



बैंक ऑफ़ बड़ौदा
Bank of Baroda

**Tender for renewal of Annual Technical
Support for Veritas licenses**

Bank of Baroda

RFP/TENDER REF. NO. : BOB(eDB):IT:PROC:111:341:

December 16, 2019

Tender for renewal of annual technical support for Veritas licenses.

A. BRIEF PROJECT REQUIREMENT

Bank requires renewal of annual technical support (ATS) for Veritas licenses. Details of the licenses which require renewal are enclosed as per Annexure - 2.

B. E-PROCUREMENT GUIDELINES

The vendors are requested to submit their commercial proposal for above mentioned procurement through website link provided below as part of e-tendering only. e-tendering / online tendering is the simulation of the manual tendering process on the internet i.e. the eligible bidders / tenders can log on to the internet website specified using a unique user name.& password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e procurement Technologies Ltd. personnel on the methodology of submitting the bids online using a digital signature/electronic key / password at the date and time specified. The bids placed by the bidders are confidential and will be opened by the authorized Bank of Baroda officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

Minimum requirement:

- 1) Computer/Laptop with internet connection
- 2) Operating System – Windows XP Service pack - 3 / Vista / Windows 7
- 3) Digital Certificate - Class II or III, signing + Encryption and it should be organizational certificate.
- 4) Vendor registration can be done online by opening Website <https://bobtenders.auctiontiger.net/EPROC/> Click on Registration link, create User Id and Password and attach your Digital certificate.

Helpdesk/Support Team:

Primary Contact Numbers : 9081000427, 9904407997

- Sujith Nair : 079-68136857, sujith@eptl.in
- Jaymeet Rathod : 079-68136829, jaymeet.rathod@eptl.in
- Vinayak Khambe : 079-68136835, vinayak.k@eptl.in
- Nadeem Mansuri : 079-68136853, nadeem@eptl.in
- Imtiyaz Tajani : 079-68136831, imtiyaz@eptl.in
- Hemangi Patel : 079-68136852, hemangi@eptl.in
- Kanchan Kumari : 079-68136820, kanchan.k@eptl.in
- Deepak Narekar : 079-68136863, deepak@eptl.in
- Anshul Juneja : 079-68136840, anshul.juneja@eptl.in
- Salina Motani : 079-68136843, salina.motani@eptl.in
- Devang Patel : 079-68136859, devang@eptl.in

C. IMPORTANT DATES

Schedule of RFP		
A.1	Tender No.	BOB(eDB):IT:PROC:111:341:
A.2	Tender Date	16 th December 2019
A.3	Date of Pre - Bid Meeting	Not Applicable
A.4	Last Date & Time of Submission of Bids	02:30 PM on 24 th December 2019
A.5	Date & Time of opening of Part-I Technical Bid	Not Applicable
A.6	Date & Time of opening of Part-II Commercial Bid	03:00 PM on 24 th December 2019
A.7	Earnest Money Deposit	Not Applicable
A.8	Address for online submission of bids (technical as well as commercial bids)	Bid must be submitted online on https://bobtenders.auctiontiger.net/EPROC/
A.9	Address for opening of bids	https://bobtenders.auctiontiger.net/EPROC/
A.10	Contact Details of M/s. e-Procurement Technologies Ltd.(ETL), Ahmedabad	M/s e-Procurement Technologies Limited Ms. Shubhangi Banodiya :079-68136826, 9879996111, shubhangi@auctiontiger.net

D. BID SUBMISSION DETAILS

- Valid documentary Proof stating that the vendor is authorized partner of Veritas strictly as per Annexure - 1.
- Commercial Bid should be strictly as per commercial bid format as per Annexure - 2.

Bidders are expected to strictly follow the submission guidelines as per above & not to submit any other irrelevant document viz. balance sheet, company/product brochures etc. as part of bid submission other than as mentioned above. In absence of non-submission of documentary proof for authorized partnership bank on its own discretion may reject the bid.

E. EVALUATION METHODOLOGY

Bank will evaluate the commercials of only those vendors who have submitted valid documentary proof authorizing them as partner to Veritas as per Annexure - 1. The vendor quoting the lowest commercial shall qualify as the L1 vendor. The vendor is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

Rate quoted should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra.

F. NORMALIZATION OF BIDS

The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that vendors are more or less on the same technical ground. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the technically short-listed vendors to resubmit the technical and commercial bid once again for scrutiny. The Bank can repeat this normalization process at every stage of technical submission or till the Bank is satisfied. The vendors agree that they have no reservation or objection to the normalization process and all the technically short listed vendors 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 vendors, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

G. OTHER TERMS

Please note that any response which does not provide any / all of the information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard.

The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses by post, courier, etc. within the stipulated time. Mere response to the tender will not entitle nor confer any right on the vendors for supply/sale to the bank.

Those vendors who do not fulfill any one of the required specifications and not meeting other criteria will not be considered.

H. PAYMENT TERMS

The vendor will be eligible for 100% payment after delivery and successful renewal of ATS for Veritas licenses on submission of proof of entitlement from Veritas. The payment will be released from IT Dept., Jogeshwari as per the payment terms on submission of related documents.

The Bank will pay invoices within a period of 30 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 30 days from the date the dispute stands resolved. There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank.

The Vendor must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors 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 vendor, in case of delays or defaults on the part of the vendor. 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 professional fees quoted by the vendor in the price bid against such activity / item.

I. DELIEVERY TIMELINE

ATS for Veritas licenses should be renewed within -02- days of placing purchase order with effective from due date of renewal.

J. DOCUMENTATION

Vendor will have to supply all necessary documents in English related to the Veritas Licenses with their bid submission.

K. FORCE MAJEURE

Should either party be prevented from performing any of its obligations under this proposal by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented.

If under this clause either party is excused performance of any obligation for a continuous period of ninety (90) days, then the other party may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

L. ARBITRATION

In the event of a dispute or difference of any nature whatsoever between BOB and the vendor during the course of the assignment arising as a result of this proposal, the same will settled through the process of arbitration conducted by a Board of Arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise of two arbitrators and an umpire. BOB and Vendor will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out at BOB's office that placed the order. The provisions of Indian Arbitration Act 1996 shall apply to the Arbitration proceeding.

M. INDEMNITY

The vendor will indemnify, protect and save the Bank against all claims, losses, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. in respect of the Veritas License supplied by him.

N. CONFIDENTIALITY

The Vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party without consent in writing by BOB. In case of non-compliance of the confidentiality agreement, the contract is liable to be cancelled by BOB. Further, BOB shall have right to regulate vendor staff

O. INFORMATION AND SECRECY

The Vendor must provide a written undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. The Vendor will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the Vendor if it fails to comply with the conditions imposed. The external and internal auditors of the bank will be given right to review the books and internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity of the internal controls of the bank

P. PUBLICITY

The vendor shall not advertise or publicly announce that he is undertaking work for BOB without written consent of BOB.

Q. STANDARDS

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

R. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part, if the Vendor fails to perform any obligation(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar services.

S. AUDIT

Vendor shall allow the Reserve Bank of India (RBI) or persons authorized by it to access BOB documents, records or transaction or any other information given to, stored or processed by Vendor in relation to the services hereunder within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by RBI.

Vendor should allow the Reserve Bank of India (RBI) to conduct audits or inspection of its Books and account with regard to BOB documents by one or more RBI officials or employees or other persons duly authorized by RBI.

T. NO EMPLOYER EMPLOYEE RELATIONSHIP

The Vendor or any of its holding / subsidiary / joint venture / affiliate / group / client companies / or any of their employees / officers / staff / personnel / representatives / agents / shall not under any circumstances be deemed to have any employer – employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents.

U. AUTHORIZED SIGNATORY

The Vendor shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The Vendor shall submit at the time of signing the contract(if any), 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 Vendor shall furnish proof of signature identification for above purposes as required by the Bank.

For any further clarifications you may contact following officials:

Contact Person	Designation	Contact No.
Mr. Sanjay Kumar Yadav	Manager (IT)	022 - 26767156
Mr. Ashish Dubey	Chief Manager (IT)	022 - 26767111
Mr. Amit Sharma	Asst. General Manager (IT)	022 - 26545183

E-mail all your queries to Datacentre@denabank.co.in

Annexure 01 – Letter of Undertaking from OSD / OEM

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

To,

**Dy. General Manager (IT),
Bank of Baroda, Dena Bhawan B,
Patel Estate, Behind MTNL Exchnage,
Jogeshwari West, Mumbai – 400102**

Sir,

Sub: Renewal of annual technical support for Veritas licenses.

We (Name of the OEM) who are established and reputable manufacturers / developers of having registered office at (Co. full address) and do hereby authorize M/s (who is the vendor 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 against the Request for Proposal received from your Bank by the Bidder for following products/services which are manufactured / developed by us:

Renewal of annual technical support for Veritas licenses.

We have duly authorized the Bidder for this purpose & hereby confirm that the bidder is entitled to resell Veritas products as per mentioned in the RFP. We hereby undertake to perform the obligations as set out in the RFP in respect of such services.

Yours faithfully,

<Authorized Signatory>

Name:

Designation:

Phone No.:

Email:

Dated: