



**Tender for Rate Contract for Supply of Digital
Signatures Certificates & USB Crypto Tokens for
2020-23**

Bank of Baroda

RFP/Tender ref. No.: BCC:IT:PROC:112:40

19th September, 2020

[A] Important Dates:

Schedule of Tender		
1.	RFP Coordinator Name, Contact details (Bank)	Mr. Anupam P. Bharti, Manager (IT) Contact No. - 022-66981556/1554/3228 Email: rfp.it.procurement@bankofbaroda.com
2.	Tender No.	BCC:IT:PROC:112:40
3.	Date & Time of Viewing Tender	10:00 AM on 19 th September, 2020
4.	Date of Pre - Bid Meeting	Not Applicable
5.	Last Date & Time of Submission of Bids	03:00 PM on 28 th September, 2020
6.	Date & Time of opening of Eligibility cum Technical Bid	03:30 PM on 28 th September, 2020 through Bank's Online Meeting Platform i.e. Microsoft Teams. Meeting invite Link will be sent to bidder's provided email IDs to join the Online Meeting as per the schedule mentioned above.
7.	Date & Time of opening of Commercial Bid	The commercial bids of only qualified bidders will be opened. The date & time of opening of the commercial bid would be communicated separately to the qualified bidders.
8.	Application Money Deposit	Not Applicable
9.	Earnest Money Deposit (EMD)	Not Applicable
10.	Security Deposit	Not Applicable
11.	Mode of bid submission & online portal's URL	Mode: Online URL: https://www.tenderwizard.com/BOB
12.	Contact Details of e-procurement portal helpdesk/Support Team	ITI Limited, Tenderwizard Helpdesk Team Email: eprocarebob@etenderwizard.com Phone: +91-11-49424365 For more details, check under Contact us at home page of e-procurement portal https://www.tenderwizard.com/BOB

[B] Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means 'Bank of Baroda'
2. Recipient, Respondent, Vendor, Bidder, SI means the respondent to the RFP document
3. RFP means the Request for Proposal document
4. OEMs means "Original Equipment Manufacturers"
5. Proposal, Bid means "Response to the RFP Document"
6. Tender means RFP response documents prepared by the vendor and submitted to Bank of Baroda

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**TENDER FOR RATE CONTRACT FOR SUPPLY OF DIGITAL SIGNATURES
CERTIFICATES & USB CRYPTO TOKENS FOR 2020-23**

A. BRIEF PROJECT REQUIREMENT

Bank of Baroda has a requirement of Digital Signature Certificates (DSC) for bank's executives & desires to execute Rate Contract for supply of digital signatures certificates & USB crypto tokens for a period of -03- Years (2020-23). The Rate Contract will be effective from the date of placing of rate contract order and Bank, based on the requirement will place orders during the said Contract Period. The complete scope of work is as per Annexure – 02.

B. BID SUBMISSION DETAILS

Vendors who are the licensed Certifying Authorities (CAs) of Controller of Certifying Authorities (CCA), Ministry of Electronics & Information Technology, Govt of India are only allowed to participate in the tender.

The vendors need to submit their bids against current tender through banks eProcurement website link only provided in Annexure – 01 (eProcurement guidelines) as part of e-tendering. No offline/documented bid submission will be accepted in any case.

Following documents needs to be furnished by the vendor as part of bid submission.

1. Pre-Qualification Bid
2. Commercial Bid

A. Pre-Qualification Bid Content

- Latest valid documentary proof from Controller of Certifying Authorities (CCA), Ministry of Electronics & Information Technology, Govt of India certifying the bidder being a Licensed CA
- Conformity Letter as per Annexure – 05
- A certified copy of the resolution of 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/tenders with the Bank.

B. Commercial Bid Content

- Commercial Bid as per Annexure – 04

C. EVALUATION METHODOLOGY

Bank will evaluate the commercials of only those vendors who will submit valid documentary proof certifying the vendor as Licensed CA by Controller of Certifying Authorities (CCA), Ministry of Electronics & Information Technology, Govt of India. The vendor quoting the lowest commercial shall qualify as the L1 vendor. The vendors are expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification. Prices quoted by the vendor should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid extra as per actuals.

D. 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 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 tender, 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 tender, agree to the process and conditions of the normalization process.

E. CONTRACT PERIOD

The rate contract with the successful vendor will be for a period of -03- years from the date of placing of rate contract order. Bank based on its requirement during this contract period will place orders for the required quantity as and when required. However, Bank will have the right to renegotiate these prices at the end of the contract period.

F. OTHER TERMS

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

The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses within the stipulated timeline.

Mere response to the tender will not entitle nor confer any right on the vendors for supply/sale to the bank.

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

G. PAYMENT TERMS

Bank will be placing orders for Digital Signature Certificate (DSC) as and when the requirement arises by the bank however bank will pay the invoices on monthly basis against the DSCs delivered in the month for which the invoice has been generated. The vendor needs to submit monthly DSC delivery report with TAT achieved (Turnaround Time) along with the invoices. The vendor will be eligible for 100% payment after confirmation of successful delivery of digital signing certificates. The payment will be released from IT Dept., BCC as per the payment terms on submission of related documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Vendor within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the

dispute stands resolved. There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors. But any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank.

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

H. DELIEVERY TIMELINE

Digital Signature Certificate should be issued within -24- hours of receipt of application forms or through electronic KYC. Any delay in delivery of services will attract penalty as per Service Level defined in Annexure - 03.

I. DOCUMENTATION

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

J. FORCE MAJEURE

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

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

K. ARBITRATION

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

L. INDEMNITY

The vendor will indemnify, protect and save the Bank against all claims, losses, costs, expenses, action suits and other proceedings, resulting from infringement of any

patent, trademarks, copyrights etc. in respect of the Digital Signature Certificates supplied by him.

M. CONFIDENTIALITY

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

N. INFORMATION AND SECRECY

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

O. PUBLICITY

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

P. STANDARDS

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

Q. TERMINATION FOR DEFAULT

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

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

R. AUDIT

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

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

S. NO EMPLOYER EMPLOYEE RELATIONSHIP

The vendor or any of its holding / subsidiary / joint venture / affiliate / group / client companies / or any of their employees / officers / staff / personnel / representatives /

agents / shall not under any circumstances be deemed to have any employer – employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents.

T. AUTHORIZED SIGNATORY

The vendor shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The Vendor shall submit 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/tenders with the Bank. The Vendor shall furnish proof of signature identification for above purposes as required by the Bank.

Annexure 01 - E-Procurement Guidelines

Instructions to Bidders for E-Tendering

General Instructions

To view the Tender Document along with this Notice and its supporting documents, kindly visit following e-Tendering website of Bank of Baroda:

www.tenderwizard.com/BOB

The bidders 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 bidders has been provided on the above link. All bidders interested in participating in the online e-tendering process are required to procure Class III Digital Signatures e-Token having -02- certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The bid should be prepared & submitted online using the bidder's authorized Class III Digital Signature (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 Tenderwizard Help Desk as per following:

Helpdesk Contact No.: +91-11-49424365

email: eprocarebob@etenderwizard.com

Primary Contact Number

- Mr. Krunal Mahajan : +91-8800907637

Alternate Contact Numbers

- Mr. Sandeep Gautam : +91-8800496478
- Mr. Kamal Mishra : +91-8800115821

Contact No. for other activities

- Registration Help Desk : +91-11-49424365

(Kindly put "REGISTRATION/PROFILE UPDATE" in the subject line of the email to eprocarebob@etenderwizard.com)

- e-procurement queries : +91-11-49424365

(Kindly put "E-PROCUREMENT QUERIES" in the subject line of the email to eprocarebob@etenderwizard.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.

Downloading of Tender Document

The tender document is uploaded / released on Bank of Baroda e-tendering portal link as mentioned above. Tender document and supporting documents may be downloaded

from same link. 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.

Preparation & Submission of Bids

The bids (Pre-Qualification, Eligibility, Technical as well as Commercial) shall have to be prepared and subsequently submitted online only. Bids not submitted "ONLINE" or by any other mean shall be summarily rejected. No other form of submission shall be permitted.

Do's and Don'ts for Bidder

- ▶ Registration process for new Bidders should be completed within first week of release of tender.
- ▶ The e-procurement portal is open for upload of documents from the start of the bid submission date. Hence bidders are advised to start the process of upload of bid documents well in advance.
- ▶ Bidders have to prepare for submission of their bid documents online well in advance as
 - The encrypt/upload process of soft copy of the bid documents large in number to e-procurement portal may take longer time depending upon bidder's infrastructure and connectivity.
 - To avoid last minute rush & technical difficulties faced by bidders in uploading/submission of bids, bidders are required to start the uploading of all the documents required -01- week in advance for timely online submission of bid.
- ▶ Bidders to initiate uploading of few primary documents during the start of the tender submission and any request for help/support required for uploading the documents / understanding the system should be taken up with e-procurement service provider well in advance.
- ▶ Bidders should not raise request for extension of time on the last day of submission due to non-submission of their bids on time as Bank will not be in a position to provide any support at the last minute as the portal is managed by e-procurement service provider.
- ▶ Bidder should not raise request for offline submission or late submission since ONLINE submission is accepted only.
- ▶ Partly or incomplete submission of bids by the bidders will not be processed and will be summarily rejected.

Guidelines to Bidders for Electronic Tendering System

Pre-requisites to participate in the Tenders

Registration of bidders on e-procurement portal of Bank of Baroda:

The bidders unregistered on e-procurement portal of Bank of Baroda and interested in participating in the e-tendering process shall be required to enroll/register on the e-procurement portal. To enroll, bidders have to generate User ID and password on

www.tenderwizard.com/BOB. The bidders may obtain the necessary information on the process of registration/enrollment either from Helpdesk Support Team: +91-11-49424365 or may download Vendor Help Manuals available under “Help Manuals/ Latest Circulars/ Formats” on home page of e-procurement portal i.e. www.tenderwizard.com/BOB.

Preparation of Bid & Guidelines for Digital Certificate

The Bid Data that is prepared online is required to be signed & encrypted and the hash value of the Bid Data is required to be signed electronically using a Class III Digital Certificate. This is required to maintain the security of the Bid Data and also to establish the identity of the Bidder transacting on the System. This Digital Certificate should be having Two Pair (1. Sign Verification 2. Encryption/ Decryption). Encryption Certificate is used to encrypt the data / information and Signing Certificate to sign the hash value during the Online Submission of Tender stage.

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 must be submitted only using the Digital Certificate. In case, during the process of preparing and submitting a bid for a particular tender, the bidder 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 bidders 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.

Recommended Hardware and Internet Connectivity

To operate on the Electronic Tendering System, the bidders are recommended to use

Computer System with at least 2 GB of RAM and broadband connectivity with minimum 1 Mbps bandwidth. However, Computer Systems with latest i3 / i5 Intel Processors and Broadband/4G connection is recommended for better performance.

- **Operating System Requirement**

Windows 7 & above

- **Browser Requirement (anyone from following)**

Microsoft Internet Explorer (IE) version 11 and above

Mozilla Firefox - Latest version

Google Chrome - Latest version

- **Browser settings**

1. Disable the 'Popup Blocker' in the browser under Tools. Make sure this is in 'Turn Off' mode.

2. Add the e-procurement domain name in the 'Compatibility View' list of your browser Turn off the 'SmartScreen Filter' in the browser.

- **Supported File Types**

1. General Documents such as DOC, XLS, JPG, BMP, GIF, PNG, PDF, ZIP formats are allowed

2. Files with .EXE, .PSD extensions are not allowed

3. File size not to exceed 5 MB per attachment

4. All uploaded files should be virus free and error free

- **Minimum System Configuration**

1. CPU speed of 2.0 GHz

2. USB Ports

3. 2 GB of System Memory (RAM)

4. Anti-virus software should be enabled and updated regularly

- **Requirement of utility software**

1. Java Run Time Engine (JRE – 1.8.0) or higher.

2. Microsoft Office 2003 with MS Word and MS Excel

3. Adobe Acrobat Reader, PKI Installation Driver for Digital Signature

Steps to participate in the e-Tenders

2.4.1 Online viewing of Detailed Notice Inviting Tenders

The bidders can view the Detailed Tender Notice along with the Time Schedule (Key Dates) for all the Live Tenders released by Bank of Baroda on the home page of bank's e-Tendering Portal on www.tenderwizard.com/BOB.

2.4.2 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 pay application money via Demand Draft/NEFT/RTGS mode & submit the details in the e-procurement portal.

2.4.3 Online Submission of Tender

Submission of bids will be preceded by Online Submission of Tender with digitally signed Bid Hashes (Seals) within the Tender Time Schedule (Key dates) published in the Detailed Notice Inviting Tender. The Bid Data is to be prepared in the templates provided

by the Tendering Authority of BOB. The templates may be either form based, extensible tables and / or upload-able documents. In the form-based type of templates and extensible table type of templates, the bidders are required to enter the data and encrypt the data/documents using the Digital Certificate / Encryption Tool wherever applicable.

2.4.4 Close for Bidding

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

2.4.5 Online Final Confirmation

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

2.4.6 Short listing of Bidders for Commercial Bidding Process

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

2.4.7 Opening of the Commercial Bids

The Bidders may remain present in the office of the Tender Opening Authority at the time of opening of Commercial Bids. However, the results of the Commercial Bids i.e. TCO of all bidders shall be made available on the bank’s e-procurement portal after the completion of opening process.

2.4.8 Tender Schedule (Key Dates)

The bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. All the online activities are time tracked and the electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

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

Important Points:

The Bid hash values are digitally signed using valid Class – III Digital Certificate issued by any Certifying Authority. The bidders are required to obtain Digital Certificate well in advance.

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

Steps by step detailed Vendor Manual are available on homepage under Support section related to activities like Java Settings, Registration, Login Process, Tender Participation, Bid Download, upload & Submission, Corrigendum/Addendum, Clarifications, Re-submissions etc. on e-procurement portal i.e. www.tenderwizard.com/BOB

Note: Bank and ITI Limited shall not be liable & responsible in any manner whatsoever for any failure to access & bid on the e-tender platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the event. Bidders are

advised to ensure system availability and prepare their bid well before time to avoid last minute rush. Bidders can fix a call with support team members in case guidance is required by calling on helpdesk number.

Annexure 02 - Scope of Work

Bank of Baroda has a requirement of Digital Signature Certificates (DSC) for bank's executives & desires to execute Rate Contract for supply of digital signatures certificates & USB crypto tokens for a period of -03- Years (2020-23). The Rate Contract will be effective from the date of placing of rate contract order and Bank, based on the requirement will place orders during the said Contract Period. The complete scope of work is as per below. Successful Vendor shall be responsible for the delivery of following scope of services and shall be the single point of responsibility for the bank.

Following is the two type of modus operandi & any one of the modes will be adopted by the bank at its own discretion, which will part of the purchase order:

Mode - 1: Bank will be responsible only for the provision of the complete application forms to the vendor. All subsequent process from verification, issuance of DSCs to delivery of USB Crypto Tokens containing DSCs will be done by the vendor. Vendor need to execute the scope of work as per line item 1.b, 1.c & 1.d for which cost needs to be factored in the Commercial Bid against line item "Additional Services".

Mode - 2: Bank will responsible for provision of the complete application forms to the vendor, downloading of DSC, transferring DSCs into USB Crypto Tokens & delivery of the USB Crypto Tokens containing DSCs. Verification & Issuance of DSCs will be done by the vendor so that the DSC is available for download at bank's end.

The complete scope of work is defined as per below however final scope of work will be based on the Mode adopted by the bank while awarding the Rate Contract to the vendor.

1. Digital Signature Issuance & Delivery

a. Generation and Issuance of Digital Signature Certificates

Bank will provide the list of the officials/application forms for whom Digital Signature Certificate (DSCs) are to be generated, as per the requirement. There should be an option for applicants to register themselves in the CA website. Print out of the registration form will be sent to Bank's Registration Authority (RA) for verification along with Applicant's Sign, Organization Seal and other required documents. RA will forward the application forms to Certifying Authority from bank's designated office. Vendor has to undertake all verifications as may be required for processing the request and issuing USB tokens. Vendor shall review the applications and generate Class-Class-III (Signing) Digital Signature Certificates for the applicants in accordance to the specifications mentioned in the bid document. Following needs to be provided by the vendor:

- Applicants should be informed regarding generation of the Digital Signature Certificate by CA (via email or SMS).
- A system generated mail should be sent to the applicants with a copy to our RA email ID at least -45-days before expiry of their Digital Signature Certificate.

b. Downloading & Installation of Digital Signature Certificates to FIPS Certified USB crypto-tokens

- Bank/selected vendor shall download & install the Digital Signature Certificates (DSCs) to FIPS Certified USB crypto-tokens as per the standards/ guidelines of Controller of Certifying Authorities (CCA), Government of India.
- Bank/selected vendor shall also test the USB crypto-tokens while transferring the DSCs to USB tokens, and make sure the DSCs are downloaded/ installed to working USB tokens.

c. Supply & Delivery of USB Crypto-tokens (installed with DSCs)

- Bank/selected vendor shall supply all the USB crypto-tokens with Digital Signature Certificates, to the designated locations in desired timeframe as specified by Bank.
- The selected vendor shall provide the required SDK/device drivers, software (with admin Module). USB token should be plug and play type for client machines and should be with preloaded with drivers/SDK setup for the user system. The crypto-tokens should be compatible with Windows 7 and above versions.

d. Installation / commissioning of DSC

- The successful vendor will have to provide the necessary support for all installation / commissioning related issues for DSC & crypto tokens. Vendor has to provide all necessary customisation/applications needed to make the DSC/Crypto tokens operational in Bank's CBS/Domain PCs without any cost.

e. Upgradation of DSC

- Vendor needs to arrange for up-dation/upgradation required in the DSC/Token to meet the changes/compliance requirements suggested by RBI/Govt of India/ regulatory authorities from time to time at no extra cost to bank for the entire rate contract period.

2. Online Portal for Application

- a. The issuance process of Digital Signature Certificate should be hassle free.
- b. There should be an online portal of vendor for uploading the scanned copy of the application forms for Digital Signature Certificate in ZIP format or quick proceedings of Digital Signature Certificate. Portal should be active 24*7 and should be open on Bank's Intranet (Domain PC) as well as on internet PC.
- c. Vendor has to intimate Bank's Registration Authority (RA) about any change/ modification/ maintenance activity in the portal well in advance.
- d. Regular invoice details should be updated in the portal.

3. MIS and Reports

- a. MIS and Reports button should be available in the portal and Registration Authority should be able to apply filters before fetching out reports.
- b. Reports should be exportable in excel and pdf format. MIS Reports and details of the Digital Signature Certificate issued, pending, available, expiry date etc. should be 24*7 available to the website and should be exportable to pdf & xlsx format.

4. Issuance & Delivery Timeline

- a. Digital Signature Certificate should be issued within -24- hours of receipt of application forms or through electronic KYC.
- b. If there is any discrepancy in the application form of Digital Signature Certificate, it should be informed/updated in the portal within -04- hours from the time of upload.
- c. For bank's top executives' urgent facilitation, vendor must have to maintain a buffer stock of USB Crypto Tokens at bank's designated office and there should be provision of issuing Digital Signature Certificate in -02- hours of receipt of application form for such cases. The buffer stock qty can be reviewed & changed at any point of time by the bank at its own discretion.
- d. USB Crypto Tokens must be delivered within -04- working days of placing the purchase order.

5. Validity and e-Token warranty

- a. Validity of Digital Signature Certificate should of -02- years. The USB token shall be provided with comprehensive warranty of -02- years from the date of delivery of the respective token.
- b. An auto generated alert via email & SMS should be sent to the user before -45- days of expiry of their Digital Signature Certificate with CC to Bank's RA.

6. Training and Support

The vendor will be liable to provide training to Banks officials at Bank's location whenever required during the contract period without any additional cost. The training shall cover the whole process of issuance, delivery & installation of Digital Signature. All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the commercial bid submitted by the vendor to the Bank. No extra costs will be payable by the Bank on account of any item (Media Sets, Manuals/User Guides/Administration Manuals for the products being supplied) or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. The vendor cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.

7. Helpdesk Requirement

- a. The vendor shall provide online dedicated support and helpdesk services through phone, email and SMS alerts by qualified and competent support team for assisting Bank users. Application Form related issues should be bring into bank's notice within -04- Hours and all other issues should be resolved within maximum -05- hours from the call logging.
- b. Escalation Matrix should be in place for all issues which needs to be provided by the vendor after awarding the Rate Contract and same should be available & updated on online portal.
- c. The Vendor support staff should be well trained to effectively handle queries raised by the Bank.
- d. It is the responsibility of the successful vendor to provide genuine and quality FIPS Certified USB Tokens (as per guidelines of CCA). If any of the USB Token is found defective/non-functional/non-responsive within the warranty time period, the

successful vendor (who supplied that particular DSC and Token) shall be asked to replace that USB Token with DSC downloaded afresh, within -04- working days from the replace request (applicable for Mode – 1 only). The Bank shall provide a fresh application for reissuance of DSC (if required).

- e. If DSC gets malfunctioned from USB token or wouldn't be downloaded successfully due to technical reasons, the selected vendor may be asked to re-generate DSC for that particular individual on the same USB Token or new USB token (as per the requirement of the Bank) without any extra cost.
- f. The successful vendor shall also provide online technical support for configuration, installation and troubleshooting, etc. as and when required in all respects through their own set-up or through any of its regional channel partner throughout the country. The successful vendor shall have to provide a helpline number with call logging facility with escalation matrix to the bank to which service/complaint call shall be made.
- g. Successful vendor shall assist the Bank to integrate Digital Signature Certificate for use in application other than regular application (if required).
- h. successful vendor shall have to do the follow-up with users (Actual subscriber of DSC) to complete verification process of KYC (OTP, email or any other verification to be done), wherever applicable.

Annexure 03 - Service Levels

The successful vendor must adhere to the following minimum Service Levels:

- Any fault/issue/defect/failure intimated by Bank through any mode of communication like call/e-mail/fax etc are to be acted upon, so as to adhere to the service levels. Business/Service Downtime and deterioration of services shall be the key considerations for determining "Penalties" that would be levied on the vendor.

Service Delivery Penalty

Deliverables	Timeline	Penalty Details
Issuance of Digital Signature Certificate after receipt of the duly filled Application Form & Digital Signature Certificate for Executive/ Officers	2 Hours	Penalty at an incremental rate of 10% of per unit cost of Digital Signature (including USB Crypto Token & additional services**) for each day after 24 Hours timeline
Delivery of USB Crypto Tokens to the applicant/bank office	4 Days	Penalty at an incremental rate of 10% of cost of USB Crypto Token & additional services** for each day after 4 Days timeline

**** Additional services cost will be considered for penalty only when the order for the same would have been issued by the bank.**

The penalty would be calculated on monthly basis and the calculated amount would be deducted from every subsequent monthly payment. The SLA charges will be subject to an overall cap of 30% of total cost of per unit cost of Digital Signature & USB Crypto Token.

If any of the service as per the scope of work is not available for any reason (eg. unavailability of portal, non-service of raised issues etc) then successful vendor has to achieve the required timelines against the deliverables as per scope by any alternate mechanism. Non-compliance of any timelines will attract penalty as per the terms & conditions.

If Vendor materially fails to meet successful delivery of timelines without any penalty for three (-03-) consecutive months, the Bank may have the right to terminate the contract. In case if there are no pending invoices to be paid by the Bank to the vendor, the vendor has to submit a Demand Draft payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank, failing which suitable legal action may be taken by the bank.

The vendor needs to submit Monthly DSC Delivery Report with TAT achieved (Turnaround Time) along with the invoices.

Annexure 04 - Commercial Bid Format

S. No.	Description	Validity/Warranty	Qty.	Unit Price (₹)	Total Cost (₹)
1	Digital Signature Certificate Class-III (Only Signing without encryption)	2 Years	10,000	0.00	0.00
2	Crypto USB e-Token		10,000	0.00	0.00
3	Additional Services Charges per Digital Signature**		10,000	0.00	0.00
Total Cost of Operation (in words)					0.00

Note:

- ** The Additional Services Charges per Digital Signature as per line item no. 3 is an optional item which may or may not be ordered at bank's discretion as part of Rate Contract. The cost against the said line item needs to be factored as Annexure – 02 (Scope of Work).**
- All qty mentioned are for whole contract period of -03- years. The qty mentioned against all items are approximate & tentative in nature which will be considered for arriving at TCO for all evaluation purposes. However, Bank may or may not order any no. of these quantities during the tenure of the -03- Years contract period at its own discretion.**
- In case, additional quantity required by the Bank over and above the quantity for which rate contract is placed with the successful vendor, the maximum quantity which the Bank can order will be an addition of 25% of the quantity as mentioned above.**

General Terms & Conditions:

- For each of the above items provided, vendor is required to provide the cost for every line item where the vendor has considered the cost.
- All the commercial value should be quoted in Indian Rupees & shall be inclusive of all taxes excluding GST. GST will be paid extra as per actuals.
- 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 tender requirements provided in the tender.
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.
- Bank will deduct applicable TDS, if any, as per the law of the land.

Commercial Bid Submission on e-procurement portal:

- Bidder needs to download the commercial bid excel file from e-procurement portal, fill their commercial quotes in available cells only, save the file and upload the same file to the e-procurement portal.
- Bidder needs to take a print of the same commercial excel file, completely filled in all respect which was uploaded to the system and physically sign and stamp this

commercial sheet. This sheet needs to be scanned in at least 200 dpi resolution & converted to PDF format. The same pdf file must be uploaded to the e-procurement portal.

- 3) Bidder has to ensure that the quotes mentioned in PDF and excel are same. In case of any discrepancy between the pdf and excel files, the commercials mentioned in PDF will be taken as final for evaluation purposes.

Further, we confirm that we will abide by all the terms & conditions mentioned above and in the tender document. Also, we understood that if any mismatch is found between pdf & excel file, commercials mentioned in PDF will be taken as final for evaluation purposes.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name:

Address:

Email:

Phone:

Annexure 05 - Conformity Letter

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

To

The Chief Technology Officer,
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400051

Sir,

Sub: Tender for Rate Contract for Supply of Digital Signatures Certificates & USB Crypto Tokens for 2020-23

Further to our proposal dated, in response to the Tender for Rate Contract for Supply of Digital Signatures Certificates & USB Crypto Tokens for 2020-23 (Bank's Tender ref no. dated..... hereinafter referred to as "Tender") 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 Tender 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 Tender 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.

All the functional & technical features highlighted as part of scope of work (Annexure - 02) are covered in totality in the proposal submitted by us.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name:

Address:

Email:

Phone: