



बैंक ऑफ़ बड़ौदा
Bank of Baroda

**Request for Proposal
for Selection of Service Provider for Supply,
Installation & Maintenance of Routers &
Firewalls.**

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

8th April , 2020
RFP Reference: BCC:IT:PROC:112:23

[A] Important Dates:

#	Particulars	Timeline
1	RFP Issuance Date	8th April , 2020
2	RFP Coordinator Name, Contact details (Bank)	1. Mr. Arnab Das, Sr. Manager (IT) 2. Contact No. - 022-6698 3237/ 1556 3. Email: rfp.it.procurement@bankofbaroda.co.in 4. Postal Address: The Chief Manager (IT Procurement), Bank of Baroda, C-34, G-Block, Baroda Sun Tower, 7 th Floor, Project Office, BKC, Mumbai - 400051
3	Last Date of Written request for Clarifications Before the Pre-bid Meeting	12 th April, 2019
4	Pre-bid Meeting & Venue details	Will be communicated separately
5	Last Date of Submission of RFP Response (Closing Date)	3.00 PM on 30 th April, 2020 Mode: Online URL: https://bobtenders.abcprocure.com
6	Eligibility Cum Technical Bid Opening Date	3:30 PM on 30 th April, 2020 Mode: Online URL: https://bobtenders.abcprocure.com
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. 68,000/- (Rupees Sixty Eight Thousand Only)
10	Minimum requirement for Online RFP response submission	1. Computer / Laptop (Notebook) with internet connection 2. Operating system - Windows 7 or above 3. Digital certificate (DC) - Class II or III, Signing + Encryption. (DC to be organizational type if bidder is participating on behalf of an organization) 4. Web Browsers: Internet Explorer 9.0 (32-bit Browser only) & above
11	Mode of bid submission & online portal's URL	Mode: Online URL: https://bobtenders.abcprocure.com

12	Support details of Online Portal facilitator	M/s e-Procurement Technologies Limited Ms. Shubhangi Banodiya:- 079-68136826, 9879996111 shubhangi@auctiontiger.net
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[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. RFP means the Request For Proposal document
4. Proposal, Bid means "Response to the RFP Document"
5. Tender means RFP response documents prepared by the bidder and submitted to Bank of Baroda
6. Support means Support & Services to be provided as part of the Scope of Work
7. MSP means Managed Service Provider of the Bank for Data Center
8. ATP means Acceptance Test Procedure
9. AMC means Annual Maintenance Contract
10. NW HW means network hardware
11. SLA means Service level Agreement

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 RFP document, hereinafter called RFP, to eligible Bidders, hereafter called as ‘Bidders’, to participate in the competitive bidding for Selection of Service Provider for Supply, Installation & Maintenance of Routers & Firewalls.

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 select a Bidder for Selection of Service Provider for Supply, Installation & Maintenance of Routers & Firewalls.

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 10. 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 Scope

The requirement is for Bank’s offices located at Delhi & Chennai. Bank will award the contract to the successful bidder and the bidder should provision of Router & Firewall at Delhi & Chennai Office including supply, install and commissioning of the Router & Firewall as per the scope briefed in this RFP.

The Bidder shall perform the following tasks at Bank’s existing/upcoming offices at Delhi & Chennai as per Bank requirement and satisfaction as per this RFP, but not limited to:

- a) Supply, Commissioning, Installation, Configuration and Maintenance of Routers & Firewalls.
- b) Acceptance Testing
- c) Certification from OEM

- d) Training/Handholding
- e) Handover to Bank/Managed Service Provider (MSP) with full functionality and Technical knowledge transfer to Bank & MSP.
- f) Completion Schedule, Warranty, AMC and Service Support for Routers & Firewalls through MSP as part of Warranty and Annual Maintenance Contract.

Description of the envisaged scope is enumerated as part of Annexure 10 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.

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, Commissioning, Acceptance of the Router & Firewall 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 mentioned 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.

1.4 Contract period

The Contract with the selected bidder will be valid for a period of 5 years or expiry of warranty /AMC of the last delivered hardware whichever is later from the date of placing purchase order. 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 Bidder . The Bank will have the right to renegotiate these prices at the end of the contract period.

1.5 Service Levels and Uptime Guarantee

For details, please refer to Annexure 11 that provides the service levels for Selection of Service Provider for Supply, Installation & Maintenance of Routers & Firewalls.

1.6 Delivery

All the deliverables should be delivered within 6 weeks from the date of acceptance of purchase order by successful bidder. Bidder will have to pay late delivery charges to Bank of Baroda @ 1% 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 delayed product value. If delay exceeds the maximum percentage of 5%, Bank of Baroda reserves the right to cancel the entire order.

Bidder will be responsible for ensuring proper packing, delivery and receipt of the hardware/ equipment at the site. Sealed packs will be opened in the presence of Bank officials.

All necessary accessories as part of the hardware/ equipment's should be delivered together with the hardware/ equipment.

Any component (hardware or software) has not been delivered or if delivered is not operational, will be deemed / treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of products is not acceptable and payment for such products will not be made until full delivery is completed.

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 Installation

Installation of all the hardware/ equipment including unpacking of cartons / boxes, mounting of the hardware/ equipment's and installation will be the responsibility of Bidder. Bidder will have to install the hardware/ equipment sand hand it over to Bank for acceptance testing within a maximum of 2 week from the date of receipt of the deliverables at our office and Bank's notification for installation of the Hardware.

Bidder will have to pay late installation charges to Bank @ 1% of the product cost for the delayed item per week or part thereof subject to maximum of 5%, for delay in installation, if the delay is caused owing to reasons attributable to Bidder .

Bank reserves the right to shift any hardware / equipment to new location/s and warranty and AMC will continue to be in force at the new location also.

1.9 Warranty

The Router & Firewall 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 complete accessories supplied.

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

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

Bidder will have to upgrade the Hardware/ Software (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 Bank / MSP team.

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 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 hardware/ equipment 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. Bidder is required to ensure that this kind of situation never arises.

The Bidders warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract.

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 bidder 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 bidder . Bank will not be responsible for any delays/violation from third party OEMs.

1.10 Late Deployment Charges

Bidder have to submit deployment plan along with the technical proposal. Keeping in view the strategic importance of timely functionality of the Chennai & Delhi, successful bidder have to ensure to adherence to the submitted deployment plan, any delay attributable to the Successful bidder beyond the prescribed period for agreed successful commissioning and handing over the Project to BANK, shall not be accepted. In such a case, BANK, without prejudice to other remedies available under the contract, shall be entitled to recover a sum, as penalty as mentioned below:

- i. Delay of one week or part thereof to commission the project = 0.5% of the total contract value

- ii. Delay of two weeks or part thereof to commission the project = 1.0% of the total contract value
- iii. Delay of three weeks or part thereof to commission the project = 2.0% of the total contract value
- iv. Delay of four weeks or part thereof to commission the project = 4.0% of the total contract value
- v. Delay beyond four weeks shall be charged at 2% for every delayed week or part thereof in addition to 4.0% as mentioned above subject to the cost not exceeding 10% of the total contract value.

BANK's decision to impose penalty and the assessed amount thereon shall be final and binding on the successful bidder and the same shall not be exceeding the total contracted value of the project. Total contract values shall include all applicable taxes and levies.

1.11 Acceptance Test (AT)

AT shall comprise of completion of following activities at Chennai & Delhi:

- i. For each installed equipment and IR template should be prepared along with the technical specifications and its value as per quoted product.
- ii. Bank personnel will check the working system value against the product value before signing the acceptance of the installation of equipment
- iii. In case Bank is not satisfied with installation / configuration, party must reinstall and / or reconfigure the entire / partial solution.
- iv. Running of AT Schedule as per agreed AT Plan for systems

All the License document along with Manual of the equipment's installed should be duly submitted

1.12 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 bidder 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 AMC, 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.

1.13 Affixing Asset Tags on the Equipment's:

It will be the responsibility of Bidder to affix the Asset tags on each Hardware component being supplied to Bank and also share the details with the Bank team. The Asset Tags so printed by Bidder must have the company's logo of Bidder along with other details like call logging no., mail id etc. The asset tag details for the Hardware component would be mutually decided by the Bank and Bidder. Complete asset inventory (under the scope of this RFP) including replacement of Hardware component on account of failure is the responsibility of Bidder.

1.14 Handover Services

The Router & Firewall handover services are the services provided by the bidder to Bank during the handover period of 15 days which will start after completion of operationalization of Router & Firewall to facilitate an orderly transfer of the Services to Bank and/ or Managed Service Provider of the Bank. Router & Firewall handover services, to be provided by the bidder to the Bank and/ or MSP of the Bank shall include the following but not limited to:

- ❖ The Bidder shall suitably and adequately train the Bank's and its MSP team for fully and effectively manning, operating and maintaining the Router & Firewall
- ❖ The Bidder shall provide such necessary information, documentation to the Bank or its designee, for the effective management and maintenance of the deliverables under this assignment. The Bidder shall provide all updated documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for Router & Firewall. Such documentation shall include but not limited to:
 - a) Standard Operating Procedures of all the equipment's/ hardware/ software installed at DC
 - b) Listing of all process being monitored with their monitoring frequency
- ❖ The Bidder shall provide inventory details for Router & Firewall assets including licenses.
- ❖ All trainings that the Bank feels are necessary to be imparted to the Bank or its designated personnel.
- ❖ The Bidder agrees that the Transfer to Bank and/ or its MSP shall be completed within 15 days post the completion of Installation of Router & Firewall (8 weeks), during which the Bidder shall adequately supervise the hand-over of the various components of the Bidder functions under this assignment.

- ❖ The Bidder must consult with Bank on any Third Party Contracts between the Bidder and Third Parties that are necessary or useful for Bank or a Third Party to perform the Services and arrange for transfer or assignment of such Third Party Contracts that Bank wishes to have transferred or assigned to Bank or a Third Party designated by Bank on commercially reasonable terms mutually acceptable to both Parties.
- ❖ All the warranties held by or in the name of the Bidder shall be assigned or transferred “As is” in the name of the Bank. The Bidder shall execute any and all such documents as may be necessary in this regard.
- ❖ The Parties shall return confidential information.
- ❖ The Bidder shall provide all other Services as may be agreed by the Parties in connection with the assignment.
- ❖ The Bidder recognizes that considering the enormity of the Assignment, the Handover Services listed herein are only indicative in nature and the Bidder agrees to provide all assistance and services required for fully and effectively handing over the Services provided by the Bidder under this assignment and subsequent Agreement, upon termination or expiration thereof, for any reason whatsoever.
- ❖ Post the handover process the Bidder shall continue to provide necessary support and services during warranty and AMC period for all the components supplied and installed as per the terms including SLA.
- ❖ Handover Process of hardware directly done by the Bidder / OEM
- ❖ During the contract period, if there is an upgrade done by the Bidder is to be transferred to MSP, a knowledge transfer process needs to be followed so that the MSP can take over the support the hardware smoothly.
- ❖ MSP deploys the following process to be jointly followed by Bank and MSP for a smooth hand over of the hardware to MSP team.
 - a. Early engagement with MSP team
 - b. For a proper planning, MSP proposes that critical information like proposed upgrade schedule, details about the proposed changes etc. to be shared with MSP team in advance by Bank
 - c. An early review of any the change by MSP technical team including changes in h/w, s/w so that MSP team can perform impact analysis of the proposed change. MSP will also propose any changes to be required for optimal performance of the change. Documentation required for such an analysis by MSP team to be provided by Bank/ the Bidder.
 - d. Jointly define an acceptance criteria for the upgrade/change depending upon the nature of the upgrade/change

Note: Though the key guidelines are given below, both MSP and Bank will agree on the requirements for minor and major changes/releases.

Knowledge transfer phase activities

- a. Mutually agree on the knowledge transfer schedule
- b. Bank to provide requirement documents, design documents, test case documents, other hardware sizing done if applicable in advance to MSP team so that MSP team can prepare for the knowledge transfer.
- c. Bank to Provide the latest test results and list of any critical and other open issues
- d. Bank to provide performance testing results, if applicable
- e. Knowledge transfer to MSP team, by the technical teams from Bank, the Bidder as applicable
- f. Joint sanity checking by MSP team and Bank/ the Bidder to ensure the acceptability of the hardware changes/upgrade.
- g. In the event of performance issues or other critical issues are observed during sanity checking, the same has to be resolved by the Bidder before MSP can take up the support of the changed/upgraded application meeting the service level requirements
- h. For complex upgrades/changes done to the existing hardware, a cool off period to be applied before SLA can be applied. This is over and above the 1 month knowledge transfer mandated in the assignment. The need of the cool off period can be mutually discussed and agreed based on the complexity of the upgrade
- i. The scope of MSP is to only coordinate and front end the data centre operations for the components supplied by the Bidder.

During this handover the Bidder would transfer all knowledge, knowhow and other things necessary for the Bank and / or its MSP to take over and continue to manage the Router & Firewall.

The Bidder agrees that in the event of cancellation or exit or expiry of the contract it would extend all necessary support to the Bank as would be required.

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 assignment, 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 Project Scope.

1.15 Payment Terms

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 method and conditions of payments to be made to the successful bidder shall be:

A. Delivery of Hardware Components

1. 70% of the total cost of hardware on delivery of Router & Firewall plus 100% of GST. (Wherever applicable) at actuals. The required documents to be provided along with original invoice:
 - a) Original delivery Challans duly stamped and signed by the Project Managers of the successful bidder and Bank.
 - b) In case of softwares, original License copies (if any)
2. 20% of total cost of hardware and 100% of Implementation Cost with applicable GST (if any) payable on successful completion of the project. The required documents to be provided along with original invoice.

SNR case - Wherever installation could not be carried out by the successful bidder 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 bidder'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 bidder has to give an undertaking to complete installation within a week of being informed that the site is ready.

In case of SNR case, 20% of total cost of hardware and GST (if any) after two months on delivery of Router & Firewall.

The required documents to be provided along with original invoice:

- a) Original installation reports duly stamped and signed by the Project Managers of the successful bidder and Bank.
 - 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 bidder to complete installation within a week of being informed that the site is ready.
3. Balance amount of 10% of total cost of hardware 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.

B. AMC - AMC payments will be divided into four equal installments for the year and paid quarterly at the end of each quarter, on actuals. The payment will be on production of original invoice against receipt of satisfactory support report of previous quarter from Operations Managers of the Bank. All the above documents to be duly signed by the authorized service delivery head of the bidder.

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

1.16 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 bidder :

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

During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder 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 bidders to this document and bank will not entertain any correspondence in this regard.

2.1 Eligibility cum Technical Bid

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

The technical bids of only those bidders who qualify in the eligibility criteria will be evaluated. The Technical Proposal will be evaluated for technical suitability Annexure 10.

Proof of Concept (POC) for Router & Firewall:

Bank has the discretion to ask the bidder to demonstrate the Bank's existing setup as a part of POC with the proposed product. The bidder can demonstrate the setup at Bidder/OEM lab or in a customer environment.

POC will be based on the following conditions:

- a) All and any cost associated with demonstrating the POC (including provision of hardware, technical resources, travel cost, boarding cost etc.) will be to the account of the bidder and bank will not bear any cost.
- b) Bank reserves its right to extend / shorten the period of POC where needed.
- c) The POC would be done to check whether the quoted model meets the technical specifications as mentioned in Annexure 10. Further POC will verify the compatibility with existing infrastructure of the Bank
- d) Bidders who have failed in the POC will automatically stand disqualified technically.

The Bank's officials would visit reference sites provided by the Bidder if deemed necessary. The reference site which will be visited by the bank officials should be installed with the proposed make. The Bank at its discretion may reject the proposal of the Bidder in case the responses received from the site visited are negative or the Router & Firewall does not meet Bank's technical /functional requirement and / or in case there are no such reference sites with the requirement detailed above.

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

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

2.2 Commercial Bid Evaluation

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 eligible bidders. 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”

- 3.2.4. Recipients are required to direct all communications for any clarification related to this RFP to RFP Coordinator.
- 3.2.5. 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.
- 3.2.6. 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.
- 3.2.7. 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.
- 3.2.8. 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.
- 3.2.9. 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.
- 3.2.10. Application Money as mentioned in “[A] Important Dates – Application Money” must be deposited through RTGS (Real Time Gross Settlement) / NEFT Bidder 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
- 3.2.11. The RFP response without the accompanying amount towards Application Money / Bid Security are liable to be rejected.
- 3.2.12. Commercial Bid – (As per details given in Annexure).
- 3.2.13. 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.
- 3.2.14. 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

- 3.2.15. 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.
- 3.2.16. 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.
- 3.2.17. 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.
- 3.2.18. 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.
- 3.2.19. Based on the Bank’s requirements as listed in this document, the bidder should identify the best-suited services that would meet the Bank’s requirements and quote for the same. In case the bidder quotes more than one option and they have not specified which particular option quoted by them needs to be considered, then the response would be considered as improper and the whole tender submitted by the bidder is liable to be rejected. The bidder is expected to provide the best option and quote for the same.
- 3.2.20. Bidder must furnish requirements as per the formats provided in the RFP document.
- 3.2.21. 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.

- 3.2.22. In the event the Bank has not asked for any quotes for alternative prices, and the bidder furnishes the alternative price in the bidder'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.
- 3.2.23. 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 bidder 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 Bidder. The same item has to be supplied by the Bidder free of cost
- 3.2.24. 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.
- 3.2.25. 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.
- 3.2.26. 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 bidder 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 bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.
- 3.2.27. 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 & conditioned as proposed in the tender document.
- 3.2.28. 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. 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

3.3 Price Bids

- 3.3.1 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

- 3.3.2 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.
- 3.3.3 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.
- 3.3.4 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.
- 3.3.5 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".
- 3.3.6 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.

- 3.3.7 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.
- 3.3.8 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.

3.4 Price Comparisons

- 3.4.1. The successful bidder will be determined on the basis evaluation mentioned in Evaluation Criteria in this RFP document.
- 3.4.2. 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.
- 3.4.3. 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:
- 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.
 - 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.
 - 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.

3.5 Application Money, Bid Security and Performance Guarantee

3.5.1 Application Money

A non-refundable Application Money of as mentioned in “[A] Important Dates – Application Money” through electronic mode at the time of submission of the technical bid, proof of same is to be submitted while opening of eligibility bid failing which the bid of the concerned bidder may be rejected. This non-refundable fee is to be submitted through the electronic mode to the below mention account. The details of the account are as under: -

- ✓ **Account Number-29040400000417**
- ✓ **Account Name – Bank of Baroda**
- ✓ **Branch- BKC, Mumbai**
- ✓ **IFSC- BARBOBANEAS**

The Bank reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank’s action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false / incorrect information the bid will be rejected summarily by The Bank.

3.5.2 Bid Security / Earnest Money Deposit

Bidders are required to give an earnest money deposit of an amount as mentioned in “[A] Important Dates. Bid Security (Earnest Money Deposit)” shall be paid through 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 Scheduled Commercial Bank only (other than Bank of Baroda) and will be accepted subject to the discretion of the Bank.

Non-submission of Earnest Money Deposit in the format prescribed in RFP will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The EMD (Earnest Money Deposit) of successful bidder(s) will be returned on submission of Performance Bank Guarantee.

The amount of Earnest money deposit would be forfeited in the following scenarios:

- a. In case the bidder withdraws the bid prior to validity period of the bid for any reason whatsoever.
- b. In case of the successful bidder, if the bidder fails
 - ▶ 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
 - ▶ To provide the performance guarantee within 30 days from the purchase order date, for any reason whatsoever.

- c. To comply with any other condition precedent to signing the contract specified in the solicitation documents.
- **Unsuccessful Bidder'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 Bidders.
 - **Successful Bidder** – Bid security money deposit or bank guarantee will be discharged upon the bidder furnishing the performance guarantee. The Bid security Money of the successful bidder may be forfeited or the bank guarantee in lieu of Bid security money may be invoked by the Bank if the bidder fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the bidder 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) / Startups 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. The bidder who are MSE has to submit necessary document issued by NSIC and the bidder who are startups has to be recognize by Department of Industrial Policy & Promotion (DIPP) to avail the exemption. To qualify for EMD and tender cost exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC/DIPP which are valid on last date of submission of the tender documents. MSE/startups firms which are in the process of obtaining NSIC certificate/ DIPP will not be considered for EMD and Tender cost exemption.

3.5.3 Performance Guarantee

The successful bidder 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 14 to the extent of 10% of the total contract 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.

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 successful bidder. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the service provider should be included in the remaining amount of the contract value.

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

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 successful bidder, will be forfeited

3.6 Others

- 3.6.1 The services / deliverables will be deemed accepted only after successful sign off from Bank's identified Project Manager.
- 3.6.2 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.
- 3.6.3 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.
- 3.6.4 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
- 3.6.5 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.
- 3.6.6 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.

3.6.7 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.

3.6.8 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.

3.6.9 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.

3.6.10 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.
- 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.

3.6.11 “Bank of Baroda will abide by Govt. of India Public procurement (preference to "Make in India) order P-45021/2/2017-B.E.-II Dated 15th June 2017 as applicable to encourage 'Make in India' and to promote manufacturing and production of goods and services in India.

In case the bidder wishes to avail preference to Make in India order 2017 in public procurement as applicable, bidder may provide self-certification of 'Local content' where 'Local content' means the amount of value added in India as a percentage of total value in percentage”.

3.7 Other RFP Requirements

- 3.7.1 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.
- 3.7.2 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.
- 3.7.3 The Bank reserves the right to extend the dates for submission of responses to this document.
- 3.7.4 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.

- 3.7.5 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.
- 3.7.6 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
- 3.7.7 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.
- 3.7.8 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.
- 3.7.9 Right to Alter Scope – 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 scope.
- 3.7.10 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.
- 3.7.11 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.

3.7.12 The Bidder shall perform its obligations under this Tender as an independent contractor, 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; 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.

3.7.13 The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees 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.

3.8 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.

3.9 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.

3.10 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 born by the vender.

3.11 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) 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 Bidder s - 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.abcpocure.com>

The Bidder s 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 bidder s has been provided on the above link. All prequalified bidder s 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 bidder '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: +91-079-68136815, 9879996111 or mail: yashrajsinh@auctiontiger.net / 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/>)

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/bidder> registration

The Contractors may obtain the necessary information on the process of Enrollment either from Helpdesk Support Team: 079-68136815, 9879996111 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 pair of certificates (two certificates) one for the purpose of Digital Signature, Non-Repudiation and another for Key Encipherment.

7.3 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.

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

7.4.1 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>

7.4.2 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.

Annexure 01 - Table of Contents

Technical Bid envelope to contain the following

Section #	Section Heading	Proforma Given
1	Covering letter certifying compliance of Scope of Work for Supply, Installation and Maintenance of Router & Firewall	Bidder to provide
2	Eligibility criteria compliance with bidder comments	Annexure 02
3	Application Money Transaction Details	Bidder to Provide
4	Bid Security Letter	Annexure 03
5	Bid Security (Earnest Money Deposit) Or Bid Security Form (Earnest Money Deposit in the form of Bank Guarantee)	Bidder to provide Transaction Details Or DD Or Annexure 04
6	Undertaking from the bidder	Annexure 05
7	Conformity Letter	Annexure 07
8	Letter of Undertaking from OSD / OEM	Annexure 08
9	Undertaking of Information Security (Bidder & OEM)	Annexure 09
10	Executive Technical Summary	Bidder to provide
11	Technical Proposal: The proposal based on Technical Specification compliance should be submitted with pages properly numbered, each page signed and stamped.	Bidder need to provide the Compliance of all technical specification along with the scope mentioned in Annexure 10
12	Copy of the tender document along with annexures and addendum duly sealed and signed on all the pages of the document / digitally signed tender document.	Bidder to provide
13	Masked price bid (Please note that the masked price bid should be exact reflection of the commercial bid except that the masked price bid <u>should not contain any financial information</u>)	Annexure 12
14	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	Bidder to provide
15	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.	Bidder to provide
16	Bill of Materials and Make & Model of the Router & Firewall	Bidder to provide detailed Bill of Materials along

Section #	Section Heading	Proforma Given
		with Annexure 16
<p>Commercial Bid (Annexure13) must be sealed and signed by authorized signatory and must be encrypted through E-signer tool available on the portal https://bobtenders.auctiontiger.net.</p> <p>The Commercial bid submission as part of the RFP response without encryption are liable to be rejected.</p>		

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
A	General		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years.		Documentary evidences to be attached (Certificate of Incorporation)
2	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1 st April 2019 till date.		Letter of confirmation (self certified letter signed by authorized official of the bidder).
3	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 (self certified letter signed by authorized official of the bidder)
4	The Bidder to provide an undertaking on his letter head that all the technical features highlighted as part of Technical Scope are covered in totality in the proposal submitted by the bidder.		Letter of confirmation from bidder
B	Financial		
B1	Below clause Applicable for the OEM whose product are quoted or OEM is bidding directly		
1	Must have registered a turnover of 100 Crores or above (from Indian / Global operations) in each year during the last three completed financial years 2016-17, 2017-18 & 2018-19 (Not inclusive of the turnover of associate companies).		Audited Financial statements for the financial years 2016-17, 2017-18 & 2018-19. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.
2	Must have a net profit (after tax) making entity (from Indian / Global operations) continuously for the last three years, that is financial years – 2016-17, 2017-18 & 2018-19.		Audited Financial statements Certified letter from the Chartered Accountant. The CA certificate in this

S No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
	<p>OR</p> <p>Must be a cash profit making entity (Net profit + depreciation) (from Indian / Global operations only) continuously for the last three years, AND must have a positive net worth** of Rs. 10 Cr in each of the last three financial years.</p> <p>**Net worth 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).</p>		regard should be without any riders or qualification.
B2	Below clause Applicable for the Bidder if submitting bid as a partner of the OEM		
1	<p>Must have registered a turnover of 50 Crores or above (from Indian Operations only) in each year during the last three completed financial years 2016-17, 2017-18 & 2018-19. (Not inclusive of the turnover of associate companies).</p>		<p>Audited Financial statements for the financial years 2016-17, 2017-18 & 2018-19.</p> <p>Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.</p>
2	<p>Bidder 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 & 2018-19.</p> <p>OR</p> <p>Must be a cash profit making entity (Net profit + depreciation) (from Indian operations only) continuously for the last three years, AND must have a positive net worth** of Rs. 10 Cr in each of the last three financial years.</p> <p>**Net worth 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).</p>		<p>Audited Financial statements for the financial years 2016-17, 2017-18 & 2018-19.</p> <p>Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.</p>
C	Others		

S No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
1	The Bidder should be the Original Equipment Manufacturer (OEM) or authorized partner of OEM for last 3 years for supply, installation & support under the proposed product category in India for past three years (from RFP date).		Certificate / Letter from OEM
2	Both OEM and Bidder must have ISO 9001:2008 certification. OEM must have ISO 14001:2004 certification for manufacturing facility from where the equipment will originate		Copies of relevant Certificates
3	Bidder must provide a letter of Authorization of OEM whose products is quoted for submitting the offer on behalf of the OEM.		Letter of Authorization from OEM
4	If OEM is bidding directly he cannot bid with any other bidder at the same time.		Letter of confirmation from both bidder and OEM.
5	Bidder must ensure that the product to be supplied will not be End of Support in next 5 years.		Letter of undertaking from the OEM.
6	Bidder to have adequate stock of spares (at Delhi & Chennai) of all items supplied and should be able to replace the faulty hardware within 4 hours from the time of incident reporting.		A self Certified letter to be submitted.
D	Experience & Support Infrastructure		
1	Bidder must be in Core Business of IT Network Services & Solution and should be involved in delivery & installation of Network Infrastructure (of Firewall / Router) and providing end to end operational support & maintenance for a period of at least last 3 Years (as on RFP date).		A self certified letter from company secretary for being in the Core Business of IT Network Services & Solution to be attached. Documentary Proof to be attached along with order / contract copy and customer certified letter certifying satisfactory operations by the bidder for Implement & Running the Network Infrastructure operations.
2	Bidder should have successfully delivered & installed minimum -02- numbers of firewall and -02- nos. of Router of the proposed OEM, whose products are quoted under this		Documentary Proof of order / contract copy / customer credentials.

S No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
	RFP.		
4	Bidder should have direct support offices in Delhi and Chennai and technically qualified engineers who have expertise in support and installations of the proposed product		Letter of confirmation

Authorized Signatory

Name:

Designation:

Bidder '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 Router & Firewall 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

Request for Proposal for Selection of Service Provider for Supply, Installation & Maintenance of Router & Firewall



- 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.

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: RFP for Supply, Installation and Maintenance of Router & Firewall

1. 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.
2. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Document.
3. 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.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. 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) -
6. We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.
7. 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 not provided or is provided in a different format.



Dated this.....by20

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 (Introduction/ Evaluation Process/ Terms and Conditions / General Terms and Conditions / Annexures)	Category (Sub Section to be mentioned)	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1					
2					
3					
4					
5					
6					

Authorized Signatory

Name:

Designation:

Bidder 's Corporate Name

Address

Email and Phone #

Date:



Annexure 07–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: RFP for Supply, Installation and Maintenance of Router & Firewall

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 08 - Letter of Undertaking from OEM

(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: RFP for Supply, Installation and Maintenance of Router & Firewall

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.....by20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #



Annexure 09–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: RFP for Supply, Installation and Maintenance of Router & Firewall

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.....by20

Yours faithfully,

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

Annexure 10–Scope of Work

A. Project Scope

Bank has requirement of Router & Firewall. Bank will award the contract to the successful bidder and the bidder should deliver the service with the scope as briefed below:

1. Detailed Scope of work :

The brief scope of Work of the successful bidder is to Supply, Commission, Installation, Configuration and Maintenance of Router & Firewall. The services covered as part of the bidder includes, but not limited to the following:

- Supply, Installation & Maintenance of Router & Firewall as per Bank's requirement with coordination of Bank's identified teams at Bank's identified location.
- The Router & Firewall should be supplied with 3 years OEM comprehensive Onsite Warranty and 2 years OEM comprehensive Onsite AMC for both hardware and software (24x7 support).
- Bank reserves the right to shift the Router & Firewall to new location/s services will continue to be in force at the new location.
- The Successful bidder should have support for a minimum period of 5 years from the date of announcement of end of sale/end of life.
- The successful bidder shall co-ordinate with Bank's identified team to support for configuration issues, hardware replacement etc.
- The successful bidder will configure, install, de-install, re-install, re-configure (in case Bank need any configure change) at no extra cost during the entire contract period.
- Supply, commission, install, test, configure, integrate with existing system and maintain the Router & Firewall and add on components, which are approved by the bank.
- Break-fix support of supplied Router & Firewall and OS/ firmware upgrades for the appliance.
- The successfully shall provide patches/ upgrades of OS/ firmware during warranty and AMC period without any extra cost to Bank. The successful bidder will provide timely proactive deployment of latest firmware versions / security patches in coordination with Bank's identified team.
- The resolution/replacement time for any issue shall be 4 hours. There should be 24x7x365 support for any technical issue for all the supplied products through this RFP directly from the OEM and the bidder .
- Bank shall freeze installation setup, configuration and schedule in mutual consultation with the successful bidder and Bank's identified teams.
- Confidentiality of the Bank's setup must be maintained by bidder .
- Engineer from bidder must have adequate knowledge for handling the installation, configuration and support & services for supplied hardware.
- Successful bidder need to provide complete call logging details along with escalation matrix.

- The successful bidder need to specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment.
- 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 bidder at no additional cost to the Bank.
- After installation the successful bidder need to provide OEM authorized certification/training program to Bank's identified people, regarding installation, configuration, operation, basic troubleshooting etc as per Bank's requirement.
- Bidder is expected to provide post installation support to the Bank. The successful bidder will provide the assistance whenever required. Warranty and AMC support will be provided by the successful bidder .
- Bidder should provide the complete documentation including technical, operations, user manual, etc.
- Following documents should be delivered by the Bidder to the Bank including user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, technical specification, system configuration documents, debugging/diagnostics documents etc

The proposed Router & Firewall should be in the form of hardware box and should comply with technical specification given below. If the make and model proposed by the bidder do not comply with technical specification given below for Router & Firewall, the bidder would have deemed not to be meeting the Technical requirements hence will be disqualified in technical bid evaluation.

Proposed Make:		Proposed Model:	
Firewall 4 No's (Delhi - 2, Chennai - 2)			
Sr. No	Required Minimum Specifications	Bidder's compliance (Yes / No)	Bidder's remarks
A	Industry Certifications and Evaluations		
1	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core cpu's to protect & scale against dynamic latest security threats.		
2	Each Appliance should have at least 16 X GE RJ-45 Ethernet interface & 1 GE Management, & Console Interface. The networks switches supports 1Gb interface, hence relevant optics or cables for connecting with the switches needs to be factored.		
B	Platform Requirement		

1	The detection engine must be capable of operating in both passive (i.e., monitoring) and inline (i.e., blocking) modes.		
2	The device should have functionality of hardware / Software Fail Open		
3	The Proposed Firewall solution should support Active/Passive load balancing with stateful Failover		
C	Performance & Scalability		
1	Proposed Firewall Should have minimum Inspected throughput of 2 Gbps for all kinds of real word traffic after enabling the IPS and Application visibility feature		
2	Proposed Firewall Should support minimum 1 million concurrent connections or more and minimum 12000 new connection per second with Application Visibility and Control.		
3	Proposed Firewall Appliance should have a feature of holding multiple OS images to support resilience & easy rollbacks during the version upgrades. Firewall Appliance should have on-box storage capacity for OS images & log storage		
D	URL Filtering		
1	Proposed Firewall Should be able to create policy based on URLs specifying in the rules		
2	Proposed Firewall Should be able to define URL category based on Risk level		
E	AMP		
1	Appliance should be capable of working in Inline Blocking mode without depending on other network components like a separate FW, IPS or Web Security Appliance. AMP license should be given from day 1. Solution should be capable of identifying zero days threat and same should be considered from day one.		
2	Proposed Solution should be capable of blocking call-backs to CnC Servers		
3	Proposed Solution should be capable of blocking threats based on both signatures and behavior		
4	The anti-APT Solution should be capable of employing an extensive set of contextual information (e.g., pertaining to the composition,		

	configuration, and behavior of the network and its hosts) to improve the efficiency and accuracy of both manual and automatic analysis of detected events.		
5	Detection rules should be based on an extensible, open language that enables users to create their own rules, as well as to customize any bidder -provided rules.		
6	Proposed solution should be capable to analysis & block TCP and UDP protocols to identify attacks and malware communications. At a minimum, the following protocols are supported for real-time inspection, blocking and control of downloaded files: HTTP, SMTP, POP3, IMAP, Netbios-ssn and FTP.		
7	The solution should be capable of protecting against spear phishing attacks		
8	The solution should be capable of exempting specific hosts from specific compliance rules and suppressing corresponding compliance events and alerts.		
9	The solution should detect and classify mobile devices as mobile devices. For example: iPad, iPhone and Blackberry devices. These devices should be discovered and related back to the user, applications, and possible services they offer		
10	The solution should be capable of whitelisting trusted applications from being inspected and not an entire segment to avoid business applications from being affected & in turn productivity		
11	The solution should be capable of blocking traffic based on geo locations to reduce the attack landscape and to protect communication to unwanted destinations based on geography		
12	The solution shall be able to detect attacks on 64-bit operating systems		
13	All the devices shall be managed centrally and should be capable of <ul style="list-style-type: none"> • Centralized, life cycle management for all sensors • Aggregating all events and centralized, real-time monitoring and forensic analysis of detected events 		

	• Must provide a highly customizable dashboard		
14	Proposed solution must be capable of passively gathering information (without active scanning) about network hosts and their activities		
15	Proposed solution must be capable of passively gathering information about session flows for all monitored hosts, including start/end time, ports, services, and amount of data.		
16	Proposed solution must be capable of passively detecting pre-defined services, such as FTP, HTTP, POP3, Telnet, etc., as well as custom services.		
17	Proposed solution must be capable of storing user-defined host attributes, such as host criticality or administrator contact information, to assist with compliance monitoring.		
18	Proposed solution must be capable of passively gathering user identity information, mapping IP addresses to username, and making this information available for event management purposes.		
19	Proposed solution must have a granular rule mechanism that allows specifying what type of traffic and transfer context will be subject to the process of analysis and prevention of advanced malware in real time.		
20	Proposed solution must Detect, control access and inspect for malware at least the following file types: Microsoft Office files, executables, multimedia, compressed documents, Windows dump files, pdf, jarpack, install shield.		
21	Proposed solution must have capability to Analysis of APTs and malwares must be performed in real-time using hybrid analysis capabilities, using various analysis and control strategies, including simultaneously, whether the local, remote or hybrid execution technology for the determination of advanced malware.		
22	Proposed solution must allow granular definition of the type of compressed files to be analysed, including traffic control options and their access to preventive actions.		

23	The NBA capability must provide the ability to link Active Directory and/or LDAP usernames to IP addresses related to suspected security events.		
24	Proposed Firewall Should provide out of box Categories based on Application types, Security Risk level etc		
F	Management		
1	The management platform must be available in virtual form factor.		
2	The management platform must be accessible via a web-based interface and ideally with no need for additional client software		
3	The management platform must provide a highly customizable dashboard.		
4	The management appliance should be able to support 25 appliance if required in future		
5	Proposed solution must be capable of passively gathering user identity information, mapping IP addresses to username, and making this information available for event management purposes.		
6	Proposed solution must be capable of significantly reducing operator effort and accelerating response to threats by automatically prioritizing alerts, ideally based on the potential for correlated threats to successfully impact the specific hosts they are directed toward		
7	The management platform must be capable of role-based administration, enabling different sets of views and configuration capabilities for different administrators subsequent to their authentication.		
8	Proposed Firewall Should support REST API for monitoring and config programmability		
9	The management platform must provide multiple report output types or formats, such as PDF, HTML, and CSV.		
10	The management platform must support multiple mechanisms for issuing alerts (e.g., SNMP, e-mail, SYSLOG).		
11	The management platform must provide robust reporting capabilities, including a selection of		

	pre-defined reports and the ability for complete customization and generation of new reports.		
12	The management platform must risk reports like advanced malware, attacks and network		
13	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications, such as Security Information and Event Managers (SIEMs), and log management tools.		
14	Centralized Management Server should be deployed in VM (to be provided by Bank) and all necessary license should be provided from day one.		
G	Licensing Requirement		
1	Proposed Solution should have enterprise license without any restrictions.		
2	Proposed Solution should be on Distributed Architecture for Threat Prevention along with Dedicated Management, Logging and Reporting Framework.		
3	The offered product part codes have to be General Availability Part codes and not custom built. There should be reference of Products to the public website of the OEM		
4	Any third party product required to achieve the functionality should be provided with the necessary enterprise version license of software/appliance		
H	High Availability Requirements:		
1	The HA solution should support state full session maintenance in the event of a fail-over to a standby unit/s.		
2	The HA solution should support Active/Active or Active/Passive load balancing with state full Failover		
3	The High Availability should be supported in the Firewall from the day one and without any extra license		
4	The upgrade of HA pair should be seamless without any downtime		
5	HA solution deployed should support hitless upgrade for both Major and Minor codes		

I	Logging & Reporting		
1	Must integrate with centralized logging & reporting solution of same OEM for better reporting		
2	Also should have feature to integrate with syslog & SNMP server		

Proposed Make:		Proposed Model:	
Router 4 No's (Delhi - 2, Chennai - 2)			
S/N	Required Minimum Specifications	Bidder's compliance (Yes / No)	Bidder's remarks
A	Architecture		
1	This should be a 3 slot or higher router		
2	Should have 16 10/100/1000 WAN ethernet ports on day one with scalability of another 16 10/100/1000 WAN ethernet ports. Additionally should have 8 Serial WAN interface on day one. The router should also support 10GbE Copper/Fibre(SFP) port if required in future.		
3	Router shall be based on RISC-based processors		
4	The router shall have four WAN Interface card slots supporting LAN/WAN interface cards - Ethernet, V.35		
5	The router shall have 2GB DRAM and 256 MB Flash Memory		
6	The router shall be 19" Rack Mountable (any hardware required shall be offered)		
7	The Router should support SDN OpenFlow 1.3.1 or Netconf / Rest / Yang		
8	Router shall have advanced Multi-Service Architecture delivering WAN router, Ethernet switch, firewall, VPN, etc.,		
9	The Router should have USB interface		
10	The Router should have redundant power supply from day1		
11	The Router should have modular operating system		
12	The Router should have the ability to decrease utilization of the main processor by transmitting Layer 2 packets directly via the Multi Gigabit Fabric		

13	The router should support routing table size of 750000 entries for IPv4 and 750000 entries for IPv6		
14	The router should have Distributed architecture with separation of data and control planes		
15	The router should have Field-programmable gate array (FPGA) to improve the uplink performance		
16	The router should have two Main Processing Unit from day one		
B Performance			
1	The Router should have forwarding performance of minimum 500 Mbps scalable to 1 Gbps		
2	The Router should have embedded hardware encryption accelerator to improve encryption performance		
3	The router shall have an encryption performance of 6 Gbps		
4	The router should have 8000 IPsec tunnel		
C Quality of Service (QoS)			
1	The Router should support Committed Access Rate (CAR) and line rate		
2	The Router should support FIFO, PQ, CQ, WFQ, CBQ, and RTPQ Congestion management		
3	The Router should support Weighted random early detection (WRED)/random early detection (RED) congestion avoidance capabilities through the use of queue management algorithms		
4	The Router should support traffic shaping, FR QoS, MPLS QoS, and MP QoS/LFI		
D Management			
1	The Router should support Industry-standard CLI with a hierarchical structure		
2	The Router should restrict access to critical configuration commands to offers multiple privilege levels with password protection,ACLs provide telnet and SNMP access, local and remote syslog capabilities allow logging of all access		

3	The Router should support SNMPv1, v2, and v3		
4	The Router should support Remote monitoring (RMON)		
5	The Router should support FTP, TFTP, and SFTP support		
6	The Router should support ping and traceroute for both IPv4 and IPv6		
7	The Router should support Network Time Protocol (NTP)		
8	The Router should provide a central repository for system and network information; aggregates all logs, traps, and debugging information generated by the system and maintains them in order of severity; outputs the network information to multiple channels based on user-defined rules		
9	The Router should provide management access through modem port and terminal interface; provides access through terminal interface, telnet, or SSH		
10	The Router should analyze network performance and service quality by sending test packets, and provides network performance and service quality parameters such as jitter, TCP, or FTP connection delays; allows network manager to determine overall network performance and diagnose and locate network congestion points or failures		
E	Connectivity		
1	The Router should support Virtual Private LAN Service (VPLS)		
2	The Router should support Network mobility to enable a node to retain the same IP address and maintain application connectivity when the node travels across networks. It allows location independent routing of IP datagrams on the Internet		
3	The Router should protect against broadcast, multicast, or unicast storms with user-defined thresholds		

4	The Router should support internal loopback testing for maintenance purposes and an increase in availability.		
5	The Router should support High-density port connectivity		
F	Resiliency and high availability		
1	The Router should act as a part of the management and backup function to provide backup for device interfaces; delivers reliability by switching traffic over to a backup interface when the primary one fails		
2	The Router should support Virtual Router Redundancy Protocol (VRRP)		
3	The Router should Embedded Automation Architecture (EAA)		
4	The Router should Bidirectional Forwarding Detection (BFD)		
G	Layer 2 switching		
1	The Router should support IEEE 802.1D STP, IEEE 802.1w Rapid Spanning Tree Protocol (RSTP) for faster convergence, and IEEE 802.1s Multiple Spanning Tree Protocol (MSTP)		
2	The Router should support Internet Group Management Protocol (IGMP) and Multicast Listener Discovery (MLD) protocol snooping		
3	The Router should control and manages the flooding of multicast packets in a Layer 2 network		
4	The Router should support Port mirroring		
5	The Router should support IEEE 802.1Q-based VLANs		
6	The Router should support sFlow or Realtime traffic flow		
7	The Router should support traffic sampling		
H	Layer 3 services		
1	The Router should support WAN Optimization feature		
2	The Router should support WAN Optimization feature using TFO and a combination of DRE, Lempel-Ziv (LZ) compression to provide the bandwidth optimization for file service and web applications.		

3	The Router should support Network Address Translation – Protocol Translation (NAT-PT)		
4	The Router should support Address Resolution Protocol (ARP)		
5	The Router should support User Datagram Protocol (UDP) helper		
6	The Router should support Dynamic Host Configuration Protocol (DHCP)		
I	Layer 3 routing		
1	The Router should support Static IPv4 routing, Pv1 and RIPv2 routing includes loop protection, Border Gateway Protocol 4 (BGP-4), Intermediate system to intermediate system (IS-IS), Open shortest path first (OSPF) with ECMP		
2	The Router should support Static IPv6 routing		
3	The Router should maintain separate stacks for IPv4 and IPv6 to ease the transition from an IPv4-only network to an IPv6-only network design		
4	The Router should support Routing Information Protocol next generation (RIPng)		
5	The Router should extend RIPv2 to support IPv6 addressing		
6	The Router should support OSPF for IPv6		
7	The Router should extend BGP-4 to support Multiprotocol BGP (MBGP), including support for IPv6 addressing		
8	The Router should extend IS-IS to support IPv6 addressing		
9	The Router should support IPv6 tunneling		
10	The Router should support Multiprotocol Label Switching (MPLS)		
11	The Router should support Multiprotocol Label Switching (MPLS) Layer 3 VPN		
12	The Router should support Multiprotocol Label Switching (MPLS) Layer 2 VPN		
13	The Router should support Policy routing		
J	Security		

1	The Router should support Application layer protocol inspection, Transport layer protocol inspection, ICMP error message check, and TCP SYN check. Support more L4 and L7 protocols like TCP, UDP, UDP-Lite, ICMPv4/ICMPv6, SCTP, DCCP, RAWIP, HTTP, FTP, SMTP, DNS, SIP, H.323, SCCP.		
2	The Router should support Zone based firewall		
3	The Router Should support Dyanamic VPN		
4	The Router Should support VPN between enterprise branches that use dynamic addresses to access the public network		
5	The Router should support Access control list (ACL)		
6	The Router should support Terminal Access Controller Access-Control System (TACACS+)		
7	The Router should support IEEE 802.1x allows authentication of multiple users per port		
8	The Router should support RADIUS		
9	The Router should support Network address translation (NAT)		
10	The Router should support Secure Shell (SSHv2)		
11	The Router should support Unicast Reverse Path Forwarding (URPF)		
12	The Router should support IPSec VPN		
13	The Router should support DES, 3DES, and AES 128/192/256 encryption, and MD5 and SHA-1 authentication		
14	The Router should support Attack Detection and Protection		
15	The router should support DPI from day one		
I	Convergence		
1	The Router should support Internet Group Management Protocol (IGMP)		
2	The Router should support Any-Source Multicast (ASM) or Source-Specific Multicast (SSM) to manage IPv4 multicast networks and should support IGMPv1, v2, and v3		
3	Protocol Independent Multicast (PIM)		

4	The Router should support IPv4 and IPv6 multicasting to allow one-to-many and many-to-many transmission of information and support PIM Dense Mode (DM), Sparse Mode (SM), and Source-Specific Mode (SSM)		
5	The Router should support Multicast Source Discovery Protocol (MSDP)		
6	The Router should support Multicast Border Gateway Protocol (MBGP)		
7	The Router should support traffic distribution using powerful scheduling algorithms, including Layer 4 to 7 services and monitor the health status of servers and firewalls		
8	The Router should have Embedded VPN firewall		
9	The Router should support for RoHS and WEEE regulations		
J	Environmental Features		
1	The Router should have UL 60950-1; IEC 60950-1; EN 60950-1; CAN/CSA-C22.2 No. 60950-1; FDA 21 CFR Subchapter J; AS/NZS 60950-1; GB 4943.1		
2	The Router should have VCCI V-4/2012.04; EN 55022 :2010 ; CISPR 22 ; EN 55024; ICES-003 issue 5;		
3	The Router should have FCC part 68; CS-03 Telecom certification		

Annexure 11–Service Levels

This Service Level Document is developed to provide Bank with optimal services rendered by the bidder.

Bidder should be capable of providing an uptime of 99.9% (during Warranty & AMC period), calculated on a monthly basis. Response time should be 15 minutes during Business and Non Business Hours.

- 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 any part of the system hardware / software component is inoperative or operates inconsistently or erratically.

For SLA purpose a month will be treated as 30 days. If the bidder fails to maintain guaranteed uptime on monthly basis, Bank shall impose penalty. If the uptime is below 99.50%, the Bank shall have full right to terminate the contract under this RFP.

1. Penalty for set of Router Setup at Delhi or Chennai:

The below mentioned penalty will be imposed if Delhi or Chennai is down:

Uptime required	Penalty rate (on Total Cost of Hardware)
>=99.90%	No Penalty
=> 99.80% and <99.90%	1%
=> 99.70% and <99.80%	2%
=> 99.60% and <=99.70%	3%
=>99.70% and <=99.60%	4%
=>99.60% and <=99.50%	5%
> 99.50%	10%

2. Penalty for set of Firewall Setup at Delhi or Chennai:

The below mentioned penalty will be imposed if Delhi or Chennai is down:

Uptime required	Penalty rate (on Total Cost of Hardware)
>=99.90%	No Penalty
=> 99.80% and <99.90%	1%
=> 99.70% and <99.80%	2%
=> 99.60% and <=99.70%	3%
=>99.70% and <=99.60%	4%
=>99.60% and <=99.50%	5%
> 99.50%	10%

3. Penalty on failure of individual Router:

The below mentioned penalty will imposed if the individual router or firewall is not working due to Hardware / Software failure. The resolution time should be within 4 hour during business hours and non-business hours:

Impact	Penalty During with Warranty & AMC		Remarks
	%	Cost included	
Within 0 - 4 Hours	NIL		
Within 4 - 5 Hours	1	Cost of Hardware mentioned in commercial sheet.	Only one / four such incident occur in quarterly / annually respectively. More than that event of default escalation for termination process
Within 5 – 6 Hours	2		
Within 6 – 7 Hours	3		
More than 7 Hours	5		

4. Penalty on failure of individual Firewall:

The below mentioned penalty will imposed if the individual router or firewall is not working due to Hardware / Software failure. The resolution time should be within 4 hour during business hours and non-business hours:

Impact	Penalty During with Warranty & AMC		Remarks
	%	Cost included	
Within 0 - 4 Hours	NIL		
Within 4 - 5 Hours	1	Cost of Hardware mentioned in commercial sheet.	Only one / four such incident occur in quarterly / annually respectively. More than that event of default escalation for termination process

5. The overall penalty on account of service level default is capped to a max 10% of the total contract value. The uptime percentage would be calculated on monthly basis and the calculated amount would be recovered from bidder on yearly basis. If bidder fails to pay the penalty amount within provided time the same will be adjusted from PGB / subsequent AMC Payment.

General terms:

The selected Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner. In the event of failure of maintaining the uptime SLA and Warranty terms, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Down time will be calculated from the time the incident of break-down message is conveyed over telephone / SMS or by e-mail till the system becomes functional or standby is provided. The selected bidder will provide onsite service of the equipment (except spares) once every 3 months during the warranty period and AMC period for preventive maintenance.

These penalty charges will be deducted from the Bank guarantee offered as Performance Bank Guarantee or from any Bill payable to the Bidder. Bank may recover such amount of penalty from any payment being released to the bidder, irrespective of the fact whether such payment is relating to this contract or otherwise. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

Note

1. Uptime of router setup and firewall setup should be maintained with minimum 99.9% availability in case of downtime the penalty will be calculated as per above mentioned table.
2. The resolution/replacement time for any issue shall be 4 hours. There should be 24 x 7 x 365 support for any technical issue for all the supplied products through this RFP directly from the OEM.
3. Bidder has to provide Mission Critical Support or equivalent from OEM with 4 hour CTR (Call to Repair) having 24 x 7 x 365 support.
4. There should be 24 x 7 x 365 TAC (Technical Assistance Centre) support available directly from the OEM for any technical issue for the supplied products.
5. Break fix support should be provided by the bidder within 4 Hrs from call logging (24 x 7 x 365) including onsite availability along with replacement of the faulty component

If equivalent standby is provided that will not be considered as downtime to the maximum period of 7 working Days and after that the penalty will be applicable.

Annexure 12–Masked Commercial Bid

S N o	HW Particulars	Qty	Unit Rate (Rs)	Amount (Rs)	AMC (%)	AMC Amount (Rs) (2 Yrs)	Total Amount (Rs)	GST (%)	HSN / SAC Code
1	Routers (As per Technical Specification Annexure - 10)	4 (2 Delhi & 2 Chennai)	0	0	0	0	0	0	0
2	Firewall (As per Technical Specification Annexure - 10)	4 (2 Delhi & 2 Chennai)	0	0	0	0	0	0	0
3	Implementation Cost for Router*	4	0	0	xxx	xxx	0	0	0
4	Implementation Cost for Firewall*	4	0	0	xxx	xxx	0	0	0
5	Any Other Charges (please specify)**	0	0	0	0	0	0	0	0
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)							0	xxx	

Note:

- The cost quoted by the bidder for all the hardware should include 3 years OEM comprehensive Onsite Warranty and 2 years OEM comprehensive Onsite AMC for both hardware and software (24x7 support).
- *Migration of data from existing system to the new system is to be carried out as part of implementation. Bidder need to consider the Migration cost as part of the Implementation cost.
- For each of the above items provided the bidder is required to provide the cost for every line item where the bidder has considered the cost in BOM.
- The bidder 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 bidder would need to provide the same without any charge. Bidder 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 bidder 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.

- j. Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Bidder is expected to provide the GST percentage in both the commercial. 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
- k. ** Details to be provided for any commercial provided against “Any Other Charges”. Bank have discretion to mark these line items under any other charges if Bank feels these items are not mandatory for the project. Cost of any other charges will be consider for TCO calculation purpose however Bank will place order for these items at Bank’s discretion as per requirement.
- l. 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:

Bidder 's Corporate Name

Annexure 13–Commercial Bid

S No	HW Particulars	Qty	Unit Rate (Rs)	Amount (Rs)	AMC (%)	AMC Amount (Rs) (2 Yrs)	Total Amount (Rs)	GST (%)	HSN / SAC Code
1	Routers (As per Technical Specification Annexure - 10)	4 (2 Delhi & 2 Chennai)	0	0	0	0	0	0	0
2	Firewall (As per Technical Specification Annexure - 10)	4 (2 Delhi & 2 Chennai)	0	0	0	0	0	0	0
3	Implementation Cost for Router*	4	0	0	xxx	xxx	0	0	0
4	Implementation Cost for Firewall*	4	0	0	xxx	xxx	0	0	0
5	Any Other Charges (please specify)**	0	0	0	0	0	0	0	0
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)							0	xxx	

Note:

- The cost quoted by the bidder for all the hardware should include 3 years OEM comprehensive Onsite Warranty and 2 years OEM comprehensive Onsite AMC for both hardware and software (24x7 support).
- *Migration of data from existing system to the new system is to be carried out as part of implementation. Bidder need to consider the Migration cost as part of the Implementation cost.
- For each of the above items provided the bidder is required to provide the cost for every line item where the bidder has considered the cost in BOM.
- The bidder 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 bidder would need to provide the same without any charge. Bidder 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 bidder 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.

- i. All prices to be in Indian Rupee (INR) only.
- j. Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Bidder is expected to provide the GST percentage in both the commercial. 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
- k. ** Details to be provided for any commercial provided against “Any Other Charges”. Bank have discretion to mark these line items under any other charges if Bank feels these items are not mandatory for the project. Cost of any other charges will be consider for TCO calculation purpose however Bank will place order for these items at Bank’s discretion as per requirement.
- l. 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:

Bidder 's Corporate Name

Annexure 14-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 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./- (Rupeesonly)
 - 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

Annexure 15 - 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 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 (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 bidder 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 bidder 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 bidder committing breach of any of the undertakings or committing default 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 bidder may have

against BOB or any disputes raised by the bidder 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 bidder, indulgence shown to the bidder by BOB, with or without the consent and knowledge of the Guarantor or by any alterations in the obligations of the bidder 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 bidder complies with its obligations hereunder.

(c) This Guarantee shall not be affected by any change in the constitution of the bidder 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 bidder 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 bidder 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

Annexure 16 - Bill of Material and Make & Models

S No	HW Particulars	Qty	Location	Make & Models
1	Router	4	Delhi- 2, Chennai -2	
2	Firewall	4		

Please Note-

- For each of the above items provided the bidder is required to provide as per the specification mentioned in Annexure 10.
- The bidder is required to provide detailed Bill of Materials and Make & Models for the above line item.
- As part of the commercial proposal bidders provided cost of the items, bidders need to consider BOM for the same.

Detailed BOM

Authorized Signatory

Name:

Designation:

Bidder 's Corporate Name