy		
4.	Flexible TDM and VoIP Recording on a single commercial off-the-shelf server must be possible		
5.	Integration Must integrate easily add to increase performance and simple to integrate into Business Application. System must be able to integrate with existing Turret as well as future upgrades.		
6.	Active voice recording for Turrets and IP Phone shall be proposed. There shall not be any dependency on LAN infrastructure at dealing floor and back office.		
7.	System must be able to provide central Playback and Administration mechanism for both Primary and DR/ BCP site setup.		
8.	Parallel recording architecture with NO Single Point of Failure and No metadata loss shall be proposed		
9.	Voice calls should be always available and can be recovered from any of the systems		
10.	Same call can be archived to different locations/ seismic zones. Possibility of archival to multiple storage solutions including Tape Drive, NAS/ SAN, DVD or RDX storage etc.		
11.	Calls needs to be segregated and archived to multiple locations based on Turret ID or Trader ID		
12.	Computer Telephony Integration (CTI) Turret integration needs to be performed to receive the CTI information.		
13.	System must be capable to create new users, allow them to playback calls and accord necessary permissions easily. Implementation of User Defined Permissions, Group Policies, Multi-level passwords, Strong Passwords Policies and maker/ Checker user profiles must be possible.		
14.	Recording Solution must be Platform Agnostic and must be able to work/integrate with any leading Trading Floor & IP Telephony Systems. In case Bank migrates to any other turret/ IP Telephony platform, solution must be able to be integrated with new turret platform.		
15.	Setup must be able to provide IP, Digital and Analog interfaces so that it can be used for TDM platforms and IP platform also		



16.	Encryption and security must be as per industry standards (viz. 256bit AES encryption, SHA, fingerprinting, HTTPS on browser etc.) and shall be enables from day one.		
17.	Support for SNMP & SMTP and Multiple audio compression rates should be available		
18.	Solution must be highly Scalable		
19.	Support for mix input types (analog, digital, trunk, VoIP)		
20.	Support for Virtualized solution for Core, CTI and Active VOIP Recorders		
21.	Possibility for hybrid recording of Analog, TDM, & VoIP with multiple CTI		
22.	Support for full or Rule Based Recording		
23.	Domain Authentication / Single Sign On Integration		
24.	Capability to Integrate with CRM Applications		
25.	Search interactions by extra data with multiple business data fields		
26.	All call to be recorded without any data losses in high quality at both primary and DR sites		
27.	Call archiving should be as per the archiving policy of the bank and there should be no limitation on the same.		
28.	Call retention should be in compliance with laid down Bank regulations and must be customizable.		
29.	For Turrets - The recording system should be dealer board based and all calls landing on the dealer board or initiated from the dealer board should be recorded.		
30.	For IP Phone - The recording system should be IP Phone based and all calls landing on the IP Phone or initiated from the IP Phone should be recorded.		
31.	Capability of creation and generation of various Types of reports like User/Channel Utilization, Call volume, Average call length etc.		
32.	The Voice Recorder solution should be open standard with multi-level architecture with high availability. It should have high availability by making redundancy in critical levels to ensure uninterrupted recording. It should have inbuilt hot swappable redundant solutions.		
33.	The voice recording solution should have provision for maintaining the recorded calls for minimum of 10 years and should be compliant with RBI/ SEBI/ other regulatory requirements.		
34.	For Turrets, the recording solution should be dealer board base and capable of recording all type of calls/ conversations i.e. Hotlines, PSTN Trunk, IP/SIP Trunk, ISDN PRI, Intercom (within the dealer boards) and be able to integrate with IP PBXs from vendor to provide all relevant CTI data.		
35.	The recording solution must store all calls in encrypted format, must be able to manage retention rules with provision to maintain recorded calls for 10 years and beyond with granular retention management (per user/dealer board/ group/ system recorded/ location etc.). Encryption should be industry standard and as per auditing norms.		
36.	The Voice solution should have archival solution and archival policy based on Bank's requirements. Archival location can be at		



	Bank's DC, Mumbai & DRC, Bengaluru as well along with the Dealing room sites.		
37.	Voice Recording System should support standard encryption technology such as AES 256, SHA2 etc. to archive voice files and should have provision to convert voice files into Windows standard Media format such as wav in real time.		
38.	System should be capable of scaling from IPV4 to IPV6 as and when required, bidder will not charge any cost to bank for same.		
39.	The Voice Recording should have web-based access for administration and calls control, access should be Policy based, and role based permissions for each users and administrators. The voice solution should have option to upload the Bank's directory in XLS/ XLSX/ CSV form.		
40.	The entire calls flow and voice solution should support audit trail and should be audited properly for ensuring compliance		
41.	Logger should have built-in redundancy at all critical levels in core logging and application. Failover redundancy should be made available at primary site.		
42.	The hardware used for Voice Recording Solution should be server class hardware with server class operating systems		
43.	A Centralized Admin and Playback module to be provided with single administration and playback interface for all the recordings including archived recordings for both Primary and BCP sites (in future) and archived call at Data Centers.		
44.	All Major & Minor application patches and Operating system patches to be done during the warranty/ AMC/ contract period without any additional cost to bank.		
45.	The solution must be highly scalable and should be capable of supporting concurrent recording for at least up to 50 turrets (with two handsets each) at main site and 10 turrets (with two handsets each) at BCP Site.		
46.	Any security vulnerabilities pointed out during periodic scans by the bank's Information Security Departments to be resolved and closed free of cost during the entire period of contract.		
47.	Must be able to integrate with the selected Turret & IP Telephony solution		
48.	Lossless recording for all channels at both Primary and BCP sites and lossless transition between Primary and DR/ BCP Sites (vice-versa) in all possible scenarios. All packets to be transferred to the redundancy sites at PR and BCP sites in a lossless fashion.		
49.	Support for concurrent users for replay of calls		
50.	Retention of call data records in database, core and archive to be at least 10 years.		
51.	Solution to be capable for an average call volume of 1,000 calls per day, each call average time being 10 Minutes and must be scalable further. For 1 Year, calls should be stored in Logger server itself. Archival and backup solution also to be provided as per above requirements.		
52.	Voice Recording solution shall also archive calls at 2 other locations including one at the bank's datacenter at different city.		



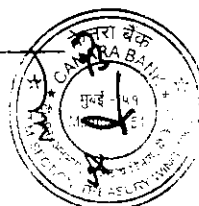
53.	Each component in the solution should be supported for 6 years. OEM to provide confirmation for the same. Warranty for 3 years and comprehensive AMC for 3 years must be available.		
54.	All relevant backend/hardware and software components incl. System software etc. to be provided as per of the scope of this procurement.		
55.	Offered solution shall support TLS Certificate for all Browser based applications of Turret, IP EPABX and Recording/ Logger Solution. (Bidder has to provide TLS CA Certificate as a part of solution in the name of Bank)		
56.	Vendor shall provide additional component, which facilitates strict monitoring of regulated users. Some of the features supported shall be as follows - <ul style="list-style-type: none"> • Search & replay of recorded calls from Server or storage. • Centralized user administration. • Centralized configuration of recording servers. 		
D. Servers, Application, Database, OS & Other Items			
1.	Supply of all required servers with OS, database, applications etc. for entire solution is into bidder's scope.		
2.	Bidder shall propose servers with Dual Power supply, Appropriate RAID configuration with SSD Disk.		
3.	20% Minimum additional compute capacity than actual requirement.		
4.	Bidder shall provide actual hardware & software requirement certified by OEM for each component (Turret system, IP Telephony & Voice Logger)		
5.	Tape Drive (LTO 7 or later) based Backup Solution should be provided with this solution for backup of all Call Recordings and required OS, Application and DC data.		

Date:

Signature with Seal:

Name:

Designation:



Annexure-7(B)
Sizing of Hardware including Software/ OS

Quoted Hardware/ Software/OS details for Entire IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items:

Sr. No.	Sub Components	Qty	Device Type Physical / VM / Appliance)	Cores	Processor	Storage		Software's	
						RAM GB	Storage GB/TB	Operatin g System	Datab ase
a.	Server-1 (.....)								
b.	Server-2 (.....)								
c.	Server-3 (.....)								
d.	Licenses								
e.	System Software								
f.	Middleware								
g.	Any other Software								
h.	Backup Solution								

Annexure-8

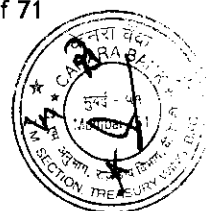
Scope of Work

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items in Canara Bank.

Ref: Your RFP 01/2020-21 dated 16/06/2020

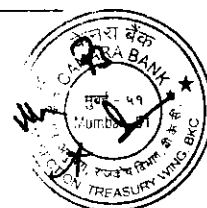
1. General Scope of Work:

- 1.1. The Bidder would be responsible for Supply, installation, testing, commissioning, configuring, Operation & Maintenance of the solutions, warranty and AMC ((if contracted) of licenses, hardware, software, middleware supplied as part of this RFP for a period of Six (6) years.
- 1.2. During the warranty period and AMC period, the Bidder is bound to do all hardware spares replacement and upgrade/ update of proposed solution to next or required version without extra cost to the Bank covering all parts & labour from the date of acceptance of the systems by the Bank i.e. on-site comprehensive warranty.
- 1.3. The Proposed Solution can be from different vendor (OEM) but should be tightly integrated & implemented seamlessly with single console.
- 1.4. The Bidder should be able to provide Competitor benchmarking for critical customer journeys with Indian schedule commercials banks/ financial organization.
- 1.5. The Bidder should propose highly scalable enterprise class solution. Solutions with limited scalability would not be acceptable to Canara Bank. Solutions, which are not mature for over 2 years, should not be quoted.
- 1.6. The bidder should provide a detailed project plan in terms of activity and phase wise timelines (no. of days) required for executing the project with the details of deliverables and milestones including the delivery of components. The bidder shall inform the name of the Project Manager who would be the single point of contact during the complete project implementation.
- 1.7. The bidder shall be responsible for installation/ configuration of all Major & Minor patches / updates / upgrades required for the offered solution without any extra cost to bank for a period of Six (6) years. Easy upgrade paths across both major and minor releases, requiring minimal manual configuration edits.
- 1.8. Before Project Acceptance, the bidder shall impart training to Canara Bank identified IT personals (around 4 nos.) for 1-2 days on the Knowledge Transfer Training of the Deployed Solution - Architecture and Design and Basic user level troubleshooting. Necessary training infrastructure would be provided by Bank. The bidder will have to ensure that training is imparted in a professional manner through Qualified Personnel and Course Materials would have to be provided for the same.
- 1.9. The Proposed Solution must integrate with various systems/ applications in the Bank including but not limited to SOC, PIM, BIGFIX, ITAM, SAS, SIEM (RSA Net Witness) etc. at no extra cost.
- 1.10. The solution should provide web based management consoles with secured protocols and SSL certificate for managing the infrastructure and to manage the deployed servers,

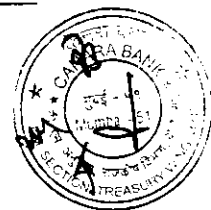


hardware, appliances, services, etc., Bidder must provide Intranet SSL/Wild Card SSL/SAN Certificates whatever applicable for proposed solution without any extra cost.

- 1.11. The warranty of proposed solution will be applicable from the date of Solution acceptance given by Bank.
- 1.12. The proposed solution should support all heterogeneous OS, DB, Hypervisor platform etc.
- 1.13. The proposed solution should tightly integrate to each other in order to have control and visibility.
- 1.14. Bank will not provide any remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure.
- 1.15. The Proposed Solution should follow a standard development process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank.
- 1.16. The Proposed Solution should comply as per the IT related policies of the bank.
- 1.17. The Proposed solution must generate and provide a complete holistic report before handover to ensure 100% serviceability.
- 1.18. All reports should be configured to generate auto or schedule and send via SMTP on daily/monthly/yearly as per the bank requirement.
- 1.19. The Bidder will be responsible for setting up single management console for the entire solution as per Technical Specification.
- 1.20. Bidder must engage OEM and Professional Team/ Services onsite to implement the Whole Project.
- 1.21. Bidder should establish a high availability. If any additional hardware and/or software are required for implementing this, Successful Bidder will provide the same without any extra commercials.
- 1.22. Bidder must provide detail architecture of the provided solution along Installation and Administration guide, which must include High Level Design (HLD) and Low Level Design (LLD).
- 1.23. Bidder is responsible to inform if any new version/ update/ Service pack/ upgrade of proposed solution are available by OEM, to the bank within seven days (7 days) of the release and provide the upgrade solution (software) within one month of such releases without any cost to the bank during the period of contract.
- 1.24. Any additional licenses are procured by the bank through the Successful Bidder all such licenses are to be maintained by the Successful Bidder.
- 1.25. Bidder has to provide the escalation matrix to escalate any incident.
- 1.26. Bidder is responsible to provide the periodic reports of the proposed solution as per the bank requirement.



- 1.27. All installed OS software/ firmware must be of stable version and all recommended patches should be installed by the bidder and the same to be submitted to the bank as and when required.
- 1.28. Bidder has to enable/ configure event source so that the proposed solution can be integrated to Canara Bank Mail System.
- 1.29. Bidder shall conduct preventive maintenance as may be necessary from time to time to ensure that equipment is in efficient running condition to ensure trouble free functioning.
- 1.30. The URLs of management server/ software of proposed solution should be accessible on https with valid certificate.
- 1.31. The proposed solution should integrate to LDAP for authentication.
- 1.32. The proposed solution should be free from any kind of vulnerabilities.
- 1.33. Bidder should ensure there is no end of support on the related products/Hardware till the warranty and AMC period (if contracted).
- 1.34. OEM support should include to advice and help the bank in implementing controls for the risk advised by regulators/ Govt. of India.
- 1.35. Bidder should note that Servers & Other Items being procured shall be delivered at location as per requirements of bank
- 1.36. For delivery location, the Bidder has to provide items with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.
- 1.37. The configuration as per the technical and other specifications offered of all equipment's & Other Items must be functional and installed from the day one
- 1.38. The Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced OEM personnel only.
- 1.39. During installation if the bank requires any new Software/ OS/ Utility, Bidder has to install without any cost where the licenses of the software are with the Bank.
- 1.40. All necessary cables and other accessories required for successful installation of the hardware items as per the Scope of Work to be supplied by the Bidder without any extra cost
- 1.41. Deployment of servers requires co-ordination with different project application Bidders. The Bidder should co-ordinate with the software Bidders while installing and ensure installation and commissioning for running the applications for which these servers are procured.
- 1.42. All patch update and patch management to be taken care and setup with confirmation as required
- 1.43. During the tenure of the contract, all upgrades or requirements in hardware, software, licensing, implementation of upgrades/ patches/ version changes etc., due to whatsoever reason including but not limited to EOL or EOS, would be done by the bidder without any additional cost to the bank.



- 1.44. If during the contract period, the solution is not performing as per specifications in this RFP, bidder shall upgrade/ enhance the devices or place additional devices and reconfigure the system without any extra cost to the bank till the required performance is achieved.
- 1.45. All the Hardware & Software supplied under this contract should be IPV6 Ready.
- 1.46. The services/ solutions offered should not have any significant adverse impact on the existing infrastructure/ business of the Bank neither during installation nor during operation. There should be no service disruption as part of implementation or any upgrades. Any such incident may attract penalties.
- 1.47. The services/ solutions in scope should be designed with adequate redundancy and fault tolerance to meet the Business Continuity requirements of the Bank.
- 1.48. The Bidder shall be responsible for patch updates of the deployed solution to make it compatible with the latest versions of Operating Systems, Browsers and other resources necessary for access within the contract period without incurring any additional cost for the Bank.
- 1.49. The Bidder shall be responsible for including any change request by the Bank in the solution offered at no additional cost to the bank during the tenure of the cost.
- 1.50. During the period of the contract, the SI may be required to carry out additional customization in existing module of their software to meet the requirement of Canara Bank, which may arise out of changes for regulatory compliance without any additional cost.
- 1.51. All Software/ Databases deployed as part of solution at Bank under scope of this RFP should be licensed one with **back-to-back support contracts from respective OEMs**.
- 1.52. The licenses should be in the name of Canara Bank or specifically purchased for bank with Bank's name mentioned in license & copies of these should be submitted to Bank
- 1.53. The proposed solution should host in 3-tier architecture with high availability, if applicable.
- 1.54. During installation if the bank requires any new Software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with the Bank.
- 1.55. Bidder shall confirm the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc.
- 1.56. The Proposed solution should have ability to freely changes forms, fields, workflows, escalations and authorization structures and reports according to Bank processes without affecting the future tool updates and integration with 3rd Party Solutions.
- 1.57. Bidder should provide email, telephonic and onsite resident engineer support.
- 1.58. Proposed solution must be able to meet RPO and RTO as per bank policy.
- 1.59. Proposed solution should have LTO Based backup solution in order to take all configuration, database and application backup.



- 1.60. Proposed solution should be able to integrate with bank existing solution like Patch Management & Configuration Management and Antivirus Solution.
- 1.61. For OS related issues in which formatting of hard disk is necessary, data backup should be done in advance and need to be restored as per satisfaction of the User after formatting.
- 1.62. Bidder has to coordinate with different service providers like MTNL, TCL, TTML, Airtel etc. for PRI, Hotline issues and get it resolved also need to take care of cabling/ Krone connection done for IP Telephones in our wing.
- 1.63.

Date

Signature with seal

Name :

Designation :



Annexure-13
Manufacturer Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be signed by an Authorized Signatory of the OEM/OSO/OSD]

No. _____ dated _____

The Deputy General Manager,
Canara Bank,
TM Section, Integrated Treasury Wing,
C14, G Block, BKC, Bandra East,
Mumbai 400051 MH

Dear Sir,

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items in Canara Bank.

Ref: RFP 01/2020-21 dated 16/06/2020

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorize 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/Original Software Owner/Developer) 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 and ensure availability of spares including processors for our products for contract period from the date of installation.

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

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully

(Name)

For and on behalf of

M/s



Annexure- 14
Bill of Material

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items in Canara Bank.

Ref: RFP 01/2020-21 dated 16/06/2020

Notes

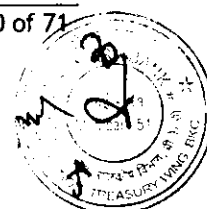
1. These details should be on the letterhead of Bidder and each & an Authorized Signatory with Name and Seal of the Company should sign every page.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format 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.

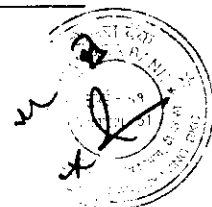
Table -A

Price details for Implementing IT Infrastructure Monitoring Solution in Canara Bank

[Amount in Rs.]

Sl. No.	Requirement Details	Cost Price				AMC/ ATS (as per Table E)*					Quantity	Total Cost with Three Years Comprehensive Onsite Warranty and Three Years AMC/ATS
		Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	Tax for Column A		Unit Price with Three years Comprehensive onsite warranty and support (Incl. of Tax)	Three years AMC/ ATS charges per unit after warranty period (Excl. of Tax)	Tax for Column E		Three years AMC/ ATS charges per unit after warranty period (incl. of tax)			
			A	B= % of tax			C= Tax Amt	D= A+C		E		
Turret Phones/ Dealer Board												
1.	Turret Phones/ Dealer Board with Dual Handsets										5	
2.	Turret Phones/ Dealer Board with Single Handsets										5	
3.	Soft Turret Phones/ Dealer Board licenses										5	
4.	Headsets for Dealers (Headset shall be compatible to work with both Hard Turrets and soft turrets) Headsets shall be of reputed make having global presence.										5	
5.	Supply of all required System control setup and complete turret Infrastructure including all backend hardware & Software in											



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

Bidder has to provide the adequate quantity in column J of Table -A as mentioned in Annexure-7 (A).

[Amount in Rupees]

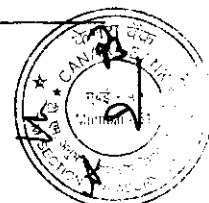


Table-C
Charges for Pre & Post Implementation Training

Sl. No.	Requirement	One Time Training Charges	Tax for Column A		One Time Training Charges
		(Excl. of Taxes)	Tax %	Tax Value	(Incl. of Taxes)
		A	b	C	d=a+c
1.	Post- Implementation Training Charges				

Table - D
Total Cost for 6 Years Contract Period

Sl. No.	Details	Total Cost of Ownership [Incl. of tax]
A	Total Cost for Implementing IP Telephony, Turret Phones, Voice Recording/ Logger Solution in Canara Bank Hardware as per Table-A [Total of Column K]	
B	Total Charges for Onsite Resources as per Table-B [Total of Column g]	
C	Total Charges for Pre & Post Implementation Training as per Table-C [Total of Column d]	
D	Total Cost of Ownership [Sum of A, B and C of Table-E]	

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

[Amount in Rupees]								
Sl. No.	Description	Post Warranty AMC/ATS Charges year wise***						
		4 th Year	5 th Year	6 th Year	Total AMC/ATS for 3 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS for 3 Years (Incl. of Tax)
		AMC/ ATS Charge (Excl. of tax)	AMC/ ATS Charge (Excl. of tax)	AMC/ ATS Charge (Excl. of tax)				
		A	B	C				
Turret Phones/ Dealer Board								
1.	Turret Phones/ Dealer Board with Dual Handsets							
2.	Turret Phones/ Dealer Board with Single Handsets							
3.	Soft Turret Phones/ Dealer Board licenses							
4.	All required System control setup and complete turret Infrastructure including all backend hardware & Software in redundant mode at Primary Dealing Room Site in line with technical specifications.							
IP Telephony								



5.	SIP based IP telephony Software in Hot standby redundant mode including all backend hardware & Software in redundant mode at Primary Dealing Room Site in line with technical specifications							
6.	Required Gateways for 06 PRI Lines							
7.	Required Gateways for 48 Hot Lines							
8.	High End IP Phones							
9.	Mid-Level IP Phones							
10.	Executive IP Phones							
11.	Conference Room IP Phones							
12.	SIP Trunks for networking with EPABX at Circle offices and Bangalore HQ.							
13.	Call Billing software for IP Telephony							
Voice Recording/ Logger								
14.	Supply of Voice Recording/ Logger solution to record all calls in a lossless manner (internal/ incoming/ outgoing etc.) from/ to turrets & IP Phones. Call archiving shall be available at both Main site and at Bank's Data Centre at other locations. 65 Recording channels (15 for Hard Turrets + 5 for Soft Turrets + 45 for IP Phone)							
Other Items								
15.	Tape Drive (LTO 7 or later) based Backup Solution should be provided with this solution for backup of all Call Recordings and required OS, Application data.							
16.	Supply of Hardware/ Appliance for deploying proposed solution as per technical specifications &	Server for Turret Phones/ Dealer Board						
		Server for IP Telephony with Call Billing Software						



	Scope of Work at Primary Site	Server for Voice Recording/ Logger for Primary Site, BKC							
		Server for Voice Recording/ Logger at DR Stie, Andheri Mumbai							
		Any other (add more rows of required)							
17.	All System Software/ Applications/ Database/ Operating System/ VM/ Middleware Licenses etc. as per technical specifications & Scope of Work for deploying Proposed Solution (Break up details to be provided).								
18.	Required TLS Certificates for entire solution								
19.	Any Other Software licenses (Break up details to be provided)								

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

Undertaking

- Bill of material is submitted on the letterhead 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 :



Annexure-15
Interoperability Certificate/ Declaration Form

From Turret / Dealer Board and IP Telephony OEM

(Individual certificate is required if Turret & IP telephony are from two different OEM)

We hereby confirm that we are the manufacturer of
..... (Turret/ Dealer Board/ IP Telephony) and proposed solution (Make & Model
number of Turret / IP Telephony) is certified for Active CTI integration (Active VOIP recording) with proposed
Recording solution (Model number & Name of the Recording OEM)

From Voice Recording OEM

We hereby confirm that we are the OEM for Voice Reordering solution
and proposed solution.....(Model number of Voice Logger) is certified for Active CTI
integration (Active VOIP recording) with proposed Turret (Make & Model
number of Turret/ Dealer Board) and IP Telephony solution (Make & Model number of IP Telephony)



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.**

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Mumbai / 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 as per Form PP - B. (if eligible)
- 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 with supporting 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 of Projects as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on Company letterhead during bid submission. Bidder has to submit Signed Pre Contract Integrity Pact as per Appendix-I on Non-Judicial Stamp paper during Bid Evaluation process as and when sought by the Bank.
- 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 on IP Telephony, Turret Phones, Voice Recording/ Logger Solution.
- 18) Bidder should have central help Desk available on 24x7x365 basis for support and complaint 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 the entire document submitted with page numbers.
- 2) Compliance to the Technical & Functional Requirement of IP Telephony, Turret Phones, Voice Recording/ Logger Solution as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Undertaking of Authenticity for Supply, Installation, Implementation and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution for Canara Bank as per Annexure-9.
- 5) Compliance Statement as per Annexure-10.
- 6) Undertaking Letter as per Annexure-11.
- 7) Escalation Matrix as per Annexure-12.
- 8) Manufacturer Authorization form as per Annexure-13.
- 9) Masked bill of Material as per Annexure-14.
- 10) Interoperability Certificate/ Declaration Form Annexure-15.
- 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 Solution, OS, Licenses for Six (6) 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 (not initials) 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-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 estb	
	If yes, date of reconstitution	
2.	Main business of vendor	
	Experience in years(main business)	
	Subsidiary business (Annexe 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.	



II) BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in no's)	
	Details of clients (Annexe if many)	
2.	No of business projects received for last 2 year(no's)	
	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)	

III)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 up to 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)	

IV)BUSINESS POSITION:

1.	Latest Audited Balance sheet submitted	Yes/No
2.	Firm business growth in upward trend (analyze last 3 Yrs BS)	Yes/No
3.	Firm profit in upward trend (analyze last 3 Yrs BS)	Yes/No
4.	Firm growth position to that of industry is acceptable	Yes/No
5.	Firm is credit rated	Yes/No
	If yes, rating agency & present rating	
6.	Industry position of firm (like Gartner listing, etc.,) and whether firm is in better position or best position or not in better position	



