



**बैंक ऑफ़ बड़ौदा**  
**Bank of Baroda**

**Request for Proposal-  
Rate Contract for Supply, Installation &  
Maintenance of Network Hardware at Bank  
Branches / Offices**

Bank of Baroda  
Baroda Sun Tower  
IT Department  
C-34, G-Block  
Bandra Kurla Complex  
Bandra (East), Mumbai - 400 051

15<sup>th</sup> October, 2019  
RFP Reference: BCC:IT:PROC:111:46

**[A] Important Dates:**

#	Particulars	Timeline
1	RFP Issuance Date	<b>15<sup>th</sup> October, 2019</b>
2	RFP Coordinator Name, Contact details (Bank)	<ol style="list-style-type: none"> <li>1. Mr. Prasoon Padhye, Officer (IT)</li> <li>2. Contact No. - 022-6698 3295 / 3228 / 1556</li> <li>3. Email: rfp.it.procurement@bankofbaroda.co.in</li> <li>4. Postal Address: The Chief Manager (IT Procurement), Bank of Baroda, C-34, G-Block, Baroda Sun Tower, 7<sup>th</sup> Floor, Project Office, BKC, Mumbai – 400051</li> </ol>
3	Last Date of Written request for Clarifications Before the Pre-bid Meeting	22 <sup>nd</sup> October, 2019
4	Pre-bid Meeting & Venue details	11:00 AM on 23 <sup>rd</sup> October 2019 at Bank of Baroda, Baroda Sun Tower, Bandra Kurla Complex, Mumbai – 400051
5	Last Date of Submission of RFP Response (Closing Date)	2:00 PM on 6 <sup>th</sup> November, 2019 Mode: Online URL: <a href="https://bobtenders.abcprocure.com">https://bobtenders.abcprocure.com</a>
6	Eligibility Cum Technical Bid Opening Date	2:30 PM on 6 <sup>th</sup> November, 2019 Mode: Online URL: <a href="https://bobtenders.abcprocure.com">https://bobtenders.abcprocure.com</a>
7	Commercial Bid	The commercial bids of only those Bidders who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible Bidders.
8	Application Money	Rs. 25,000/- (Rupees Twenty Five Thousand only)
9	Bid Security (Earnest Money Deposit)	Rs. 10,00,000/- (Rupees Ten Lakh Only)
10	Minimum requirement for Online RFP response submission	<ol style="list-style-type: none"> <li>1. Computer / Laptop (Notebook) with internet connection</li> <li>2. Operating system - Windows 7 or above</li> <li>3. Digital certificate (DC) - Class II or III, Signing + Encryption. (DC to be organizational type if bidder is participating on behalf of an organization)</li> <li>4. Web Browsers: Internet Explorer 9.0 (32-bit Browser only) &amp; above</li> </ol>

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11	Mode of bid submission & online portal's URL	Mode: Online URL: <a href="https://bobtenders.abcprocure.com">https://bobtenders.abcprocure.com</a>
12	Support details of Online Portal facilitator	M/s e-Procurement Technologies Limited Mr. Yashrajsingh Rathod Email: yashrajsinh@auctiontiger.net Phone: +91-79-68136815 / 9879996111

**[B] Important Clarifications:**

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means 'Bank of Baroda'
2. Recipient, Respondent, Bidder, means the respondent to the RFP document
3. SP means the Service Provider
4. OEMs means "Original Equipment Manufacturers
5. RFP means the Request For Proposal document
6. Proposal, Bid means "Response to the RFP Document"
7. Support means Support & Services to be provided as part of the Scope of Work
8. MSP means Managed Service Provider of the Bank for Data Center
9. AMC means Annual Maintenance Contract
10. Bidder / Vendor, Bank shall be individually referred to as 'Party' and collectively as 'Parties'

**Confidentiality:**

*This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank In the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.*

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## 1. Introduction

### 1.1 Introduction

Bank of Baroda is one of the largest Public Sector Bank (PSU) in India with a branch network of over 9500+ branches in India and 100+ branches/offices overseas including branches of our subsidiaries, distributed in 25 countries.

Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at C-26, G-Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051 (hereinafter referred to as the “Bank”) which expression unless repugnant to the context or meaning thereof shall mean and include its successors and assigns), intends to issue this bid document, hereinafter called RFP, to eligible Vendors, hereafter called as ‘Bidders or Vendors’, to participate in the competitive bidding for entering into a Rate Contract with the selected bidder for Supply and Installation of Network Hardware at Bank branches / offices for a period of one year and maintenance of the supplied network hardware for a period of 5 years..

### 1.2 Project overview

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Bank of Baroda (“the Bank”) to enter into a Rate Contract with the selected bidder for supply and installation of Network Hardware at Bank branches / offices for a period of one year and maintenance of the supplied network hardware for a period of 5 years.

The Bank, for this purpose, invites proposal from Bidders who are interested in participating in this RFP who fulfill the eligibility criteria mentioned under Annexure 02 and are also in a position to comply with the technical requirement as mentioned in Annexure 11. Apart from the above the bidder must also agree to all our terms & conditions mentioned under this RFP.

The RFP document is not recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document.

### 1.3 Project

Bank has requirement of Network Hardware. In this regards Bank desire to Rate Contract for supply and installation of Network Hardware at Bank branches / offices for a period of one year and maintenance of the supplied network hardware for a period of 5 years. Bank will award the contract to the successful vendor and the vendor should deliver the product with the following scope.

Vendor should be capable of providing all the equipment along with as the associated accessories that are specified under the Technical Specifications Annexure 13.

Note:- Scope of supply also includes components, materials, accessories required to render the equipment’s and systems offered complete in all respects even though every individual item may not have been specifically mentioned in the RFP. Bank will

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award the contract to the successful vendor who should deliver the product with the detailed scope mentioned in the Technical Requirement in Annexure 11.

The successful Vendor has to provide support for managing Delivery & Installation and service related issues during warranty period. The successful vendor to share the service escalation matrix with the Bank along with the Rate Contract Acceptance letter.

Description of the envisaged scope is enumerated as part of Annexure 11 however the Bank reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

The bidder needs to quote as per the Commercial Sheet mentioned in Annexure 13

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

#### **1.4 Service Levels and Uptime Guarantee**

For details, please refer to Annexure 12 that provides the service levels for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices.

#### **General Conditions**

- a) For installation & commissioning work, it shall be the responsibility of the Bidder to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job industry practice and safety norms.
- b) The Bidder shall ensure that no other equipment / structure / setup get damaged due to their activities. Any damages caused to Bank property due to Bidder's negligence shall be passed on the Bidder's account
- c) Bidder shall complete the entire work and make all the systems operational (Supply, Installation & Maintenance of Network Hardware and handing over to Bank within stipulated timeline mentioned in the delivery & installation section of this RFP.
- d) The support shall be on 24\*7\*365 basis
- e) In the case of additional requirements desired by the Bank during the contract period over and above the quantity for which rate contract is placed with a particular vendor then the maximum order which the Bank can place would be an addition of 25% of the quantity for which contract is placed.

#### **Technical Proposal Attention Items**

- a) This RFP is not a contract offer. Receipt of a proposal neither commits Bank to award a contract to any bidder, nor limits Bank's rights to negotiate with any bidders, suppliers or contractors in Bank's best interest. Bank reserves the right to contract with any bidder, supplier or contractor at its own discretion.
- b) Bank reserves the right to request additional information necessary and pertinent to the project so as to assure the bidder's ability and qualification to perform the



contract.

- c) Failure to answer any questions within stipulated timeline at any stage of this RFP may be considered non-responsive and the proposal may be disqualified.
- d) For any ambiguity, omissions or unclear content in the RFP the bidders should request Bank to clarify along with pre-bid queries within the time line mentioned in the “[A] Important Dates.
- e) For all technical details and relevant standards and specifications of this RFP that may not be stated in detail; bidders should ensure and provide quality and industrial standard products to Bank.
- f) In case of any difference in the standards between this RFP and the bidders’ proposal, the higher standards shall prevail and be applicable.
- g) Expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the bidders.
- h) Bank reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. Any allowance for oversight, omission, error, or mistake by the bidder made after receipt of the proposal will be at the sole discretion of Bank.
- i) Entire work specified in this RFP shall be carried out on Turnkey basis.
- j) As the contract is on Turnkey solution basis, any other miscellaneous requirements related to the scope described in the RFP or extra work required to be perform due to existing structure limitation shall be provided by the successful bidder even if those items are not mentioned explicitly in this RFP.

### 1.5 Contract period

The Rate Contract with the selected vendor will be valid for a period of 1 year from the placing Rate Contract Order however the contract will be valid till the expiry of warranty / AMC of the last delivered hardware. The contract will be deemed completed only when all the items and services contracted by the Bank are provided in good condition, installed, implemented, tested and accepted along with the associated documentation provided to Bank’s employees; as per the requirements of the contract executed between the Bank and the Vendor. The Bank will have the right to renegotiate these prices at the end of the contract period.

### 1.6 Delivery

The equipment should be delivered within 6 weeks from the date of purchase order.

Vendor will have to pay late delivery charges to Bank of Baroda @ 1% of the of the delayed product value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the of the delayed product value inclusive of all taxes, duties, levies etc. If delay exceeds the maximum percentage of 5% of the delayed product value, Bank of Baroda reserves the right to cancel the respective purchase order.

Vendor will be responsible for ensuring proper packing, delivery and receipt of the hardware and software related to hardware at the site(s). Sealed packs will be opened in the presence of Bank of Baroda officials.



The software (systems software, utilities, packaged software, etc., including complete sets of manuals) should be delivered together with the hardware.

All accessories as part of the hardware / software to make it operational should be delivered together with the equipment. Any component has not been delivered or if delivered is not operational on account of which the equipment is not functioning, will be deemed / treated as non-delivery of the equipment thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of equipment is not acceptable and payment would be released as per terms only after full delivery.

Bank reserves the right to shift the equipment to new location/s and warranty / AMC / support for the same will continue to be in force

### **1.7 Transportation and Insurance**

All the costs should include cost, insurance and freight (c.i.f). However, the Bidder has the option to use transportation and insurance cover from any eligible source. Insurance cover should be provided by the bidder till the acceptance of the goods by the Bank. The bidder should also assure that the goods would be replaced with no cost to Bank in case insurance cover is not provided.

### **1.8 Pre-shipment Inspections**

Bank of Baroda reserves the right, but not any obligation, to undertake a pre-shipment inspection of the complete central system in a factory test environment. For this purpose, Bank of Baroda's personnel may have to visit the factory site and the expenditure for the same will be borne by Bank.

### **1.9 Installation**

Installation at our branches / offices, including unpacking of cartons / boxes, mounting of network Equipment will be the responsibility of the Vendor. Vendor will have to install the network hardware and hand it over to Bank for acceptance testing within a maximum of 4 working days of the Bank from the date of receipt of the network hardware at our office and Bank's notification for installation of the network hardware.

Vendor will have to pay liquidated damages to Bank @ 1% of the order value per day or part thereof subject to maximum of 5% of the delayed product value, for delay in installation, if the delay is caused owing to reasons attributable to the Vendor.

Bank reserves the right to shift part or the entire network hardware order to new location/s and warranty / AMC will continue to be in force at the new location.

### **1.10 Replacement of network hardware**

If network hardware is required to be mounted, vendor will be responsible for terminating the existing network link (in case of Router / Switch) and mounting existing network hardware (in case of Rack) at no extra cost to Bank from the old setup to the new one. Necessary network hardware accessories (clamps, screws, nut bolt etc.) as required for installation of the network hardware has to be supplied by the vendor, at no extra cost to Bank

### **1.11 Affixing Asset Tags on network hardware Equipment:**

It will be the responsibility of the successful bidder to affix the Asset tags on each

network hardware being supplied to Bank and also share the details with the Bank team. The Asset Tags so printed by the successful bidder must have the company's logo of the vendor along with other details like call logging no., mail id etc.. The asset tag details for the network hardware would be mutually decided by the Bank and the successful bidder. Complete asset inventory including replacement of network hardware on account of failure is the responsibility of the Bidder and the details of the inventory to be mutually decided by the Bank and the successful vendor.

### **1.12 Warranty including Annual Maintenance Contract (AMC):**

The entire network hardware covering all components will remain under, onsite, comprehensive maintenance warranty for a period of three years. The service support during warranty period shall be for all network hardware and accessories supplied.

Vendor will have to provide a post-installation warranty as per the terms mentioned below:

- Network Hardware - Comprehensive Warranty for 36 Months from the date of installation or 37 months from the date of the delivery whichever is earlier.

Vendor will have to upgrade the firmware (in case of requirement) during warranty period at no cost to Bank. Patch updation, security patch updates etc. to be done (as and when required) preferably quarterly / half yearly in coordination with the banks team.

Vendor needs to share the Monthly Report with bank's team along with firmware details of the devices.

In event of any equipment / part is replaced or any defect in respect of any equipment / part is corrected for more than one instance of any quarter during the base warranty period of 3 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire network hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects.

In case of significant failures of specific component entire network hardware has to be replaced with new ones in proactive manner. The proactive action has to be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. The principal vendor is required to ensure that this kind of situation never arises.

The Bidder further warrants that all Goods supplied or Works carried out under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and /or material is required by the Bank's specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods or Works in the conditions prevailing in the country.

Warranty should not become void if the Bank buys any other supplemental hardware from third party and installs it with/in these machines. However, the warranty will not apply to such hardware items installed.

**Warranty should cover the following:**

- a) The equipment should be attended within 4 hours of receipt of complaint (exclusive of travelling time). In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed by the vendor at no extra cost to the Bank, so that normal job of the Bank may not get hampered.
- b) Warranty would cover updates/maintenance patches/bug fixes (available from the original equipment manufacturer) for system software & firmware patches/bug fixes, if any, for hardware.
- c) Providing of all deliverables including warranty services etc. under this contract shall be the sole responsibility of the vendor. Bank will not be responsible for any delays/violation from third party OEMs.

**1.13 Annual Maintenance Contract and Annual Technical Support**

Bidders must quote for comprehensive on-site AMC, which shall include labour and cost of the material, strictly as per SLA terms, for a period of 2 (two) years after the expiry of 3 years' warranty period as mentioned above. The AMC shall be on-site comprehensive and shall not require the purchaser to procure and store recommended spares at the site during warranty / AMC. Entering into AMC for a lesser number of years (pro-rata charges to apply) shall be at the discretion of BANK.

The minimum AMC (after the warranty period) to be quoted by the vendor in the commercial proposal is 4% per annum on the base price of Hardware. The Comprehensive on-site AMC must be quoted by all the bidders for the subsequent 2 years' period over and above the warranty period. The Comprehensive on-site AMC prices should be based upon the percentage of the Purchase price or prevailing list price at the completion of three years, whichever is lower. Price Bids without AMC shall be summarily rejected. AMC rates must be quoted as per the price bid format enclosed. No other format shall be accepted.

In case of software, Operating System, Equipment Firmware and Equipment OS, during installation, integration, acceptance testing, warranty period, extended warranty period and CAMC, all updates and upgrades shall be supplied and installed free of cost on pre-paid freight basis. The support shall have to be mandatorily on-site.

However, in exceptional cases remote support from OEMs'/bidders' software/service centers, through phone/Email/Fax, etc shall also be required and is a must. The time limit within which such calls shall be attended to shall be only based on the SLAs mentioned in this RFP.

**1.14 Payment Terms**

IT Dept., BCC will place the orders and delivery will be at our Branches / administrative offices across the country as per the orders placed. The successful vendor shall make necessary arrangements for processing the purchase orders, including Road Permit if any & etc.

The bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the bidders must be in conformity with the payment terms proposed

by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost of such items and professional fees quoted by the bidder in the price bid against such activity / item.

The payment will be released as follows:

- 70% of the total cost on delivery of network hardware / SW plus 100% of applicable taxes as per actuals on production of original delivery receipt.
- 20% of total cost after one month of successful installation and satisfactory functioning.
- Balance 10% of the delivered products cost would be payable on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 17 for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months.

**SNR case** - Wherever installation could not be carried out by the successful vendor due to the Bank's dependencies like Site not ready etc. even after 60 days beyond the date of delivery then the payment would be released, upon the successful vendor's submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority concerned on the Bank's dependencies like site is not ready etc. However, in such a case the successful vendor has to give an undertaking to complete installation within a week of being informed that the site is ready.

There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendor. Payment will be release by IT Dept., BCC, Mumbai as per above payment terms on submission of relevant documents.

The Bank will pay invoices within a period of 45 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected vendor within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 45 days from the date the dispute stands resolved.

The invoices should be as raised per the Purchase Order and must be statewise. The invoices for claiming the payment should be submitted along with the following documents:

As a part of handover process a complete handover sheet needs to be submitted by the vendor after filling the necessary details as provided by Bank. The invoices for claiming the payment should be submitted along with:

#### **A. For 70% Payment Claim**

- a. Original delivery Challans dully stamped and signed by the Bank Official.
- b. Confirmation letter from OEM mentioning the serial number of the product and that the hardware supplied is under three years back to back warranty.
- c. Complete inventory details along with Serial Numbers of Hardware and related

software (i.e. Operating System etc. if any)

### **B. For 20% Payment Claim**

- a. Original Installation Report dully stamped and signed by the Bank Official along with the signature of the engineers of vendor.
- b. In Case of SNR - Submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority concerned on the Bank's dependencies like site is not ready etc. along with an undertaking from vendor to complete installation within a week of being informed that the site is ready.
- c. Complete inventory details along with Serial Numbers linked with Asset Tag of Hardware delivered against each PO at ordered delivery locations.

### **C. For 10% Payment Claim**

Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 15 Bank Guarantee for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months.

### **AMC Period Payment Terms**

Payable quarterly in advance against receipt of satisfactory service report of previous quarter from the Bank's Project / Operation Manager.

### **Helpdesk Services**

Payable quarterly at the end of each quarter against receipt of satisfactory support report of previous quarter from the Bank's Project / Operation Manager

### **1.15 Inspections and Tests**

- 1.16.1 The Bank or its representative shall have the right to inspect and/or to test the Goods and Materials and the Works carried out by the Bidder to confirm their conformity to the Contract specifications at no extra cost to the Bank.
- 1.16.2 Should any inspected or tested Goods fail to conform to the specifications or requirements set out in the Contract, the Bank may reject the Goods, and the Bidder shall either replace the rejected Goods or make alterations necessary to meet specifications or requirements free of cost to the Bank.
- 1.16.3 The Bidder shall have the manufacturer, before making delivery, carry out a precise and comprehensive inspection of the Goods regarding quality, specification, performance, quantity and weight and issue a quality certificate certifying that the Goods are in conformity with the stipulations in the Contract. The quality certificate shall not be regarded as final with respect to quality, specification, performance, quantity and weight. Particulars and results of the tests made by the manufacturer shall be shown in a statement to be attached to the quality certificate.
- 1.16.4 If, during the warranty period, it is found that the quality or specifications of the Goods or Works are not in conformity with the Contract or if the Goods or Works





are proven to be defective for any reason, including latent defects or the use of unsuitable materials, the Bank shall promptly notify the Bidder of the existence of a claim.

1.16.5 No clause in "Inspection and Tests" clause shall in any way release the Bidder from any warranty or other obligations under this Contract.



## 2. Evaluation process

A two stage process is adopted for selection of the vendor:

- ▶ Stage 1 –Eligibility Cum Technical Bid
- ▶ Stage 2 – Commercial Bid

During evaluation of the Tenders, the Bank, at its discretion, may ask the Vendor for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

### 2.1 Eligibility cum Technical Bid

Eligibility criterion for the Vendor to qualify this stage is clearly mentioned in Annexure 02 – Eligibility Criterion Compliance to this document. The vendor would need to provide supporting documents as part of the eligibility proof.

The Technical Proposal will be evaluated only for those respondents who are fulfilling the eligibility criteria. The Technical Proposal will be evaluated for technical suitability (Annexure 13A- 13E).

The Bank reserves the right to modify the configuration of Hardware thereof to be ordered.

During evaluation of the Tenders, the Bank, at its discretion, may ask the Vendor for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted

### Proof of Concept (POC)

1. If required Bank may call for POC from the vendors. In the POC the vendor needs to supply & install the Network Hardware of the same make & model proposed in their bid at our office in BKC, Mumbai (C-34, G Block, Bandra Kurla Complex, Bandra (E), Mumbai - 51) or at another location as informed by the Bank.
2. The POC would be done to check whether the proposed model meets the technical specifications as mentioned in Annexure 13A – 13E. Further the following parameters will also be verified:
  - a) Stability of both Primary and Backup (MPLS / VSAT / Alternate Link) connectivity.
  - b) Backup failover and fallback testing (MPLS / VSAT / Alternate Link)
  - c) Link Reliability
  - d) Device Throughput
  - e) IPSEC / crypto testing
  - f) QoS for Voice and data

**Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices**

- g) The router should be able to be monitored using the monitoring tool HP Open view, NNMi and NAS being used by the Bank
  - h) ACS - TACACS compatibility
  - i) DHCP compatibility with Windows 7/10 (with the current IOS)
  - j) Link trouble shooting commands should work for parameters like Link reliability check, Link utilization, Source trace, Link error, Link loop
  - k) IPV6 readiness.
3. Any vendor who is not complying with the above POC will be technically disqualified.
4. While bank will be responsible for providing configuration details and testing the Network Hardware, the vendor has to bear expenses for supply and support of the Network Hardware for POC.

The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

Vendors who meet these criteria would only qualify for the commercial bid opening.

## 2.2 Commercial Bid Evaluation

The commercial bids of only those vendors who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the eligible vendors. The commercial bid would be evaluated based on a "Total Cost of Ownership" ('TCO') basis. The key considerations of the TCO would be the total payouts for entire project through the contract period of 5 years, discounted at 10% to arrive at the present value of the future cash outflows. The evaluation will be done as follows:

- ▶ The discounted rate will be calculated on yearly basis based on the formula  $A/(1+i/100)^n$  where A= Total Value in each Year; i=10% and n =Year.
- ▶ The Present Value will be calculated for all components where the payment is recurring year on year. The Present Value for the component will start from the year of purchase of that component / start of the services (AMC) and shall be calculated till the end year of the contract. Further n - number of period will be '0' in the year of purchase of that component / start of the services and subsequently increased by 1 for subsequent years.

Any component / service for which the payment is a One Time Cost the NPV cost of the equipment / service for that year will be considered and the relevant year's NPV cost will be added as part of the Present Value calculation for that year. Further the payment of the OTC component / service not being recurring in nature hence the present value for that component / service will be considered in the year of purchase only and not in subsequent years

### **3. Terms and conditions**

#### **3.1 General Terms**

- 3.1.1 Information Provided: The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.
- 3.1.2 For Respondent Only: The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.
- 3.1.3 Costs Borne by Respondents :All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.
- 3.1.4 No Legal Relationship: No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.
- 3.1.5 Recipient Obligation to Inform Itself: The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- 3.1.6 Evaluation of Offers: Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of bidder, not limited to those selection criteria set out in this RFP document.
- 3.1.7 The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this

RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

- 3.1.8 Standards : All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.
- 3.1.9 Acceptance of Terms : A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document
- 3.1.10 Only one submission of response to RFP by each Respondent will be permitted
- 3.1.11 The Bank expects the bidder to adhere to the terms of this tender document and would not accept any deviations to the same.
- 3.1.12 The Bank expects that the bidder appointed under the tender document shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required by Bank.
- 3.1.13 Unless agreed to specifically by the Bank in writing for any changes to the issued tender document, the bidder responses would not be incorporated automatically in the tender document.
- 3.1.14 Unless expressly overridden by the specific agreement to be entered into between the Bank and the bidder, the tender document shall be the governing document for arrangement between the Bank and the bidder.
- 3.1.15 The Bank will notify the Respondents in writing as soon as practicable after the RFP Evaluation Complete date, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.

### **3.2 Rules for Responding to this RFP**

- 3.2.1. The timeframe provided in point "[A] Important Dates" above is for the overall selection process. The Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process. The time schedule will be strictly followed. Interested parties are expected to adhere to these timelines. However, the Bank reserves the right to change the aforementioned timelines.
- 3.2.2. All responses received after the due date/time as mentioned in "[A] Important Dates – 5. Last Date of Submission of RFP Response (Closing Date)" would be considered late and would be liable to be rejected. E procurement portal will not allow to lodgment of RFP response after the deadline. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Respondent who lodges a late RFP response for any reason whatsoever, including RFP responses taken to be late only because of another condition of responding.

- 3.2.3. The Bank has established RFP coordinators to provide a venue for managing bidder relationship and other requirements through the Bank's decision making body for contract clarification. All the queries and communication must be addressed to the RFP coordinators / contact persons from the Bank mentioned in "[A] Important Dates - RFP Coordinator"

Recipients are required to direct all communications for any clarification related to this RFP to RFP Coordinator.

All questions relating to the RFP, technical or otherwise, must be in writing and addressed to the addresses given in point "[A] Important Dates" above. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications. The Bank will try to reply, without any obligation in respect thereof, every reasonable question raised by the Respondents in the manner specified.

However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.

Respondents should invariably provide details of their email address(es) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.

The Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

- 3.2.4. Bidder should submit their Eligibility Cum Technical and Commercial bids Online i.e. through <https://bobtenders.abcprocure.com>. The bidder must register for submission of their bid as specified in this document.

Application Money as mentioned in "[A] Important Dates – Application Money" must be deposited through RTGS (Real Time Gross Settlement) / NEFT Vendor should submit the bid security along with the bid response. The details of the transaction viz. scanned copy of the receipt of making transaction is required to be uploaded on e-procurement website at the time of "final online bid submission"

The RFP response without the accompanying amount towards Application Money / Bid Security are liable to be rejected.

Commercial Bid – (As per details given in Annexure 15).

If the submission to this RFP does not include all the documents and information required or is incomplete or submission is through Fax mode, the RFP is liable to be summarily rejected.

All submissions, including any accompanying documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their



submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents

- 3.2.5. All responses should be in English language. All responses by the bidder to this tender document shall be binding on such bidder for a period of 180 days after opening of the bids. The Bank shall have the right at its sole and absolute discretion to continue the assignment/contract on the selected bidder for future requirement for various items/activities as described in the RFP after expiry of current assignment period.
- 3.2.6. All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the vendors and may be accepted by the Bank to form part of final contract between the Bank and the selected vendor. Vendors are requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.
- 3.2.7. The bids once submitted cannot be withdrawn / modified after the last date for submission of the bids unless specifically permitted by the Bank. In case, due to unavoidable circumstances, the Bank does not award the contract within six months from the last date of the submission of the bids, and there is a possibility to award the same within a short duration, the bidder would have the choice to maintain the EMD or bank guarantee in lieu of EMD with the Bank or to withdraw the bid and obtain the security provided.
- 3.2.8. The bidder may modify or withdraw its offer after submission but prior to the closing date and time as prescribed by Bank. No offer can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of the offers.
- 3.2.9. The bidders required to quote for all the components/services mentioned in the "Project scope" and all other requirements of this RFP. In case the bidder does not quote for any of the components/services, the response would be deemed to include the quote for such unquoted components/service. It is mandatory to submit the details in the formats provided along with this document duly filled in, along with the offer. The Bank reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.
- 3.2.10. Based on the Bank's requirements as listed in this document, the bidder should identify the best-suited product / solution that would meet the Bank's requirements and quote for the same. In case the bidder quotes more than one model and they have not specified which particular model quoted by them needs to be considered, then the response would be considered as improper and the whole tender submitted by the vendor is liable to be rejected. The vendor is expected to provide the best option and quote for the



same.

- 3.2.11. Bidder must furnish requirements as per the formats provided in the RFP document.
- 3.2.12. In the event the bidder has not quoted for any mandatory items as required by the Bank and forming a part of the tender document circulated to the Bidder's and responded to by the bidder, the same will be deemed to be provided by the bidder at no extra cost to the Bank.
- 3.2.13. In the event the Bank has not asked for any quotes for alternative prices, and the bidder furnishes the alternative price in the vendor's financial bid, the higher of the prices will be taken for calculating and arriving at the Total Cost of Ownership. However, payment by the Bank will be made at the lower price. The Bank in this case may also reject the offer outright.
- 3.2.14. In the event optional prices are not quoted by the bidder, for items where such prices are a must and required to be quoted for, the highest price quoted by any of the participating vendor will be taken as the costs, for such alternatives and also for arriving at the Total Cost of Ownership for the purpose of evaluation of the Vendor. The same item has to be supplied by the Vendor free of cost
- 3.2.15. The Bank is not responsible for any assumptions or judgments made by the bidder for proposing and implementing the solution. The Bank's interpretation will be final.
- 3.2.16. The Bank ascertains and concludes that everything as mentioned in the tender documents circulated to the Vendor and responded by the vendors have been quoted for by the vendor, and there will be no extra cost associated with the same in case the vendor has not quoted for the same.
- 3.2.17. All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the vendor to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The vendor cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.
- 3.2.18. The bidder at no point in time can excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, time frame for solution etc. as mentioned in the tender document circulated by the Bank. Bidder shall be fully responsible for deviations to the terms & conditions as proposed in the tender document.
- 3.2.19. Grievance Redressal: Any bidder who claims to have a grievance against a decision or action with regards to the provisions of this RFP may file a request to the Chief Technology Officer at [cto@bankofbaroda.com](mailto:cto@bankofbaroda.com). It may please be noted that the grievance can be filed by only that bidder who has participated in Procurement proceedings in accordance with the provisions of this RFP. All letters must be addressed to the following:

Chief Technology Officer  
Bank of Baroda, Baroda Sun Tower  
C-34, G-Block, BKC, Mumbai-51

### **3.2.20. Price Bids**

- 3.2.20.1 The bidder is requested to quote in Indian Rupee (INR). Bids in currencies other than INR would not be considered. The date for opening of price bids would be communicated separately to the successful bidders post the completion of the technical evaluation
- 3.2.20.2 The prices and other terms offered by bidders must be firm for an acceptance period of 180 days from the opening of the commercial bid.
- 3.2.20.3 In case of any variation (upward or down ward) in Government levies/ taxes/ cess/ duties etc. which has been included as part of the price will be borne by the bidder. Variation would also include the introduction of any new tax/ cess/ duty, etc provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes introduced instead of GST and levies associated to GST or any new taxes introduced after the submission of bidder's proposal shall be passed on or adjusted to the Bank. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Necessary documentary evidence should be produced for having paid any tax/ cess/ duty, if applicable, and or other applicable levies.
- 3.2.20.4 If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess/ charge other than GST and if the Bank has to pay the same for any of the items or supplies made here under by the bidder, for any reason including the delay or failure or inability of the bidder to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder does not reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Bidder from the Bank along with the interest calculated at commercial rate.
- 3.2.20.5 Terms of payment as indicated in the Purchase Contract that will be issued by the Bank on the selected Bidder will be final and binding on the bidder and no interest will be payable by the Bank on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the bidder should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows "Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against the Bank and that the Invoice would be governed by the terms contained in the Contract concluded between the Bank and the bidder".
- 3.2.20.6 The Bank ascertains and concludes that everything as mentioned in the

tender documents circulated to the bidder and responded by the bidders have been quoted for by the bidder, and there will be no extra cost associated with the same in case the bidder has not quoted for the same.

- 3.2.20.7 The Bank is not responsible for any assumptions or judgments made by the bidder for arriving at any type of costing. The Bank at all times will benchmark the performance of the bidder to the RFP and other documents circulated to the bidder and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the bidder must make good the same at no extra costs to the Bank, in order to achieve the desired service levels as well as meeting the requirements of these documents. The Bank shall not be responsible for any assumptions made by the bidder and the Bank's interpretation will be final.
- 3.2.20.8 The Commercial Offer should give all relevant price information and should not contradict the Technical Offer in any manner. There should be no hidden costs for items quoted.
- 3.2.20.9 The Bank is not responsible for the arithmetical accuracy of the bid. The bidders will have to ensure all calculations are accurate. The Bank at any point in time for reasons whatsoever is not responsible for any assumptions made by the Bidder. The Bank at a later date will not accept any plea of the bidder or changes in the commercial offer for any such assumptions.
- 3.2.20.10 Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP

### **3.2.21. Price Comparisons**

- 3.2.21.1 The successful bidder will be determined on the basis evaluation mentioned in Evaluation Criteria in this RFP document.
- 3.2.21.2 Normalization of bids: The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same ground of evaluation. 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 ask all the shortlisted bidders to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the 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. The bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

- 3.2.21.3 The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the bidder should necessarily include the following:
- 3.2.21.4 Transportation, forwarding and freight charges of all equipment to the site;
- 3.2.21.5 Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals. The Bidder is expected to provide the GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 3.2.21.6 The Bidders expected to provide details of services which are required to be extended by the Bidder in accordance with the terms and conditions of the contract.
- 3.2.21.7 The Bidder must provide and quote for the required product and services as desired by the Bank as mentioned in this RFP. Any product or services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.

### **3.2.22. Application Money, Bid Security and Performance Guarantee**

#### **3.2.22.1 Application Money**

Application Money as mentioned in “[A] Important Dates – Application Money” shall be denominated in the Indian Rupees only and shall be paid through RTGS (Real Time Gross Settlement) / NEFT (National Electronic Fund Transfer) favoring BANK OF BARODA, BANK ACCOUNT NO. 29040400000418, BANK IFSC CODE - BARB0BANEAS or by way of Bankers Cheque/Demand Draft/Pay Order favoring Bank of Baroda, payable at Mumbai, which is non-refundable, must be submitted separately along with RFP response. The Bank may, at its discretion, reject any vendor where application money has not been furnished with RFP response.

#### **3.2.22.2 Bid Security / Earnest Money Deposit**

Vendors are required to give an earnest money deposit of an amount as mentioned in “[A] Important Dates – 9. Bid Security (Earnest Money Deposit)” shall be paid through RTGS (Real Time Gross Settlement) / NEFT (National Electronic Fund Transfer) favoring BANK OF BARODA, BANK ACCOUNT NO. 29040400000418, BANK IFSC CODE - BARB0BANEAS or by way of Demand Draft/Pay Order drawn on BKC, Mumbai payable to “Bank of Baroda” or a Bank Guarantee of an equal amount issued by a Commercial Bank (other than Bank of Baroda) located in India, valid for 8 months in the form provided in the RFP (Annexure 04 – Bid Security Form). The Demand Draft should be of a Commercial Bank only (other than Bank of Baroda) and will be accepted subject to the discretion of the Bank.

*Bank guarantee if submitted, should be accompanied with copy of the SFMS transmitted at the time of issue of bank guarantee. As per IBA notification No. PS&BT/Govt/2305 dated 16-Mar-2016 along with Ministry of Finance, Government of India circular F.NO.7/112/2011-BOA dated 08-Mar-2016 with respect to sending Bank Guarantee advices through Structured Financial*

**Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices**

Messaging System (SFMS), it is necessary to confirm the authenticity of the Bank Guarantees (BG) by SFMS message.

The SFMS should be sent to following branch:

Branch Name & Address: Bank of Baroda, BKC Branch, C-26, G-Block, Baroda Corporate Center, Bandra East, Mumbai-400051

IFSC Code: BARB0BANEAS (Fifth Letter is "Zero")

- Offers made without the Earnest money deposit will be rejected.
- The amount of Earnest money deposit would be forfeited in the following scenarios:
  - In case the vendor withdraws the bid prior to validity period of the bid for any reason whatsoever;
  - In case the vendor refuses to accept and sign the contract as specified in this document within 1 month of issue of contract order/letter of intent for any reason whatsoever; or
  - In case the Vendor fails to provide the performance guarantee within 30 days from the purchase order date, for any reason whatsoever.
- **Unsuccessful Vendor's** - Bid security money deposit or bank guarantee will be returned by the Bank within two weeks from closure of the RFP. No interest shall be paid on Bid security money deposit to unsuccessful Vendors.
- **Successful Vendor** – Bid security money deposit or bank guarantee will be discharged upon the vendor furnishing the performance guarantee. The Bid security Money of the successful vendor may be forfeited or the bank guarantee in lieu of Bid security money may be invoked by the Bank if the vendor fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the vendor refuses to accept and sign the contract within 1 month of issue of contract order / letter of intent for any reason whatsoever.
- MSEs (Micro and Small Enterprise (MSE) are exempted from paying the application money and Bid security amount for which the concerned enterprise needs to provide necessary documentary evidence. For MSEs Government of India provisions shall be considered while evaluating the tender

### 3.3 Performance Guarantee

3.3.1. The successful vendor shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 16 to the extent of 10% of the total order value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a nationalized Bank only, other than Bank of Baroda.

3.3.2. In the event of non-performance of obligation or failure to meet terms of this Tender the Bank shall be entitled to invoke the performance guarantee



without notice or right of demur to the vendor. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the vendor should be included in the remaining amount of the contract value.

3.3.3. The Bank reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected vendor, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

3.3.4. If the Performance guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the vendor, will be forfeited.

### **3.4 Others**

3.4.1 The product / solution will be deemed accepted only after successful ATP and sign off from Bank's identified Project Manager.

3.4.2 Responses to this RFP should not be construed as an obligation on the part of the Bank to award a purchase contract for any services or combination of services. Failure of the Bank to select a bidder shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.

3.4.3 By submitting a proposal, the bidder agrees to promptly contract with the Bank for any work awarded to the bidder. Failure on the part of the awarded bidder to execute a valid contract with the Bank will relieve the Bank of any obligation to the bidder, and a different bidder may be selected based on the selection process.

3.4.4 The terms and conditions as specified in the RFP and addendums (if any) thereafter are final and binding on the bidders. In the event the bidders not willing to accept the terms and conditions of the Bank, the bidder may be disqualified. Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the Bank and accepted by the Bank in writing

3.4.5 The bidder must strictly adhere to the delivery dates or lead times identified in their proposal and as agreed by the Bank. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the Bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this tender document) due to the Bidder's inability to meet the established delivery dates or any other reasons attributing to the bidder then that bidder will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the differential excess amount spent by the Bank for procuring similar deliverables and services.

3.4.6 The bidder shall represent and acknowledge to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this RFP. The bidder represents that the proposal to be submitted in response to this RFP



shall meet the proposed RFP requirement. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to the Bank. The bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the bidder to fulfill all the terms and conditions of this RFP. The modifications, which are accepted by the Bank, shall form a part of the final contract.

- 3.4.7 The Bidder shall represent that the services provided and/or use of the same by the Bank shall not violate or infringe the rights of any third party or the laws or regulations under any governmental or judicial authority. The Bidder further represents that the documentation to be provided to the Bank shall contain a complete and accurate description of the deliverables and services (as applicable), and shall be prepared and maintained in accordance with the highest industry standards. The Bidder represents and agrees to obtain and maintain validity throughout the specified term, of all appropriate registrations, permissions and approvals, which are statutorily required to be obtained by the bidder for performance of the obligations of the bidder. The bidder further agrees to inform and assist the Bank for procuring any registrations, permissions or approvals, which may at any time during the Contract Period be statutorily required to be obtained by the Bank for availing services from the bidder.
- 3.4.8 All terms and conditions, payments schedules, time frame for expected service levels as per this tender will remain unchanged unless explicitly communicated by the Bank in writing to the bidder. The Bank shall not be responsible for any judgments made by the bidder with respect to any aspect of the Service. The bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels etc. as mentioned in this tender document.
- 3.4.9 The Bank and the bidder covenants and represents to the other Party the following:
- It is duly incorporated, validly existing and in good standing under as per the laws of the state in which such Party is incorporated.
  - It has the corporate power and authority to enter into Agreements and perform its obligations there under. The execution, delivery and performance of terms and conditions under Agreements by such Party and the performance of its obligations there under are duly authorized and approved by all necessary action and no other action on the part of such Party is necessary to authorize the execution, delivery and

performance under an Agreement.

3.4.10 The execution, delivery and performance under an Agreement by such Party:

- Will not violate or contravene any provision of its documents of incorporation;
- Will not violate or contravene any law, statute, rule, regulation, licensing requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound;
- Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever;
- To the best of its knowledge, after reasonable investigation, no representation or warranty by such Party in this Agreement, and no document furnished or to be furnished to the other Party to this Agreement, or in connection herewith or with the transactions contemplated hereby, contains or will contain any untrue or misleading statement or omits or will omit any fact necessary to make the statements contained herein or therein, in light of the circumstances under which made, not misleading. There have been no events or transactions, or facts or information which has come to, or upon reasonable diligence, should have come to the attention of such Party and which have not been disclosed herein or in a schedule hereto, having a direct impact on the transactions contemplated hereunder.
- The bidder shall undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.
- It would be the responsibility of the bidder to arrange / obtain necessary road permits or any other document for delivery of the material till Bank's premises. The bidder shall arrange road permit for locations applicable at no extra cost to the Bank.
- The Bank would not assume any expenses incurred by the bidder in preparation of the response to this RFP and also would not return the bid documents to the Bidders
- The Bank will not bear any costs incurred by the bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.

### 3.5 Other RFP Requirements

This tender document may undergo change by either additions or deletions or modifications before the actual award of the contract by the Bank. The Bank also reserves the right to change any terms and conditions of the tender document and its subsequent addendums as it deems necessary at its sole discretion. The Bank will inform all bidders about changes, if any.

The Bank may revise any part of the tender document, by providing a written addendum at stage till the award of the contract. The Bank reserves the right to issue revisions to this tender document at any time before the award date. The addendums, if any, shall be published on Bank's website only.

The Bank reserves the right to extend the dates for submission of responses to this document.

**Preliminary Scrutiny** – The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all bidders and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

**Clarification of Offers** – To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarification of their offer. The Bank has the right to disqualify the bidder whose clarification is found not suitable to the proposed project.

**No Commitment to Accept Lowest bid or Any Tender** – The Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

**Erasures or Alterations** – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct information of the services being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.

**Price Discussion** – It is absolutely essential for the Bidders to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the right to do price discovery and engage the successful bidder in discussions on the prices quoted.

**Right to Alter Quantities** – The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities

**Incidental Services** - The Bidder shall provide all the services as specified in the tender document, particularly the Project Overview and Technical Summary.

The price for performing the required incidental services shall be deemed to be included in the Contract Price.

If the Bank is not satisfied with the specifications as specified in the tender document and observes major deviations, the bids of such bidders will not be short-listed for further evaluation. No further discussions shall be entertained with such bidders in respect of the subject bid.

There will be an acceptance test by the Bank after implementation of the solution. In case of discrepancy in solution implemented, the Bank reserves the right to cancel the entire purchase contract and the bidder should take back their equipment at their costs and risks. The test will be arranged by the bidder at the sites in the presence of the officials of the Bank and / or its consultants

Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc or such other statutory infringements under any laws including the Copyright Act, 1987 in respect of services provided by them in the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim. However, (i) the Bidder has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where the Bank is required by any authority/regulator to make a comment/statement/representation.

Letter of Undertaking from OSD / OEM (Annexure 09) – The Bidder should furnish a letter from original equipment manufacturer (OEM / OSD) authorizing the Bidder to quote for OEM's / OSD's product in response to the RFP from the Bank. The said letter should also offer to extend the required support from the OEM / OSD in respect of the items stipulated in the RFP

Undertaking on Information Security (Annexure 10) - The Bidder should furnish a letter both from the original equipment manufacturer (wherever applicable) and also from the Bidder's end providing an undertaking on Information Security of Authenticity for HW/solution supplied. This undertaking from both OEM and the bidder is on Information security as per regulatory requirement.

The Bidder shall perform its obligations under this Tender as an independent contractor, and may engage subcontractors to perform any of the Deliverables or Services with prior permission from Bank. Neither this Tender nor the Bidder's performance of obligations under this Tender shall create an association, partnership, joint venture, or relationship of principal and agent, master and servant, or employer and employee, between the Bank and the Bidder or its employees, subcontractor; and neither Party shall have the right, power or authority (whether expressed or implied) to enter into or assume any duty or obligation on behalf of the other Party.

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and / or sub-contractors and shall ensure that at no

time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

### **3.6 Corrupt and Fraudulent Practices**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

▶ “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND

▶ “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

Bidders responding to this RFP need to sign the Integrity Pact (IP) which will be also signed by Banks representative.

### **3.7 Authorized Signatory**

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The bidder shall furnish proof of signature identification for above purposes as required by the Bank.

### **3.8 Service Level Agreement and Non-Disclosure Agreement**

The successful bidder shall execute a) Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the Bank and b) Non Disclosure Agreement (NDA). The successful bidder shall execute the SLA and NDA within 30 days from the date of acceptance of Purchase Order



All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the vender.

### **3.9 Right to Reject Bids**

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- ▶ It is not in conformity with the instructions mentioned in the RFP document.
- ▶ It is not accompanied by the requisite Application Money and Earnest Money Deposit (EMD).
- ▶ It is not properly or duly signed.
- ▶ It is received through email.
- ▶ It is received after expiry of the due date and time.
- ▶ It is incomplete including non- furnishing the required documents.
- ▶ It is evasive or contains incorrect information.
- ▶ There is canvassing of any kind.
- ▶ It is submitted anywhere other than the place mentioned in the RFP
- ▶ Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.



## **4. General Terms and Conditions**

### **4.1 Dispute Resolution**

The Bank and the Bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers/ directors of the Bank and the Bidder, any disagreement or dispute arising between them under or in connection with the contract.

If the Bank project manager/director and Bidder project manager/ director are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and Bank respectively.

If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and Bank, the Bank and the Bidder have been unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator shall act as the chairman of the proceedings. Arbitration will be carried out at Bank's office that placed the order. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings

The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party or its assets.

### **4.2 Governing Laws**

This RFP and the subsequent contract shall be governed and construed and enforced in accordance with the laws of India both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Mumbai shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

### **4.3 Notices and other Communication**

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be sent personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, facsimile/fax transmission (with hard copy to follow for email/fax), addressed to the other party at the addresses, email and fax number given in the contract. Notices shall be deemed given upon receipt, except that notices send by registered post in a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the

communication is made by facsimile transmission or email, on business date immediately after the date of successful facsimile/email transmission (that is, the sender has a hard copy of a confirmation page evidencing that the facsimile was completed in full to the correct fax number or email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided in this section.

#### **4.4 Force Majeure**

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, penalties or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events are Acts of God or of public enemy, acts of Government of India in their sovereign capacity, strikes, political disruptions, bandhs, riots, civil commotions and acts of war.

If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform Bidder's obligations under this Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and Bidder shall hold consultations in an endeavor to find a solution to the problem.

#### **4.5 Assignment**

The Bidder agrees that the Bidder shall not be entitled to assign any or all of its rights and or obligations under this Tender and subsequent Agreement to any entity including Bidder's affiliate without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this RFP along with the subsequent Addendums published shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bidder under this RFP.

#### **4.6 Sub-Contracting**

Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered. Such proposals will be disqualified.

#### **4.7 Waiver**

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this tender document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this

tender document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

#### **4.8 Confidentiality**

The bidder acknowledges that in the course of performing the obligations under this Tender and subsequent Agreement, it shall be exposed to or acquire information of the bank, which the bidder shall treat as confidential.

a. All BOB's product and process details, documents, data, applications, software, systems, papers, statements and business / customer information which may be communicated to or come to the knowledge of Bidder or bidder's employees during the course of discharging their obligations shall be treated as absolutely confidential and Bidder irrevocably agrees and undertakes and ensures that bidder and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without prior written permission of BOB. The bidder shall not use or allow to be used any information other than as may be necessary for the due performance by Bidder of its obligations hereunder.

b. Bidder shall not make or retain any copies or record of any Confidential Information submitted by BOB other than as may be required for the performance of Bidder

c. Bidder shall notify BOB promptly of any unauthorized or improper use or disclosure of the Confidential Information.

d. Bidder shall return all the Confidential Information that is in its custody, upon termination / expiry of this Agreement. Also so far as it is practicable Bidder shall immediately expunge any Confidential Information relating to the projects from any computer, word processor or other device in possession or in the custody and control by Bidder or its affiliates.

e. Bidder shall extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.

f. Bidder hereby unconditionally agrees and undertakes that it and its employees shall not disclose the terms and conditions of the Empanelment Agreement/ Work Order or any other oral or written information which may contain, hold or bear confidential information or disclose the information submitted by BOB under any other Agreement to any third party unless such disclosure is mandatorily required by law or if it is required necessarily to be disclosed to any other agency/subcontractor or the like for the purpose of performing any of its obligations under the contract.

However the Confidential Information will not be limited to the information mentioned above but not include the following as Confidential Information:

i. Without breach of these presents, has already become or becomes and/or hereinafter will become part of the public domain;

ii. Prior to the disclosure by BOB was known to or in the possession of the Bidder at the time of disclosure ;

iii. Was disclosed or parted with the prior consent of BOB;

iv. Was acquired by Bidder from any third party under the conditions such that it does not know or have reason to know that such third party acquired directly or indirectly from BOB.

- The Bidder agrees to take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion and/or alteration. It shall neither misuse or permit misuse directly or indirectly, nor commercially exploit the Confidential Information for economic or other benefit.
- In any dispute over whether information or matter is Proprietary Information or not mentioned herein, it shall be the burden of Bidder to show that such contested information or matter is not Proprietary Information within the meaning of this Agreement, and that it does not constitute violation under any laws for the time being enforced in India.

The confidentiality obligations shall survive the expiry or termination of the RFP / agreement between the bidder and the Bank.

#### **4.9 Termination**

Bank shall have option to terminate / cancel this RFP at any stage without any prior notice. In following events Bank shall terminate this assignment or cancel any particular order if service provider:

breaches any of its obligations set forth in this assignment or any subsequent agreement and Such breach is not cured within thirty (30) Working Days after Bank gives written notice; or

- Failure by Service Provider to provide Bank, within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or
- The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed time line, and found to be unsatisfactory.
- Supply of substandard materials/ services
- Delay in delivery / installation / commissioning of services.
- If deductions of penalty exceeds more than 10% of the total contract price.

Bank may terminate this RFP or subsequent agreement on happening of following events:

- The vender unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
- A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the vender and such appointment continues for a period of twenty one (21) days;
- The vender is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation.
- Failure of the Bidder make good the situation within the remedy period.
- The selected Bidder commits a breach of any of the terms and conditions of the RFP / contract.
- The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise

- An attachment is levied or continues to be levied for a period of 7 days upon effects of the tender.
- Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process.

The vender becomes the subject of a court order for its winding up.

Notwithstanding above, in case of change of policy or any unavoidable circumstances Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 90 days prior notice in writing.

#### **Effect of termination**

If bank terminate or cancel the assignment on the default mentioned in the termination clause, in such case bob reserves the right to get the balance contract executed by another party of its choice. In this event, the Service Provider shall be bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the selection of a new service provider and for execution of the balance of the contract.

Immediately upon the date of expiration or termination of the Tender and subsequent Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.

Without prejudice to the rights of the Parties, upon termination or expiry of this Tender and subsequent Agreement, Bank shall pay to Bidder, within thirty (30) days of such termination or expiry, of the following:

- All the undisputed fees outstanding till the date of termination;
- Upon the termination or expiry of this Tender and subsequent Agreement:
- The rights granted to Bidder shall immediately terminate.
- Upon Bank's request, with respect to (i) any agreements for maintenance, disaster recovery services or other third-party services, and any Deliverables not owned by the Bidder, being used by Bidder to provide the Services and (ii) the assignable agreements, Bidder shall, use its reasonable commercial endeavors to transfer or assign such agreements and Bidder Equipment to Bank and its designee(s) on commercially reasonable terms mutually acceptable to both Parties.
- Upon Bank's request in writing, Bidder shall be under an obligation to transfer to Bank or its designee(s) the Deliverables being used by Bidder to perform the Services free and clear of all liens, security interests, or other encumbrances at a value calculated as stated.

#### **4.10 Publicity**

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

#### **4.11 Solicitation of Employees**

The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b)

**Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices**



induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

#### **4.12 Inspection of Records**

All bidder records with respect to any matters covered by this RFP shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the bidder provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

#### **4.13 Visitorial Rights**

The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.

#### **4.14 Compliance with Laws**

Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.

The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity shall exclude indirect, consequential and incidental damages.

#### **4.15 Indemnity**

The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RFP; and/or

- an act or omission of the Bidder and/or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or
- claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank; and/or
- claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Bidder to its employees, its agents, contractors and sub-contractors
- breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP; and/or
- any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- breach of confidentiality obligations of the Bidder contained in this RFP; and/or
- Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors.

The Bidder shall at its own cost and expenses defend or settle at all point of time any claim against the Bank that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the Bank:

- notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim; and
- cooperates with the Bidder in the defense and settlement of the claims.

However, (i) the Bidder has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where the Bank is required by any authority/regulator to make a comment/statement/representation.

If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the Bidder, after due inspection and testing and at no additional cost to the Bank, shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Bank to continue the use of the software / equipment, as required by the Bank as per the terms and conditions of this Tender and subsequent Agreement and to meet the service levels; or 3) refund to the Bank the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Bank in the event of the failure of the Bidder to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Bank.

The Bidder shall not be liable for defects or non-conformance resulting from:

- Software, hardware, interfacing, or supplies for the solution not approved by Bidder; or
- any change, not made by or on behalf of the Bidder, to some or all of the deliverables supplied by the Bidder or modification thereof, provided the infringement is solely on account of that change ;

Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP and subsequent agreement by the Bidder.

In the event of successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, the Bank has the right to recover the amounts due to it under this provision from any amount payable to the bidder under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP.

#### **4.16 Corrupt and Fraudulent Practices**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

- “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

#### **4.17 Violation of Terms**

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

#### **4.18 Authorized Signatory**

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.

#### **4.19 Right to Reject Bids**

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- It is not in conformity with the instructions mentioned in the RFP document.
- It is not accompanied by the requisite Application Money and Earnest Money Deposit (EMD).
- It is not properly or duly signed.
- It is received through Telex / telegram / fax
- It is received after expiry of the due date and time.
- It is incomplete including non- furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- It is submitted anywhere other than the place mentioned in the RFP.

#### **4.20 Limitation of Liability**

Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.

Bidder's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the RFP.

Under no circumstances BOB shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.

Subject to any law to the contrary, and to the maximum extent permitted by law neither parties shall be liable to other for any consequential/ incidental, or indirect damages arising out of this agreement.

All employees engaged by the party shall be in sole employment of the party and both the parties shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall other party be liable for any payment or claim

or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the other party.

#### **4.22 Provident Fund**

Bidder need to ensure that their all employees are covered under PF. Bidder need to submit PF coverage letter for their employees issued by the Employees Provident Fund Organization as part of their bid response.

#### **4.23 Property Rights**

- Each Party owns and retains all rights, title and interests in and to its respective Pre-Existing Intellectual Property and Independent Intellectual Property. Independent Intellectual Property means any Intellectual Property developed by a Party independently of the applicable statement of work. "Pre-Existing Intellectual Property" means any Intellectual Property owned by a Party, or licensed to such Party (other than by the other Party), as at the commencement date of the applicable statement of work.
- Whereas title to all inventions and discoveries made jointly by the parties resulting from the Work performed as per this agreement shall reside jointly between the parties. Both the parties shall mutually decide the future course of action to protect/ commercial use of such joint IPR. The Intellectual Property Rights shall be determined in accordance with Indian Laws.
- Without prejudice to above paras all the interim/ final deliverables shall be property of bank. Subject to requisite payments the service provider deemed to grand exclusive, perpetual rights to use of the deliverables in favor of bank.

#### **4.24 Information Confidentiality**

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to copyright laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank, in the event of such circumstances being brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.



## **5. Disclaimer**

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

## **6. Instructions to Vendors - E TENDERING**

### **6.1 General Instructions:**

To view the Tender Document along with this Notice and subsequently purchase the Tender Document and its supporting documents, kindly visit following e-Tendering website of Bank of Baroda: <https://bobtenders.abcprocure.com>

The Vendors participating first time for e-Tendering on Bank of Baroda e-tendering portal will have to complete the Online Registration Process on the e-Tendering portal. A link for enrolment of new vendors has been provided on the above link. All prequalified vendors interested in participating in the online e-Tendering process are required to procure Class II or Class III Digital e-Token having -2- certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The tender should be prepared & submitted online using the vendor's authorized individual's (Individual certificate is allowed for proprietorship firms) Digital e- Token.

If any assistance is required regarding e-Tendering (registration / upload / download/ Bid Preparation / Bid Submission) please contact Bank of Baroda e-Tendering Help Desk on: 079-40270579/80/59/96 or mail: [support@abcprocure.com](mailto:support@abcprocure.com) / [rfp.it.procurement@bankofbaroda.com](mailto:rfp.it.procurement@bankofbaroda.com).

Note: please note Support team will be contacting through email and whenever required through phone call as well. Depending on nature of assistance support team will contact on the priority basis. It will be very convenient for bidder to schedule their online demo in advance with support team to avoid last minute rush.

### **6.2 Purchase and Downloading of Tender Document**

The tender document is uploaded / released on Bank of Baroda, (BOB) website. Tender document and supporting documents may be downloaded from above link also. Subsequently, bid has to be prepared and submitted ONLINE ONLY as per the schedule given in Notice Details. The Tender document will be available online only. Tender document will not be sold / issued manually.

Only those Tender offers shall be accepted for evaluation for which non-refundable Application Money and Earnest Money Deposit (EMD) is deposited as per the terms mentioned in this RFP.

### **6.3 Preparation & Submission of Bids**

The Bids (Eligibility Cum Technical as well as Commercial) shall have to be prepared and subsequently submitted online only. Bids not submitted "ON LINE" shall be summarily rejected. No other form of submission shall be permitted.

## **7. Guidelines to Contractors on the operations of Electronic Tendering System of Bank of Baroda ([https://bobtenders.abcprocure.com /](https://bobtenders.abcprocure.com/))**

### **7.1 Pre-requisites to participate in the Tenders processed by BOB:**

Registration of Contractors on Electronic Tendering System on Portal of BOB:

The Contractors Non Registered in BANK OF BARODA and interested in participating in the e-Tendering process of BOB shall be required to enroll on the Electronic Tendering System. To enroll contractor has to generate User ID and password on the

(<https://bobtenders.abcprocure.com>)

**i) Registration of New Contractors:**

<https://bobtenders.abcprocure.com/EPROC/bidderregistration>

The Contractors may obtain the necessary information on the process of Enrollment either from Helpdesk Support Team: 079-40270579/80/59/96 or may download User Manual from Electronic Tendering System for **BOB**. i.e. <https://bobtenders.abcprocure.com>

## **7.2 Preparation of Bid & Guidelines and functionalities of Digital Certificate**

The Bid Data that is prepared online is required to be encrypted and the hash value of the Bid Data is required to be signed electronically using a Digital Certificate (Class – II or Class – III). This is required to maintain the security of the Bid Data and also to establish the identity of the Contractor transacting on the System. This Digital Certificate should be having Two Pair (1. Sign Verification 2. Encryption/ Decryption)

The Digital Certificates are issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities of Government of India through their Authorized Representatives upon receipt of documents required to obtain a Digital Certificate.

Bid data / information for a particular Tender may be submitted only using the Digital Certificate.

Certificate which is used to encrypt the data / information and Signing Digital Certificate to sign the hash value during the Online Submission of Tender stage. In case, during the process of preparing and submitting a Bid for a particular Tender, the Contractor loses his / her Digital Signature Certificate (i.e. due to virus attack, hardware problem, operating system problem); he / she may not be able to submit the Bid online. Hence, the Users are advised to store his / her Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case of need.

In case of online tendering, if the Digital Certificate issued to an Authorized User of a Partnership Firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate / power of attorney to that User to submit the bid on behalf of the Partnership Firm. The Partnership Firm has to authorize a specific individual via an authorization certificate signed by a partner of the firm (and in case the applicant is a partner, another partner in the same form is required to authorize) to use the digital certificate as per **Indian Information Technology Act, 2000**.

Unless the Digital Certificate is revoked, it will be assumed to represent adequate authority of the Authority User to bid on behalf of the Firm for the Tenders processed on the Electronic Tender Management System of Bank of Baroda as per **Indian Information Technology Act, 2000**. The Digital Signature of this Authorized User will be binding on the Firm. It shall be the responsibility of Partners of the Firm to inform the Certifying Authority or Sub Certifying Authority, if the Authorized User changes, and apply for a fresh Digital Signature Certificate. The procedure for application of a Digital Signature Certificate will remain the same for the new Authorized User.

The same procedure holds true for the Authorized Users in a Private / Public Limited Company. In this case, the Authorization Certificate will have to be signed by the Director of the Company or the Reporting Authority of the Applicant.

The bidder should Ensure while procuring new digital certificate that they procure a

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pair of certificates (two certificates) one for the purpose of Digital Signature, Non-Repudiation and another for Key Encipherment.

**Recommended Hardware and Internet Connectivity:**

To operate on the Electronic Tendering System, the Bidder are recommended to use Computer System with at least 1 GB of RAM and broadband connectivity with minimum 512 kbps bandwidth. However, Computer Systems with latest i3 / i5 Intel Processors and 3G connection is recommended for better performance.

**Operating System Requirement: Windows 7 and above**

**Browser Requirement (Compulsory): Internet Explorer Version 9 (32 bit) and above and System Access with Administrator Rights.**

Toolbar / Add on / Pop up blocker

Users should ensure that there is no software installed on the computers which are to be used for using the website that might interfere with the normal operation of their Internet browser. Users have to ensure that they do not use any pop-up blockers, such as those provided by Internet Explorer and complementary software, like for example the Google tool bar. This might, in certain cases depending on users' settings, prevent the access of the EAS application.

**7.3 Steps to be followed by Contractors to participate in the e-Tenders processed by BOB**

**Online viewing of Detailed Notice Inviting Tenders:**

The Contractors can view the Detailed Tender Notice along with the Time Schedule (Key Dates) for all the Live Tenders released by BOB on the home page of BOB e-Tendering Portal on <https://bobtenders.abcprocure.com>

**Download of Tender Documents:**

The Pre-qualification / Main Bidding Documents are available for free downloading. However to participate in the online tender, the bidder must purchase the bidding documents via Demand Draft mode by filling the cost of tender form fee.

**Online Submission of Tender:**

Submission of Bids will be preceded by Online Submission of Tender with digitally signed Bid Hashes (Seals) within the Tender Time Schedule (Key dates) published in the Detailed Notice Inviting Tender. The Bid Data is to be prepared in the templates provided by the Tendering Authority of BOB. The templates may be either form based, extensible tables and / or uploadable documents. In the form based type of templates and extensible table type of templates, the Contractors are required to enter the data and encrypt the data/documents using the Digital Certificate / Encryption Tool.

In case Uploadable document type of templates, the Contractors are required to select the relevant document / compressed file (containing multiple documents) already uploaded in the briefcase.

**Notes:**

- a. The Contractors upload a single documents uploadable option.
- b. The Bid hash values are digitally signed using valid class – II or Class – III Digital Certificate issued any Certifying Authority. The Contractors are required to obtain Digital Certificate in advance.

- c. The bidder may modify bids before the deadline for Online Submission of Tender as per Time Schedule mentioned in the Tender documents.
- d. This stage will be applicable during both. Pre-bid / Pre-qualification and Financial Bidding Processes.

The documents submitted by bidders must be encrypted using document encryption tool which available for download under Download section on <https://bobtenders.abcprocure.com>

Steps to encrypt and upload a document:

- Select Action: Encryption -> Tender ID: (enter desired tender ID) -> Envelope: (Technical / Price Bid) -> Add File: (Select desired document to be encrypted) -> Save File(s) to: (select desired location for encrypted file to save).
- After successful encryption, format of encrypted file will change to .enc which is required to be uploaded by bidders.
- After encryption bidders are required to upload document as per the mandatory list mentioned in the envelope i.e Technical / Commercial.

Note: BOB and ETL shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-tender platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the event. Bidders are advised to ensure system availability and prepare their bid well before time to avoid last minute rush. Bidder can fix a call with support team members in case guidance is required by calling on above numbers.

Bidders need to take extra care while mentioning tender ID, entering incorrect ID will not allow bank to decrypt document.

### **Close for Bidding:**

After the expiry of the cut- off time of Online Submission of Tender stage to be completed by the Contractors has lapsed, the Tender will be closed by the Tender Authority.

### **Online Final Confirmation:**

After submitting all the documents bidders need to click on "Final Submission" tab. System will give pop up "You have successfully completed your submission" that assures submission completion

### **Short listing of Contractors for Financial Bidding Process:**

The Tendering Authority will first open the Technical Bid documents of all Contractors and after scrutinizing these documents will shortlist the Contractors who are eligible for Financial Bidding Process. The short listed Contractors will be intimated by email.

### **Opening of the Financial Bids:**

The Contractors may remain present in the office of the Tender Opening Authority at the time of opening of Financial Bids. However, the results of the Financial Bids of all Contractors shall be available on the BOB e-Tendering Portal after the completion of opening process.

### **Tender Schedule (Key Dates):**

The Contractors are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. All the online activities are

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time tracked and the electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

## Annexure 01 - Table of Contents

Technical Bid envelope to contain the following

Section #	Section Heading	Proforma Given
1	Covering letter certifying eligibility criteria compliance	Vendor to provide
2	Eligibility criteria compliance with vendor comments	Annexure 02
3	Credential letters / Purchase orders / Supporting documents	Vendor to provide
4	Application Money Demand Draft	Vendor to provide
5	Bid Security Letter	Annexure 03
6	Bid Security (Earnest Money Deposit) Or Bid Security Form (Earnest Money Deposit in the form of Bank Guarantee)	Vendor to provide DD Or BG as per Annexure 04
7	Undertaking Letter	Annexure 05
8	Conformity with Hard Copy	Annexure 07
9	Conformity Letter	Annexure 08
10	Letter of Undertaking from OEM	Annexure 09
11	Undertaking of Information Security	Annexure 10
12	Executive Technical Summary	Vendor to provide
13	Copy of the tender document along with the addendum duly sealed and signed on all the pages of the document.	Vendor to provide
14	Technical Specification Compliance	Annexure 13
15	Masked price bid (Please note that the masked price bid should be exact reflection of the commercial bid except that the masked price bid <b><u>should not contain any financial information</u></b> )	Annexure 17
16	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	Vendor to provide
17	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank.	Vendor to provide
18	Integrity Pact	Annexure 20
<p><b>Commercial Bid (Annexure 15) must be sealed and signed by authorized signatory and must be encrypted through E-signer tool available on the portal <a href="https://bobtenders.auctiontiger.net">https://bobtenders.auctiontiger.net</a>.</b></p>		

Section #	Section Heading	Proforma Given
	<b>The Commercial bid submission as part of the RFP response without encryption are liable to be rejected.</b>	

Authorized Signatory  
Name:  
Designation:  
Bidder's Corporate Name  
Address  
Email and Phone #  
Date:

## Annexure 02 - Eligibility Criteria

Eligibility Criteria Compliance to be directly met by the Bidder and OEM

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
<b>A</b>	<b>General</b>		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 3 years.		Documentary Proof to be attached (Certificate of Incorporation)
2	Bidder must be in business of providing Network Hardware at least for last 3 years.		Documentary Proof to be attached
3	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1 <sup>st</sup> April 2018 till date.		Letter of confirmation from Bidder.
4	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.		Letter of confirmation from Bidder.
5	The Bidder to provide an undertaking on his letter head that all the functional and technical requirements highlighted as part of Technical Scope are covered in totality in the proposal submitted by the Bidder.		Letter of confirmation from Bidder.
<b>B</b>	<b>Financial</b>		
<b>B1</b>	<b>Below clause Applicable for the OEM (Except for Rack OEM) whose systems / products are quoted or if the OEM is bidding directly</b>		
1	Must have registered a turnover of Rs. 150 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2016-		Audited Financial statements for the financial years 2016-17, 2017-18 and 2018-19*. Certified letter from the

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S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
	17, 2017-18 and 2018-19* (Not inclusive of the turnover of associate companies)		Chartered Accountant clearly mentioning turnover for each financial year as mentioned above. The CA certificate in this regard should be without any riders or qualification.
2	<p>Must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2016-17, 2017-18 and 2018-19*</p> <p>OR</p> <p>The Bidder must be a cash profit making entity (Net profit + depreciation) (from Indian operations only) continuously for the last three years, that is financial years - 2016-17, 2017-18 and 2018-19* AND must have a net worth** of Rs. 75 crores in each of the last two financial years.</p> <p><b>**Net worth is to be calculated as:</b> Capital Funds (Paid up Equity Capital + Paid up preference Shares + Free Reserve) – (Accumulated Balance of loss + Balance of deferred revenue expenditure + Other intangible assets)</p>		<p>Audited Financial statements for the financial years 2016-17, 2017-18 and 2018-19*.</p> <p>Certified letter from the Chartered Accountant clearly mentioning net profit (after tax) OR cash profit AND net worth for each financial year as mentioned above. The CA certificate in this regard should be without any riders or qualification.</p>
<b>B2</b>	<b>Below clause applicable for the Bidder if submitting bid as a partner of the OEM (Also the OEM (Except for Rack OEM) whose systems / products are quoted by the partner to meet the criteria mentioned in B1) Below mentioned criteria is not applicable for Rack OEM</b>		
1	Must have registered a turnover of Rs. 100 Crores or above (from Indian Operations only) in each year during the last three completed financial years – 2016-17, 2017-18 and 2018-19* (Not inclusive of the turnover of associate companies)		<p>Audited Financial statements for the financial years 2016-17, 2017-18 and 2018-19*.</p> <p>Certified letter from the Chartered Accountant clearly mentioning turnover for each financial year as mentioned above. The CA certificate in this regard should be without any</p>

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S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
			riders or qualification.
2	<p>Must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2016-17, 2017-18 and 2018-19 *</p> <p style="text-align: center;">OR</p> <p>The Bidder must be a cash profit making entity (Net profit + depreciation) (from Indian operations only) continuously for the last three years, that is financial years - 2016-17, 2017-18 and 2018-19 AND must have a net worth** of Rs. 50 crores in each of the last two financial years.</p> <p><b>**Net worth is to be calculated as:</b> Capital Funds (Paid up Equity Capital + Paid up preference Shares + Free Reserve) – (Accumulated Balance of loss + Balance of deferred revenue expenditure + Other intangible assets)</p>		<p>Audited Financial statements for the financial years 2016-17, 2017-18 and 2018-19 *.</p> <p>Certified letter from the Chartered Accountant clearly mentioning net profit (after tax) OR cash profit AND net worth for each financial year as mentioned above. The CA certificate in this regard should be without any riders or qualification.</p>
<b>C Experience &amp; Support Infrastructure</b>			
1	<p>The Bidder should have supplied &amp; supported</p> <p>A. Minimum 1000 Routers and 300 Switches of the same make in the past 3 financial years (2016-17, 2017-18 and 2018-19)</p> <p style="text-align: center;">AND</p> <p>B. Should have supplied, installed and supported network hardware with a total order value of at least Rs. 4 Crores in each year for past 3 financial years (2016-17,</p>		<p>Documentary Proof of order / contract copy / customer credentials.</p>

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
	2017-18 and 2018-19) to various branches/offices of Commercial Banks / Financial Institutions/ Telecommunication companies/ Govt. Organizations in India having a large branch network geographically spread across the country out of the above at least 300 routers and 300 switches should be supplied and supported in commercial Banks/ Financial institutions/ Govt. Organization.		
2	While a call center is acceptable for logging support requirements, support must be provided on site by a qualified engineer.		Letter of confirmation
3	The engineers at the support offices should be provided with a cell and the support/branch offices should have telephone/fax with local email facility.		Details to be provided along with the support / branch offices
4	Bidder should have direct support offices in Mumbai and Hyderabad		Letter of confirmation
5	Bidder should have support offices across the country.		Detailed address and contact details of support offices
<b>D</b>	<b>Others</b>		
1	The bidder should have authorization from OEM to quote for their products.  If bidder (partner of OEM) is not able to fulfill its obligation to support the product during the contract period, OEM will have to ensure support as per contract. An undertaking from the OEM to this effect must be submitted.		Letter of undertaking from the OEM as per Annexure 09 in the RFP needs to be submitted. This is not applicable in case if OEM bids directly.
2	If OEM is bidding directly they cannot submit another bid with any other bidder.		Letter of confirmation from both bidder and OEM

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
3	The proposed Router and Switch quoted i.e. Branch Router and Branch Switch should be compatible with CISCO Ace router (ACE20-MOD-K9).		Letter of undertaking from the bidder / OEM
4	OEM / Bidder should stock adequate spares of all items supplied.		Letter of undertaking from the bidder / OEM.
5	Any technical problem should be resolved within maximum of 24 hours of call reported which includes time for procuring spare parts also.		Letter of undertaking from the bidder.
6	Bidder must ensure that the equipments to be supplied will not be End of Life in next 1 year and End of Support in next 5 years. In case proposed product goes end of life during contract period, then vendor will provide devices of equivalent or higher configuration approved by the Bank.		Letter of undertaking from the OEM.
7	Must have premium or equivalent level partnership under network category with OEM for proposed Router and Switches for the past three years (from RFP date)		Certificate from OEM to be submitted.
8	If Bidder is partner of OEM, a letter from OEM regarding the unconditional acceptance of terms and condition related to support for their products during warranty and subsequent AMC period if Bidder fails to do so.		Unconditional acceptance Letter from OEM
9	Bidder should have received ISO 9001:2008 OEM should have received ISO 9001:2008 & 14001:2004 certifications for manufacturing facility from where the equipments will originate.		Copies of relevant Certificates
10	Must provide a letter of Authorization of OEM whose		Letter of Authorization from OEM

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S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
	products is quoted for submitting the offer on behalf of the OEM.		

All dates if not specified to be applicable from the date of the RFP.

\* If 2018-19 Financial Statements of any bidder is unaudited then Bank would consider the Audited Financial Statements of 2015-16 along with an undertaking letter from the bidder that the 2018-19 Statements are not audited.

\*\* Networth is to be calculated as: Capital Funds (Paid up Equity Capital + Paid up preference Shares + Free Reserve) – (Accumulated Balance of loss + Balance of deferred revenue expenditure + Other intangible assets)

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

## Annexure 03 - Bid Security Letter

1. WHEREAS, ..... (hereinafter referred to as "Bidder") has submitted its proposal and response dated.....(hereinafter referred to as "Bid") for the supply of all the requirements described in the Request for Proposal No. .... along with its amendments/annexures and other ancillary documents (hereinafter referred to as "RFP") as issued by Bank of Baroda.
2. We ..... having our registered office at .....(hereinafter called the 'BIDDER') are offering security deposit of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) vide [demand draft / pay order / issued by a scheduled/Commercial bank] bearing No. \_\_\_\_\_ dated \_\_\_\_\_ [drawn on/ issued by] \_\_\_\_\_ (hereinafter referred to as "Bid Security") favouring 'Bank of Baroda for consideration of the Bid of the above mentioned Bidder.
3. The Bidder specifically acknowledges and agrees that the Bidder has furnished his Bid on the understanding and condition that, if the Bidder:
  - a) Withdraws its Bid during the period of Bid validity specified by the Bidder on the Tender Documents or
  - b) Having been notified of the acceptance of its Bid by Bank of Baroda during the period of validity: -
    - i. Fails or refuses to execute the contract form if required; or
    - ii. Fails or refuses to furnish the Performance Security, in accordance with the instruction to Bidders.

Bank of Baroda has the right to forfeit the entire Bid Security amount merely on the occurrence of one or more of the foregoing events without demur or a written demand or notice to the Bidder.
4. The Bid Security shall be returned to unsuccessful Bidders within thirty (30) days from the date of the award of contract to a successful Bidder. The Bid Security shall be returned to the successful Bidder upon furnishing of Performance Security in accordance with the instructions of the Bidder.
5. The Bidder undertakes that it will not cancel the Bid Security referred to above till the Bidder is returned the Bid Security from Bank of Baroda in accordance with the foregoing conditions.
6. The Bidder represents and warrants that the Bidder has obtained all necessary approvals, permissions and consents and has full power and authority to issue this Bid Security and perform its obligations hereunder, and the Bidder has taken all corporate, legal and other actions necessary or advisable to authorise the execution, delivery and performance of this Bid Security. The absence or deficiency of authority or power on the part of the Bidder to issue this Bid Security or any irregularity in exercise of such powers shall not affect the liability of the Bidder under this Bid Security.





Dated this.....day of.....

Place:

Date:

\_\_\_\_\_  
Seal and signature of the Bidder

## **Annexure 04 - Bid Security Form**

(FORMAT OF BANK GUARANTEE (BG) IN LIEU OF EARNEST MONEY DEPOSIT)

To

Chief Technology Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

WHEREAS \_\_\_\_\_ (hereinafter called "the Bidder") has submitted its bid dated \_\_\_\_\_ (date of submission of bid) for Supply, Installation and Maintenance of ..... in response to Request for Proposal ( RFP ) No. \_\_\_\_\_ (hereinafter called "the Bid" ) issued by Bank of Baroda.

KNOW ALL PEOPLE by these presents that WE \_\_\_\_\_ (name of bank) of \_\_\_\_\_ (name of country) having our registered office at \_\_\_\_\_ (address of bank) (hereinafter called "the Bank") are bound unto Bank of Baroda (hereinafter called "the Purchaser") in the sum of \_\_\_\_\_ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity :
  - a) fails or refuses to execute the mutually agreed Contract Form if required; or
  - b) fails or refuses to furnish the Performance Security, in accordance with the Terms and Conditions of the Contract;

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

This guarantee will remain in force up to and including 90 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding any other term contained herein

- a) this guarantee shall be valid only up to \_\_\_\_\_ ( Insert Guarantee



End Date ) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and

- b) the total liability of Bank under this guarantee shall be limited to Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

Place :

SEAL

Code No.

SIGNATURE.

NOTE:

1. BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN MUMBAI.

**Note**-Bank guarantee if submitted, should be accompanied with copy of the SFMS transmitted at the time of issue of bank guarantee. As per IBA notification No. PS&BT/Govt/2305 dated 16-Mar-2016 along with Ministry of Finance, Government of India circular F.NO.7/112/2011-BOA dated 08-Mar-2016 with respect to sending Bank Guarantee advices through Structured Financial Messaging System (SFMS), it is necessary to confirm the authenticity of the Bank Guarantees (BG) by SFMS message.

The SFMS should be sent to following branch:

Branch Name & Address: Bank of Baroda, BKC Branch, C-26, G-Block, Baroda Corporate Center, Bandra East, Mumbai-400051

IFSC Code: BARB0BANEAS (Fifth Letter is "Zero")

## **Annexure 05 – Undertaking from the Bidder**

To

Chief Technology Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

### **Sub: Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices.**

Having examined the Tender Documents including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Tender Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.

1. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Document.
2. We agree to abide by this Tender Offer for 180 days from date of bid opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
3. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
4. a) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".  
a) Commission or gratuities, if any paid or to be paid by us to agents relating to this Bid and to Contract execution, if we are awarded the Contract are listed below.
  - i. Name and Address of the Agent - .....
  - ii. Amount and Currency in which Commission paid / payable - .....
  - iii. Purpose of payment of Commission (If commission is not paid / not payable indicate the same here) - .....
5. We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.
6. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is

**Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices**



not provided or is provided in a different format.

Dated this.....by .....20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

## Annexure 06–Pre-Bid Queries Form

(Please note that all pre-bid queried need to be send by email in excel format only)

[Please provide your comments on the Terms & conditions in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Curriculum Vitae, Experience in related projects etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/suggestion/ deviation that you propose as shown below.]

Name of the Respondent:

Contact Person from Respondent in case of need.

Name :

Tel No:

e-Mail ID:

Sr. No.	Page #	Point / Section #	Category (Scope/Commercial/Legal/General)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1					
2					
3					
4					
5					
6					

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Date:



## **Annexure 07 – Conformity with Hardcopy Letter**

*(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)*

To

The Chief Technology Officer & Head IT Projects & CRM,  
Baroda Corporate Centre,  
Baroda Sun Tower,  
Bandra Kurla Complex,  
Bandra (E), Mumbai 400 051

Sir,

**Sub: Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices.**

Further to our proposal dated ....., in response to the Request for Proposal (Bank's tender No. hereinafter referred to as "**RFP**")..... issued by Bank of Baroda ("**Bank**") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

## **Annexure 08–Conformity Letter**

*(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)*

To

Chief Technology Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

**Sub: Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices.**

Further to our proposal dated ....., in response to the Request for Proposal.....(Bank's tender No. hereinafter referred to as "RFP") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank shall form a valid and binding part of the aforesaid RFP document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

## **Annexure 09 - Letter of Undertaking from OEM/OSD**

*(This letter should be on the letterhead of the OEM / Manufacturer duly signed by an authorized signatory)*

To

Chief Technology Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

### **Sub: Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices.**

We ..... (Name of the OSD / OEM) who are established and reputable manufacturers / developers of ..... having factories / offices at ....., .....and ..... do hereby authorize M/s ..... (who is the bidder submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you to Supply, Installation and Maintenance of ..... for supply of ..... manufactured / developed by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorised the Bidder for this purpose.

We undertake to perform the obligations as set out in the RFP in respect of such services and hereby extend our support and services through M/s..... during the 5 year contract period as per terms and conditions of the RFP.

We assure you that in the event of M/s ..... not being able to fulfill its obligation in respect of the terms defined in the RFP then ..... (OEM / OSD Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.

Dated this.....by .....20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

## **Annexure 10–Undertaking of Information Security**

*(This letter should be on the letterhead of the bidder as well as the OEM/ Manufacturer duly signed by an authorized signatory on Information security as per regulatory requirement)*

To  
Chief Technology Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

Sir,

**Sub: Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices.**

We hereby undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)

Dated this.....by .....20

Yours faithfully,

Authorized Signatory  
Name:  
Designation:  
Bidder's Corporate Name  
Address  
Email and Phone #

## **Annexure 11–Scope of Work**

Successful vendor shall supply the Network Hardware as per technical specification mentioned in this section.

1. Vendor should be capable of providing the Network Hardware that is specified under Technical Specifications mentioned in Annexure 13.
2. The Network Hardware must be capable of upgrading at a later stage as and when required by the Bank.
3. Vendor should supply, commission, install, test, configure and maintain the Network Hardware at various locations identified by the bank. The vendor will also coordinate with existing MSP (Managed Services Provider) and/or networking vendors and ensure for successful installation, integration and functioning of Network connectivity.
4. Break-fix support of supplied Network Hardware.
5. Bank's identified team will provide locations for delivery of Network hardware and configuration details & other inputs to the vendor for delivery, configuration and support of the Network hardware.
6. The vendor should liaison with Bank's identified team / Managed Service Provider and should provide service & support of the Network Hardware. The service calls will be logged by Bank's identified team / Managed Service Provider & the vendor need to support & service the same in coordination with them.
7. The vendor has to provide Escalation Matrix and SPOC details for the delivery, installation and service support for the entire project and ensure timely completion of all the activities as per the schedule.
8. The Bank reserves the right to shift the equipment to a suitable location depending upon the need. The vendor will arrange to install and commission the same at the shifted location. The warranty / AMC of the equipment will continue from the new location as the case may be & the vendor needs to provide service & support of the same from the new location.
9. All the parts of items supplied would be covered under comprehensive warranty. If there is any gap between Bank's requirement and OEM warranty then it will be the responsibility of vendor to fill up the gap.
10. Vendor should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 5 years for Network Hardware from the date of its delivery. On-site resources for the maintenance support are to be provided at Bank's datacenter at Mumbai and Hyderabad.
11. Vendor should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, UPS, environmental conditions, illumination etc.
12. To ensure that the installation & configuration of the Network Hardware supplied are in line with the banks technical document.
13. If any services, functions or responsibilities not specifically described in this scope

but are an inherent, necessary or customary part of the services and are required for proper performance or provision of the services in accordance with the scope, they shall be deemed to be included within the scope of the services, as if such services, functions or responsibilities were specifically required and described in this scope and shall be provided by the vendor at no additional cost to the Bank.

### **B. Resources required at our office, Mumbai and Hyderabad**

The successful bidder has to provide resources at our Mumbai and Hyderabad Office. The seating arrangement for the resources will be provided by the Bank. The requirement of the resources would be as follows:

1. In the first year of supply of network hardware (minimum Four resources required) - Two resources would be meant for managing Delivery & installation in 2 shifts (Required till deliveries and installations are completed in totality) and two for support in 2 shifts(From 8 AM to 8 PM on Bank working days)
2. From the 2<sup>nd</sup> year onwards for a further period of 2 years (till the end of warranty period of the last network hardware delivered / installed) (minimum two resources required in two shifts) for logging calls and providing online L1 support to the branches. (From 8 AM to 4 PM and 12 PM to 8PM on Bank working days)
3. If any resource is unavailable / on leave, standby resource needs to be provided for 8AM to 8PM support without fail.

### **C. Delivery Locations**

Router, Switch, Rack and PDU as per Annexure 13A-13E will be delivered to Bank's branches / offices across the country as per Bank's requirement.

Bank under the existing RFP will have the right to order Network Hardware for its sponsored Regional Rural Banks (RRBs)/Bank subsidiaries and the vendor should be in a position to supply, install and support the Network Hardware as per the requirement of Bank RRBs/subsidiaries

The scope of work mentioned above is indicative in nature and bank may, at its discretion, ask the vendor to carry out any other activity which is deemed to be necessary for delivery & installation of Network Hardware.



## Annexure 12–Service Levels

### A. Service Level for Branch Network Hardware during Warranty Period.

Vendor will have to guarantee a **minimum uptime of 99.9%**, calculated on a monthly basis (Network Uptime will be calculated for Individual Sites). The penalty will be calculated as per the details given below.

<b>Uptime percentage</b>	- 100% less Downtime Percentage
<b>Downtime percentage</b>	- Unavailable Time divided by Total Available Time, calculated on a monthly basis.
<b>Total Available Time</b>	- <b>8 hrs per day for six days a week (Sundays are excluded). In case in any month there are Bank holidays then the same also would be excluded.</b>
<b>Unavailable Time</b>	- Time involved while the network is inoperative or operates inconsistently or erratically due to network hardware.

<b>Uptime Percentage</b>	<b>Penalty Details</b>
A >= 99.9%	No Penalty
99.5% =< A < 99.9%	1% of the individual product cost
99% =< A < 99.5%	2% of the individual product cost
A < 99%	Penalty at an incremental rate of 1% (in addition to a base of 2%) of the individual product cost for every 0.5% lower than the stipulated uptime with an overall cap of 95%

**Note:** SLA will not be applicable for the assets which are down between 8 PM to 8 AM.

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from performance guarantee or the vendor has to submit a pay order / cheque payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank. The SLA charges will be subject to an overall cap of **10% of the total order value** and thereafter, Bank has the discretion to cancel the contract.

### Availability Service Level Default

- Availability Service Level will be measured on a monthly basis for individual sites.
- A Service Level Default will occur when the vendor fails to meet Minimum uptime (99.9%), as measured on a monthly basis.

### B. Service Level for Branch Network Hardware during AMC Period.

Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices

Vendor will have to guarantee a **minimum uptime of 99.9%**, calculated on a monthly basis (Network Uptime will be calculated for Individual Sites). The penalty will be calculated as per the details given below.

- Uptime percentage** - 100% less Downtime Percentage
- Downtime percentage** - Unavailable Time divided by Total Available Time, calculated on a monthly basis.
- Total Available Time** - **8 hrs per day for six days a week (Sundays are excluded). In case in any month there are Bank holidays then the same also would be excluded.**
- Unavailable Time** - Time involved while the network is inoperative or operates inconsistently or erratically due to network hardware.

<b>Uptime Percentage</b>	<b>Penalty Details</b>
A >= 99.9%	No Penalty
99.5% =< A < 99.9%	10% of the monthly product AMC cost
99% =< A < 99.5%	20% of the monthly product AMC cost
A < 99%	Penalty at an incremental rate of 10% (in addition to a base of 20%) of the monthly product AMC cost for every <b>0.5%</b> lower than the stipulated uptime

**Note:** SLA will not be applicable for the assets which are down between 8 PM to 8 AM.

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The SLA charges will be subject to an overall **penalty cap (during each quarter)** of 10% of the **total quarterly AMC** cost and thereafter, Bank has the discretion to cancel the contract. In case if there is no pending invoices to be paid by the Bank to the bidder, the bidder has to submit a pay order / cheque payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank.

#### **Availability Service Level Default**

- Availability Service Level will be measured on a monthly basis for individual sites.
- A Service Level Default will occur when the vendor fails to meet Minimum uptime (99.9%), as measured on a monthly basis.

#### **C. Service Level for Mumbai/ Hyderabad Network Hardware during Warranty Period.**

Vendor will have to guarantee a **minimum uptime of 99.9%**, calculated on a monthly basis (Network Uptime will be calculated for Individual equipment) on 24x7x365. The

**Request for Proposal (RFP) - Rate Contract for Supply, Installation & Maintenance of Network Hardware at Bank branches / offices**

penalty will be calculated as per the details given below.

- Uptime percentage** - 100% less Downtime Percentage
- Downtime percentage** - Unavailable Time divided by Total Available Time, calculated on a monthly basis.
- Total Available Time** - 24 hrs per day for seven days a week.
- Unavailable Time** - Time involved while the network is inoperative or operates inconsistently or erratically due to network hardware.

<b>Uptime Percentage</b>	<b>Penalty Details</b>
A >= 99.9%	No Penalty
99.5% =< A < 99.9%	1% of the individual product cost
99% =< A < 99.5%	2% of the individual product cost
A < 99%	Penalty at an incremental rate of 1% (in addition to a base of 2%) of the individual product cost for every 0.5% lower than the stipulated uptime

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from performance guarantee or the vendor has to submit a pay order / cheque payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank. The SLA charges will be subject to an overall cap of **10% of the individual product value** and thereafter, Bank has the discretion to cancel the contract.

#### **Availability Service Level Default**

- Availability Service Level will be measured on a monthly basis for individual sites.
- A Service Level Default will occur when the vendor fails to meet Minimum uptime (99.9%), as measured on a monthly basis.

#### **D. Service Level for Mumbai/ Hyderabad Network Hardware during AMC Period.**

Vendor will have to guarantee a **minimum uptime of 99.9%**, calculated on a monthly basis (Network Uptime will be calculated for Individual equipment) on 24x7x365. The penalty will be calculated as per the details given below.

- Uptime percentage** - 100% less Downtime Percentage
- Downtime percentage** - Unavailable Time divided by Total Available Time, calculated on a monthly basis.

**Total Available Time** - 24 hrs per day for seven days a week.

**Unavailable Time** - Time involved while the network is inoperative or operates inconsistently or erratically due to network hardware.

<b>Uptime Percentage</b>	<b>Penalty Details</b>
A >= 99.9%	No Penalty
99.5% =< A < 99.9%	10% of the monthly product AMC cost
99% =< A < 99.5%	20% of the monthly product AMC cost
A < 99%	Penalty at an incremental rate of 10% (in addition to a base of 20%) of the monthly product AMC cost for every <b>0.5%</b> lower than the stipulated uptime

**Note:** SLA will not be applicable for the assets which are down between 8 PM to 8 AM.

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The SLA charges will be subject to an overall **penalty cap (during each quarter)** of 10% of the **quarterly AMC cost of the down equipment** cost and thereafter, Bank has the discretion to cancel the contract. In case if there is no pending invoices to be paid by the Bank to the bidder, the bidder has to submit a pay order / cheque payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank.

#### **Availability Service Level Default**

- Availability Service Level will be measured on a monthly basis for individual sites.
- A Service Level Default will occur when the vendor fails to meet Minimum uptime (99.9%), as measured on a monthly basis.

SLA report for hardware Equipment needs to be submitted on quarterly basis within 15 days of the beginning of next quarter.

## Annexure 13 - Technical Specification

Annexure 13A	
Router:	
Sr. No.	Required Minimum Specifications
1	Router should have packet forwarding rate of minimum 290 Kpps for 64 byte packets per second on a single chassis.
2	Router should support embedded hardware based IP SEC encryption and acceleration
3	The router should support a default DRAM of minimum 512 MB and should be minimum scalable to 1 GB
4	Minimum flash RAM should be at least 256 MB for proper operation under the proposed solution and as per the requirements of the Company.
5	The Router should be a Single Box configuration and modular, so that the Company has the flexibility to use the appropriate choice of interfaces as and when required.
6	It must be possible to fast boot the router to ensure that for software upgrades can be done with minimum network downtime.
7	High Mean Time Between Failure values should be available to ensure long life of router hardware.
8	The router should be capable of booting from a remote node, where the router image is present.
9	The router should have adequate flash memory to ensure storage of multiple router software images. The router software must support the flash file system to easily store and load multiple images.
10	Extensive debugging capabilities to assist in hardware problem resolution.
11	The router should be capable of IP routing protocols like RIP, OSPF, BGP, policy routing, NAT.
12	The router should be capable of WAN protocols like PPP, Multilink PPP, ISDN BRI, etc.
13	Firewall Services with Standard Access Lists, Extended Access Lists and Time based Access lists and Intrusion Detection system to provide supervision and control,
14	Control SNMP access through the use of SNMP with MD5 authentication.
15	Implement Access Lists on the router to ensure SNMP access only to the SNMP manager or the NMS workstation.
16	Multiple Privilege Levels.



17	Support for Remote Authentication Dial-In User Service (RADIUS) and AAA.
18	PPP PAP & CHAP support.
19	IPSec DES, 3DES/AES (256 Bit) Support
20	Should be able to manage & administer point-to-point VPNs by actively pushing new security policies from a single headend to remote sites
21	Should be able to build IPSec tunnel dynamically, point to point or point to Multipoint
22	Should be able to secure large Layer 2 or MPLS networks to provide full-mesh connectivity by providing tunnel-less VPN without any impact on router performance
23	All Routers proposed in the solution should be certified under the Common Criteria Evaluation Program for atleast EAL2 or more.
24	Rack mounting kit for securing the router in standard rack are to be provided.
25	The proposed Model should be compatible with Cisco Ace.
<b>Interfaces:</b>	
1	Router should have atleast 2 routed 10/100/1000 Gigabit interfaces on Board used for WAN & LAN, 2 serial port.
2	At least additional 2 routed 10/100 interfaces
3	Async/Sync serial interfaces (V.35) for speeds up to 115 Kbps.
4	Synchronous Serial Interfaces for speeds up to 2 Mbps.
5	Flexibility should be offered on each and every port to be configured as Synchronous or Asynchronous Serial lines
6	Should support Wireless 2G, 3G and CDMA connectivity.
7	Should be compatible with CISCO ACE IP Sec Load Balancer.
<b>Software Features:</b>	
<b>Routing Protocols and General Router Features :</b>	
1	Routing Information Protocol (RIPv1 and RIPv2), Layer 2 Tunneling Protocol (L2TP), Port Address Translation (PAT)
2	Dynamic Host Control Protocol (DHCP) server/relay/client
3	Access control lists (ACLs), Generic routing encapsulation (GRE)
4	Dynamic DNS Support
5	Support for OSPF & BGP

6	Support for 802.1q VLANs, Demilitarized Zone (DMZ)
7	Support for Multicast Routing Protocol - PIM Sparse Mode, PIM Sparse-Dense Mode / Source Specific Mode, Auto route processing (Auto-RP) or equivalent
8	Support ISDN protocol
<b>Support for IPv6 Features:</b>	
1	IPv6 addressing architecture, IPv6 name resolution, IPv6 statistics
2	IPv6 translation-transport packets between IPv6-only and IPv4-only endpoints
3	ICMPv6, IPv6 DHCP
4	The Device should be on the IPv6 Ready Logo Program Approved List and should have passed the IPv6 Ready Logo Program Phase II
5	Support for the following IP v6 features : RIP NG , OSPF v3 , BGP Support for V6, IP V6 Dual Stack, IP v6 Policy based Routing, and IP v6 QoS.
6	Should support following IP v6 Tunneling mechanisms : Automatic 6 to 4 tunnels, Automatic IP v4 compatible tunnels, IP v6 over IP v4 GRE Tunnels, ISATAP Tunneling Support.
<b>Security Features:</b>	
<b>Mandatory Features (Required)</b>	
1	Secure HTTP (HTTPS), FTP, and Telnet authentication
2	No Service Password Recovery
3	Hardware-accelerated 3DES for IPSec, Hardware-accelerated AES for IPSec
4	IPSec 3DES termination/initiation, IPSec passthrough
5	L2TP passthrough, 802.1X
6	System Logging
<b>System should support (Feature currently not required)</b>	
1	Stateful Inspection Firewall, Transparent Bridging firewall or equivalent feature
2	NAT transparency, Firewall support for skinny clients or equivalent feature
3	E-mail Inspection Engine & HTTP Inspection Engine
4	Advanced Application Inspection and Control
5	Support for Intrusion Detection System / Intrusion Prevention System (IDS / IPS) functionality
6	Router should support in-line IPS functionality with ability to schedule & automatically update signatures without requiring human intervention.

7	IPS functionality on the router should support tuning of the signatures i.e. changing the alert severity rating of signatures.
8	IPS functionality on the router should support multiple event actions to block attacks i.e deny-attacker-inline, deny-connection-inline, deny-packet-inline, produce-alert & reset tcp connection.
9	Should support user based firewall functionality to create policies based on different classes of users.
<b>QoS Features :</b>	
1	Weighted Fair Queuing (WFQ), Class-Based WFQ (CBWFQ) or equivalent feature
2	Class-Based Traffic Shaping (CBTS), Class-Based Traffic Policing (CBTP), Class-Based QoS MIB or equivalent features
3	Support for Priority and custom queuing, Class-Based Weighted Random Early Detection (CBWRED) or equivalent feature
4	Support for LFI
5	Support for RSVP, cRTP or equivalent feature, DiffServ, QoS Preclassify & Pre-fragmentation or equivalent feature, Class-Based Marking (CBM) or equivalent feature
<b>Management Features :</b>	
1	Management should support: Telnet, Simple Network Management Protocol (SNMP), CLI, and Web based HTTP management / management software, RADIUS
2	SNMP over IPV6 & AES & 3DES encryption support for SNMP Version 3
<b>High-Availability Features</b>	
1	Virtual Router Redundancy Protocol (VRRP) (RFC 2338)
2	Out-of-band management with external modem through virtual auxiliary port

<b>Annexure 13B</b>	
<b>Switch</b>	
<b>Sr. No.</b>	<b>Required Minimum Specifications</b>
1	Minimum of 24 port 100Mbps Fast Ethernet auto sensing ports, with minimum 6.5 Mpps forwarding rate
2	19-inch Rack-Mountable
3	Full-Duplex Operation on Fast Ethernet
4	Multiple Load Sharing Trunks
5	Minimum of 16 MB DRAM and 8 MB Flash memory
6	Support for minimum of 8000 MAC addresses
7	IEEE 802.1Q VLAN Support – Port based VLANs
8	RADIUS or TACACS + Support
9	High MTBF Support
10	The Switches must be able to generate Syslog Messages with timestamp and Severity codes, which can be exported to a Syslog Server.
11	The Switches must be able to Build up its own inventory (like Device Name, Chassis Type, Memory, Flash, Software ver. Etc or equivalent fields)
12	Configurable up to 255 IGMP groups
13	Support for Local Proxy Address Resolution Protocol (ARP) to work in conjunction with Private VLAN Edge to minimize broadcasts and maximize available bandwidth.
14	Rack mounting kit for securing the switch in standard rack are to be provided.
15	The proposed model should be compatible with Cisco Ace router
<b>Layer 1 Features: -</b>	
1	Support for 100 BASE-TX
<b>Layer 2 Features: -</b>	
1	L2 Switching Support
2	Multi-Link Trunking
3	Ability to manage individual switches as a group for VLANs configuration purposes

4	Support for Spanning-Tree Protocol (IEEE 802.1D)
5	STP Fast Calculation features as uplink fast for faster convergence or equivalent feature
6	Per-port broadcast, multicast, and storm control to prevent faulty end stations from degrading overall systems performance.
<b>QoS Features:-</b>	
1	Support for Classification and scheduling based on 802.1p/Q
2	Support for 802.1p class-of-service (CoS). Ability to Mark/override 802.1P CoS per port
3	Four queues per egress port.
4	Weighted Tail Drop(WTD) for congestion avoidance or equivalent feature
<b>Multicast Support:-</b>	
1	Multicast must be supported in hardware so that performance is not affected by multiple multicast instances.
2	L2 Multicast Support – IGMP Snooping
3	Should support minimum of 255 IP addresses in a multicast group
<b>Redundancy:-</b>	
1	Link Aggregation
2	Spanning Tree (802.1d) with support for spanning tree per VLAN
3	Quick Failover over redundant links for improved network stability and reliability
4	Support for IEEE rapid spanning tree.
<b>Security Features:-</b>	
1	Support for External RADIUS for console access restriction and authentication
2	Multi-Level access security on switch console to prevent unauthorized users
3	Support for 802.1x port based authentication
4	Support for IEEE 802.1x with Guest VLAN allows guests without 802.1x clients to have limited network access on the guest VLAN.
5	Configuration Change Tracking
6	System Event Logging
7	Syslog
8	SNMP compatible

9	Support for minimum of 30 Virtual LAN (VLAN)
10	Support for Secured ports which restrict a port to a user-defined group of authorized stations. When secure addresses are assigned to a secure port, the switch should not forward any packets with source addresses outside the defined group of addresses
<b>Other Features:</b>	
1	The switch should have its own management software, which can be used remotely (through secured Web interface) to monitor, troubleshoot & manage the switch.
2	The management software should integrate with any EMS product suite.
3	The Switch should seamlessly integrate with existing network equipments
4	Layer 2 traceroute or equivalent feature to ease troubleshooting by identifying the physical path that a packet takes from the source device to a destination device.
5	Should support Link layer Discovery Protocol
6	Should Support DNS
7	Secure access to switch management, limiting management applications from specific hosts only
8	Should support BPDU guard to avoid topology loop.
9	Unicast MAC filtering, unknown Unicast and multicast Port blocking
10	Support for MAC address notification allows administrators to be notified of users added to or removed from the network.
11	The operating system should have a self healing mechanism for the automatic recovery of the switch when a specified event occurs
12	The software should have a mechanism to proactively detect and address potential hardware and software faults during runtime.
13	Support Bidirectional data support on the SPAN port allows the Intrusion Detection System (IDS) to take action when an intruder is detected.
<b>Network Management (Management Feature) :-</b>	
1	Embedded support for Web based management using standard secured web browser.
2	Support for SNMP v1 as per RFC1157 and SNMP v2c as per 1901 through 1907





3	Support for TFTP based software download
4	Support for port mirroring measurement using a network analyzer or RMON probe.
5	RMON: 4 Group (Statistics, Alarm, Events, History), on every port, no impact to performance
6	Switch must be remotely managed via one telnet session for all module configuration
7	Should have functionality to add new features like IOS/Firmware upgrades from central location, etc.
8	Provisioned and Dynamic Policies at Layers 1-4 for QoS and Security
10	Support for Dynamic VLAN assignment or equivalent feature is supported through implementation of VLAN Membership Policy Server (VMPS) client functions to provide flexibility in assigning ports to VLANs. Dynamic VLAN or equivalent feature helps enable the fast assignment of IP addresses.
11	Real Time Multi-Port Statistics
12	Mac/IP Address Finder or equivalent feature
13	Device and Port Groupings for Navigation and Policy Management
14	Radius or TACACS+ server Support
15	Private and Enterprise MIB / MIB
16	Administrative Access Right
17	Traffic Volume/Error/Congestion Monitoring
18	TFTP Download/Upload Software
19	The Switch should be able to discover the neighboring device of the same vendor giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems.
<b>IEEE Standard Compliance: -</b>	
1	802.1Q VLAN tagging
2	802.1p Priority
3	802.1D Spanning Tree
4	802.3u Fast Ethernet
5	802.3x Flow Control
6	802.1x Authentication
7	802.3ab Gigabit Interface

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<b>RFC (Request for Comment) Support: -</b>	
1	768 UDP
2	783 TFTP
3	791 IP
4	792 ICMP
5	826 ARP
6	854 Telnet
7	1122 Host Requirements / ICMP
8	1542 BootP
9	2068 HTTP or equivalent
10	2236 IGMP
11	SNTP – RFC1769 or equivalent

<b>Annexure 13C</b>	
<b>Racks- Branch</b>	
<b>Sr. No.</b>	<b>Description</b>
1	Wall mounted 9U/600W/600D
2	3 Sets of adjustable mounting rails (adjusting in 1 Inch increments)
3	Removable/lockable side panels
4	Cage nut style mounting rails
5	Top and Bottom removable cable slots
6	Glass front door with built in lock and 180 degree swing
7	Maximum Weight Capacity 150 Pounds
8	Cooling Fan kit with 280 CFM
9	Racks Screws
10	Cage nuts / Brackets
11	Two pairs of 19" mounting angles with 'U' marking.
12	Cable tie bracket
13	Minimum 4 Power Sockets

Annexure 13D		
PDU		
Sr. No.	Description	
	<b>GENERAL</b>	
1	<b>Description</b>	HP 7.3 kVA, 230V, 30 outlet, INTL Basic PDU
2	<b>Function</b>	Basic
3	<b>Form Factor</b>	Mid Height
	<b>INPUT</b>	
4	<b>Max VA</b>	7300
5	<b>PDU Inlet</b>	IEC 60309 332P6
6	<b>Cable Length (m)</b>	8ft / 2.44m
7	<b>Voltage</b>	220-240V
8	<b>Current</b>	32
9	<b>Phase</b>	1-phase
10	<b>Phase Configuration</b>	L-N
	<b>OUTPUT</b>	
11	<b>Outlets</b>	 
		(24) C13                      (6) C19 Network Hardware power socket needs to be compatible with Indian standard without using any converter.
12	<b>Circuit Breakers</b>	3 x 16A
13	<b>Output Voltage</b>	220-240V

<b>Annexure 13E</b>	
<b>Server Rack</b>	
<b>Sr. No.</b>	<b>Description</b>
<b>GENERAL</b>	
1	All the racks should be of 42U size.
2	Dimension of Network rack is – 800mm x 1000mm x 2000mm or 42U whichever is less
3	Dimension of Server rack is – 600mm x 1000mm x 2000mm or 42U whichever is less
<b>Technical Specifications</b>	
1	Rack should be designed and engineered specifically for easy assembly and rapid equipment integration at site.
2	Design should be based on the use of aluminium profiles for the four vertical pillars, which should be connected solidly to two welded steel end-frames. This results not only in low weight and an elegant appearance, but also permits quick assembly.
3	Rigidity provided by the steel end-frames such that the rack should be able to handle equipment loads of upto 850kg.
4	Conforms to DIN 41494 - and current industry practices
5	Steel Doors - plain, vented at bottom, fully perforated and dual perforated
6	Glass Doors - with optional vented side trims for front-to-back air flow
7	Choice of powder coat shades
8	Vertical pillars of the frame are aluminium extrusions. All other parts are of formed sheet steel
9	Finishing should be with all block or combination of Light Grey (RAL 7035) and Dark Grey(RAL 7037)
10	The rack should stand on the Raised Access floor
11	The rack should support the cooling, cable management and power distribution Unit
12	The Rack should contain all the necessary component and accessories to mount the servers / switches, storage etc.,
13	Network Rack (aggregation) should have Patch panel for Cross/Inter Connectivity to Server Rack
14	Network rack shall be with proper cable management, Ladder, Vertical & Horizontal Wire Manager etc

## Annexure 14–Masked Commercial Bid

(Amount in Rs.)

S No	HW Particulars	Qty	Unit Rate* (Rs)	Amount (Rs)	AMC (%)	AMC Amount (Rs) (2 Yrs)	Total Amount (Rs)	GST (%)	HSN / SAC Code
1	Router as per Annexure 13A	461	0	0	0	0	0	0	0
2	Switch as per Annexure 13B	4180	0	0	xxx	xxx	0	0	0
3	Racks- Branch as per Annexure 13C	50	0	0	0	0	0	0	0
4	PDU as per Annexure 13D	100	0	0	0	0	0	0	0
3	Server Rack as per Annexure 13E	50	0	0	0	0	0	0	0
<b>Total Cost of Ownership for 5 Years (i.e. 3 years OEM comprehensive Onsite Warranty and 2 years OEM comprehensive Onsite AMC for both hardware and software (24x7 support )</b>							<b>0</b>		<b>xxx</b>

**Note:**

- For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All Deliverables to be supplied as per RFP requirements provided in the tender
- The Service Charges need to include all services and other requirement as mentioned in the RFP
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculation show ever for the purpose of calculation Bank will take the corrected figures / cost.
- All prices to be in Indian Rupee (INR) only.
- Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

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- i. \* Price quoted is inclusive of 3 year warranty.
- j. The minimum AMC (after the warranty period) to be quoted by the vendor in the commercial proposal is 4% per annum
- k. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

## Annexure 15–Commercial Bid

(Amount in Rs.)

S No	HW Particulars	Qty	Unit Rate* (Rs)	Amount (Rs)	AMC (%)	AMC Amount (Rs) (2 Yrs)	Total Amount (Rs)	GST (%)	HSN / SAC Code
1	Router as per Annexure 13A	461	0	0	0	0	0	0	0
2	Switch as per Annexure 13B	4180	0	0	xxx	xxx	0	0	0
3	Racks- Branch as per Annexure 13C	50	0	0	0	0	0	0	0
4	PDU as per Annexure 13D	100	0	0	0	0	0	0	0
3	Server Rack as per Annexure 13E	50	0	0	0	0	0	0	0
<b>Total Cost of Ownership for 5 Years (i.e. 3 years OEM comprehensive Onsite Warranty and 2 years OEM comprehensive Onsite AMC for both hardware and software (24x7 support )</b>							<b>0</b>	<b>xxx</b>	

**Note:**

- l. For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- m. The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- n. If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- o. All Deliverables to be supplied as per RFP requirements provided in the tender
- p. The Service Charges need to include all services and other requirement as mentioned in the RFP
- q. The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculation show ever for the purpose of calculation Bank will take the corrected figures / cost.
- r. All prices to be in Indian Rupee (INR) only.
- s. Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- t. \* Price quoted is inclusive of 3 year warranty.
- u. The minimum AMC (after the warranty period) to be quoted by the vendor in the

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commercial proposal is 4% per annum

- v. All Quoted Commercial Values should comprise of values only upto 2 decimal places.  
Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

## **Annexure 16-Performance Guarantee**

### **BANK GUARANTEE**

(FORMAT OF PERFORMANCE BANK GUARANTEE)

To

Chief Technology Officer  
Bank of Baroda  
Baroda Sun Tower  
Bandra Kurla Complex  
Bandra (E), Mumbai 400 051

WHEREAS M/S ..... (Name of Bidder) a Company registered under the Indian Companies Act, 1956 and having its Registered Office at ..... (Please provide complete address) (hereinafter referred to as "Bidder") was awarded a contract by Bank of Baroda (the Bank) vide their Purchase Order no. .... dated ..... (hereinafter referred to as "PO") for .....

AND WHEREAS, in terms of the conditions as stipulated in the PO and the Request for Proposal document No. .... Dated ..... for ..... (hereinafter referred to as "RFP"), the bidder is required to furnish a Performance Bank Guarantee issued by a Public Sector Bank in India in your favour for Rs...../- towards due performance of the contract in accordance with the specifications, terms and conditions of the purchase order and RFP document (which guarantee is hereinafter called as "BANK GUARANTEE").

AND WHEREAS the Bidder has approached us for providing the BANK GUARANTEE.

AND WHEREAS at the request of the Bidder, WE, ....., a body corporate in terms of the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 having it's ..... Office at ..... and a branch inter alia at..... India have agreed to issue the BANK GUARANTEE.

THEREFORE, WE, (name of Bank and it's address) .....through our local office at ..... India furnish you the BANK GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We ..... do hereby expressly, irrevocably and unconditionally undertake to pay the amounts due and payable under this Guarantee without

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any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time and at all times to the extent of Rs. ..../- (Rupees ..... only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the Bidder of any of the terms and conditions contained in the PO and RFP and in the event of the Bidder committing default or defaults in carrying out any of the work or discharging any obligation under the PO or RFP document or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs...../-(Rupees ..... only) as may be claimed by you on account of breach on the part of the Bidder of their obligations or default in terms of the PO and RFP.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the bidder has committed any such breach/ default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. Any such demand made by Bank of Baroda shall be conclusive as regards the amount due and payable by us to you.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the Bidder after expiry of the relative guarantee period provided always that the guarantee shall in no event remain in force after ..... (date) without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. You will have the fullest liberty without our consent and without affecting our liabilities under this Bank Guarantee from time to time to vary any of the terms and conditions of the PO and RFP or extend the time of performance of the contract or to postpone for any time or from time to time any of your rights or powers against the bidder and either to enforce or forbear to enforce any of the terms and conditions of the said PO and RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the bidder or any other forbearance, act or omission on your part or any indulgence by you to the bidder or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs. ..../- (Rupees..... only) as aforesaid or extend the period of the guarantee beyond the said ..... (date) unless expressly agreed to by us in writing.
5. The Bank Guarantee shall not in any way be affected by your taking or giving up any

- securities from the bidder or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the bidder.
6. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the bidder hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.
  7. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the bidder from time to time arising out of or in relation to the PO and RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
  8. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
  9. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto before given to you by us (whether jointly with others or alone) and now existing uncanceled and this Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
  10. The Bank Guarantee shall not be affected by any change in the constitution of the bidder or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
  11. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
  12. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the bidder in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment here under and the bidder shall have no claim against us for making such payment.
  13. Notwithstanding anything contained herein above;
    - a. our liability under this Guarantee shall not exceed Rs. ..../- (Rupees .....only)
    - b. this Bank Guarantee shall be valid and remain in force upto and including the date ..... and
    - c. we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of this guarantee.





14. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

Dated this the ..... day of ....., 20.....

For and on behalf of

Branch Manager

Seal and Address

**Note-** Bank guarantee if submitted, should be accompanied with copy of the SFMS transmitted at the time of issue of bank guarantee. As per IBA notification No. PS&BT/Govt/2305 dated 16-Mar-2016 along with Ministry of Finance, Government of India circular F.NO.7/112/2011-BOA dated 08-Mar-2016 with respect to sending Bank Guarantee advices through Structured Financial Messaging System (SFMS), it is necessary to confirm the authenticity of the Bank Guarantees (BG) by SFMS message.

The SFMS should be sent to following branch:

Branch Name & Address: Bank of Baroda, BKC Branch, C-26, G-Block, Baroda Corporate Center, Bandra East, Mumbai-400051

IFSC Code: BARB0BANEAS (Fifth Letter is "Zero")

## Annexure 17 - Bank Guarantee for early release of retention money

### BANK GUARANTEE (FORMAT OF BANK GUARANTEE)

To

Chief Technology Officer  
Bank of Baroda  
Baroda Corporate Centre  
Baroda Sun Tower  
BandraKurla Complex  
Bandra (E), Mumbai 400 051

Dear Sir,

WHEREAS ..... (Name of Vendor) a Company registered under the Indian Companies Act, 1956 and having its Registered Office at ....., (Please provide complete address) (hereinafter referred to as "Vendor") was awarded a contract by Bank of Baroda (BOB) vide their Purchase Order no. .... dated ..... (hereinafter referred to as "PO") for .....

<details of equipment that supplied to be filled in table>

and it has been agreed that a payment of Rs. ..../- (Rupees ..... only) will be made to the vendor representing balance 10% of the consideration amount against the security of a Bank Guarantee from a Scheduled Commercial Bank.

2. Now this deed of guarantee witnesseth that in consideration of BOB agreeing to release a sum of Rs. ..../- (Rupees ..... only) representing balance 10% of the consideration amount payable to the vendor in terms of, the said agreement, we ..... (Bank) having our head office at ..... and amongst other places, a branch at ..... (hereinafter referred to as the guarantor) do hereby expressly, irrevocably and unreservedly agree and undertake that :

a) In the event of vendor committing breach of any of the undertakings or committing default

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in fulfilling any obligation arising out of said agreement, we .....  
(bank) shall on demand, pay BOB without any demur Rs. ..../- (Rupees  
..... only) and notwithstanding any right the vendor may have  
against BOB or any disputes raised by the vendor or any suit or proceedings pending in any  
competent Court of Law in India or otherwise or before any arbitrator, and BOB's written  
demand shall be conclusive evidence to us that such amount is payable by us under the said  
contract and shall be binding in all respects on the Guarantor.

3. The Guarantor shall not be discharged or released from the aforesaid undertaking and  
guarantee by any agreement, variations made between BOB and the vendor, indulgence  
shown to the vendor by BOB, with or without the consent and knowledge of the Guarantor or  
by any alterations in the obligations of the vendor by any forbearance whether as to payment,  
time performance or otherwise.

4. (a) This guarantee shall remain valid until (date which is 3 months after expiry of warranty  
period), or until discharged by BOB in writing.

(b) This guarantee shall be a continuing guarantee and shall not be revocable except with the  
previous written consent of BOB and save as aforesaid it will be in force until the vendor  
complies with its obligations hereunder.

(c) This Guarantee shall not be affected by any change in the constitution of the vendor by  
absorption with any other body or corporation or dissolution or otherwise and this guarantee  
will be available to or enforceable against such body or corporation.

5. In order to give effect to this guarantee, BOB will be entitled to act as if the guarantor were  
the principal debtor and the guarantor hereby waives all and any of its rights of suretyship.

6. This guarantee shall continue to be in force notwithstanding the discharge of the vendor by  
operation of law and shall cease only on payment of the full amount by the guarantor to BOB  
of the amount hereby secured.

7. This Guarantee shall be in addition to and not in substitution for any other guarantee or  
security for the vendor given or to be given to BOB in respect of the said contract.

8. Any notice by way of request and demand or otherwise hereunder may be sent by post or  
any other mode of communication to the guarantor's address as aforesaid, and if sent by post,  
it shall be deemed to have been given at the time when it would be delivered in due course  
by post and in proving such notice when given by post it shall be sufficient to prove that the  
envelope containing the notice was posted and a certificate signed by an officer of BOB that  
the envelope was so posted shall be conclusive.

9. These presents shall be governed by and construed in accordance with Indian Law.  
Notwithstanding anything contained herein:

a) Our liability under this Bank Guarantee shall not exceed Rs. ..../- (Rupees  
..... only)

b) This Bank Guarantee shall be valid up to (date which is 3 months after expiry of warranty  
period) and



c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (three months after the date of expiry of the warranty).

d) The guarantor has under its constitution powers to give this guarantee and Shri. .... (signatories) Officials / Managers of the Bank who has/have signed this guarantee has/have powers to do so.

Dated this ..... day of..... 201 at .....

For and on behalf of..... (Bank).

Authorised Signatory ..... in favour of the Bank

Designation .....

**Note-** Bank guarantee if submitted, should be accompanied with copy of the SFMS transmitted at the time of issue of bank guarantee. As per IBA notification No. PS&BT/Govt/2305 dated 16-Mar-2016 along with Ministry of Finance, Government of India circular F.NO.7/112/2011-BOA dated 08-Mar-2016 with respect to sending Bank Guarantee advices through Structured Financial Messaging System (SFMS), it is necessary to confirm the authenticity of the Bank Guarantees (BG) by SFMS message.

The SFMS should be sent to following branch:

Branch Name & Address: Bank of Baroda, BKC Branch, C-26, G-Block, Baroda Corporate Center, Bandra East, Mumbai-400051

IFSC Code: BARB0BANEAS (Fifth Letter is "Zero")

## **Annexure 18 – Integrity Pact**

### **PRE CONTRACT INTEGRITY PACT**

#### **General**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of \_\_\_\_\_ month, 20\_\_\_\_, between, on one hand, Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisitions and Transfer of Undertakings) Act, 1970 having its head office at Mandvi Baroda, and its corporate office at Baroda Corporate Centre, C-26, G-Block, BandraKurla Complex, Bandra East, Mumbai-400051 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s \_\_\_\_\_ represented by Shri \_\_\_\_\_, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item/Services) and the BIDDER/Seller is willing to offer/has offered the said stores/equipment/item/services and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking performing its functions on behalf of the President of India.

NOW, THEREFORE, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

#### **Commitments of the BUYER**

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation

process related to the contract.

- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **Commitments of BIDDERS**

- 2 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
  - 2.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
  - 2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
  - 2.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
  - 2.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
  - 2.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorised government sponsored export entity and

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has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 2.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information - provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be closed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

### **3 Previous Transgression**

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

3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **4 Earnest Money (Security Deposit)**

4.1 While submitting commercial bid, the BIDDER shall deposit an amount (shall be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

- (i) Bank Draft or a Pay Order in favour of Bank of Baroda
- (ii) A confirmed guarantee by an Indian Nationalized Bank other than Bank of Baroda, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
- (iii) Any other mode or through any other instrument (to be specified in the RFP).

4.2 The Earnest Money/Security Deposit shall be valid upto a period of 8 Months or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

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

4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

#### **5 Sanctions for Violations**

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

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

5.1.2 The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

5.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

5.1.4 To recover all sums already paid by the BUYER, and in case of an Indian BIDDER

with interest thereon at 2% higher than the prevailing Base Rate of Bank of Baroda, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.

- 5.1.5 To encash the advance bank guarantee and performance bond / warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- 5.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- 5.1.7 To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- 5.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- 5.1.9 In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- 5.1.10 Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER . However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **6 Fall Clause**

The BIDDER undertakes that it has not supplied /is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/ Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

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The BIDDER undertakes that it has not supplied /is not supplying similar (in quantity) product / systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry /Department of the Government of India or PSU and if it is found at any stage that similar (in quantity) product / systems or sub systems was supplied by the BIDDER to any other Ministry /Department of the Government of India or a PSU at a lower price within a period of one year before and after bid submission date, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## **7 Independent Monitors**

- 7.1 The BUYER has appointed Independent External Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name: Mr. Shirish Balakrishna Agarkar (email id: [agarkar.bob1@gmail.com](mailto:agarkar.bob1@gmail.com) )
- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 7.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER I BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## **8 Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents

including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

## 9 Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

## 10 Other Legal Actions

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

## 11 Validity

The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

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

12. The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

BUYER

BIDDER

Name of the Officer:

Chief Executive Officer

Designation:

Department:

Witness

Witness

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

**Annexure 19 – Policy for Preference to domestically manufactured electronic products as per Department of Telecommunications, Ministry of Communication and Information Technology Notification 18-07/2010-IP dated 5th October 2012**

- 1) Bank reserves the right for providing preference to domestically manufactured electronic products in terms of the Department of Telecommunications Notification No. 18-07/2010-IP dated 05.10.2012 and Guidelines issued there under through Notification No. 8(78)/2010-IP hardware dated 12.06.2013. A copy of the aforesaid Notifications / Guidelines can be downloaded from Deity website i.e. URL [www.deity.gov.in/esdm](http://www.deity.gov.in/esdm). Purchase preference for domestic manufacturer, methodology of its implementation, value addition to be achieved by domestic manufacturers, self-certification, and compliance and monitoring shall be as per the aforesaid Guidelines / Notifications. The Guidelines may be treated as an integral part of the tender documents.
- 2) The modalities through which the preference for Domestically Manufactured Electronic Products (DMEPs) shall be operated are as follows:
  - a) The electronic products for which preference will be provided to domestic manufacturers shall be for Routers and Switches.
  - b) The quantity of procurement for which preference will be provided to domestic manufactures shall be 80% for Routers and 100% for Switches of the total tendered quantity for each of the mentioned product.
  - c) Percentage of domestic value addition, which qualifies the electronic product i.e. Switches and Routers to be classified as domestically manufactured shall be 50% for the financial year from 01.04.2016 to 31.03.2017 and 55% for the financial year from 01.04.2017 to 31.03.2018.
  - d) The preference to DMEP shall be subject to meeting technical specifications and matching L1 price.
- 3) Domestic manufacturers are required to indicate the domestic value addition in terms of BoM for the quoted product, in terms of aforesaid guidelines, in their commercial bid in the following format:

Format for Domestic Value Addition in terms of Guidelines issued for procurement of notified electronic products by Government

Item No.	Item Description	Manufacturer/ Supplier	Country of Origin	Value	Domestic Value Addition in Percentage
1					
2					

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...n					
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- 4) Bidders, claiming to bid in the status of domestic manufacturer, are required to give an undertaking in the format as given as Annexure 19 of the guidelines Notification No. 8(78)/2010-IP hardware dated 12.06.2013. Furnishing of false information on this account shall attract penal provisions as per Guidelines/Notification.
- 5) Procedure for award of contacts involving procurement from domestic manufacturers:

*“For each electronic product proposed to be procured, among all technically qualified bids, the lowest quoted price will be termed as L1 and the rest of the bids shall be ranked in ascending order of price quoted, as L2, L3, L4 and so on. If L1 bid is of a domestic manufacturer, the said bidder will be awarded full value of the order. If L1 bid is not from a domestic manufacturer, the value of the order awarded to L1 bidder will be the balance of procurement value after reserving specified percentage of the total value of the order for the eligible domestic manufacturer. Thereafter, the lowest bidder among the domestic manufacturers, whether L2, L3, L4 or higher, will be invited to match the L1 bid in order to secure the procurement value of the order earmarked for the domestic manufacturer. In case first eligible bidder (i.e. domestic manufacturer) fails to match L1 bid, the bidder (i.e. domestic manufacturer) with next higher bid will be invited to match L1 bid and so on. In case all eligible domestic manufacturers fail to match the L1 bid, the actual bidder holding L1 bid will secure the order for full procurement value”. **Only those domestic manufacturers whose bids are within 20% of the L1 bid would be allowed an opportunity to match L1 bid.***

**Annexure 20 – Format for Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product to be provided on Rs. 100/- Stamp Paper**

Date : .....

I \_\_\_\_\_ S/o, D/o, W/o \_\_\_\_\_, Resident of \_\_\_\_\_ do hereby solemnly affirm and declare as under.

That I will agree to abide by the terms and conditions of the policy of Government of India issued vide Notification No. 8(78)/2010-IPhardware dated 10.02.2012.

That the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant records before the procuring authority or any authority so nominated by the Department of Electronics and Information Technology, Government of India for the purpose of assessing the domestic value-addition.

That the domestic value addition for all inputs which constitute the said electronic products has been verified by me and I am responsible for the correctness of the claims made therein.

That in the event of the domestic value addition of the product mentioned herein is found to be incorrect and not meeting the prescribed value-addition norms, based on the assessment of an authority so nominated by the Department of Telecommunications Electronics and Information Technology / Telecommunications, Government of India for the purpose of assessing the domestic value-addition. I will be disqualified from any Government tender for a period of 36 months. In addition, I will bear all costs of such an assessment.

That I have complied with all conditions referred to in the Notification No., wherein preference to domestically manufactured electronic products in Government procurement is provided and that the procuring authority is hereby authorised to forfeit and adjust my EMD and other security amount towards such assessment cost and I undertake to pay the balance, if any, forthwith.

I agree to maintain the following information in the Company's record for a period of 8 years and shall make this available for verification to any statutory authorities:

- i. Name and details of the Domestic Manufacturer (Registered Office, Manufacturing unit location, nature of legal entity)
- ii. Date on which this certificate is issued.
- iii. Electronic Product for which the certificate is produced.
- iv. Procuring agency to whom the certificate is furnished.
- v. Percentage of domestic value addition claimed.

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- vi. Name and contact details of the unit of the manufacturer.
- vii. Sale Price of the product.
- viii. Ex-Factory Price of the product.
- ix. Freight, Insurance and handling.
- x. Total Bill of Material.
- xi. List and total cost value of inputs used for manufacture of the electronic product.
- xii. List and total cost of inputs which are domestically sourced. Please attach certificates from suppliers, if the input is not in-house.
- xiii. List and cost of inputs which are imported, directly or indirectly.

For and on behalf of \_\_\_\_\_ (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors)

<Insert Name, Designation and Contact No.>