



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

[A] Important Dates:

#	Particulars	Timeline
5	Last Date of Submission of RFP Response (Closing Date)	3.00 PM on 25th February 2021 Mode: Online URL: https://www.tenderwizard.com/BOB
6	Eligibility Cum Technical Bid Opening Date	4:00 PM on 25th February 2021 Mode: Online on URL: https://www.tenderwizard.com/BOB 1. The meeting will be held online through Bank's Online Meeting Platform (i.e. Microsoft Teams) 2. Bidders are requested to send bid submission confirmation with their email address for attending online bid opening meeting. on rfp.it.procurement@bankofbaroda.com id after RFP submission time is over.

S#	Clause in RFP	Clarifications/ Changes made
1.	<p>Annexure 02– Eligibility Criteria Compliance Financial B.1</p> <p>Bidder must have registered a turnover of Rs. 100 Crores or above (from Indian Operations only) in each year during the last three completed financial years –2017-18, 2018-19 and 2019-20* (Not inclusive of the turnover of associate companies)</p> <p>* If 2019-20 Financial Statements of any bidder is unaudited then Bank would consider the Audited Financial Statements of 2016-17 along with an undertaking letter from the bidder that the 2019-20 Statements are not audited.</p>	<p>Annexure 02– Eligibility Criteria Compliance Financial B.1</p> <p>Bidder must have registered a turnover of Rs. 100 Crores or above (from Indian Operations only) in each year during the last three completed financial years –2017-18, 2018-19 and 2019-20* (Not inclusive of the turnover of associate companies)</p> <p><i>For startup/MSME companies: Must have registered a turnover of 20 Crores or above (from Indian Operations only) in each year during the last three completed financial years 2017-18, 2018-19 and 2019-20*. (Not inclusive of the turnover of associate companies).</i></p> <p>* If 2019-20 Financial Statements of any bidder is unaudited then Bank would consider the Audited Financial Statements of 2016-17 along with an undertaking letter from the bidder that the 2019-20 Statements are not audited.</p>
2.	<p>Annexure 02– Eligibility Criteria Compliance Financial B.3</p> <p>Must have highest level of partnership with OEM for the past three years (from RFP date)</p>	<p>Annexure 02– Eligibility Criteria Compliance Financial B.3</p> <p>Bidder must have Gold / Premier or higher level of partnership with OEM for the past three years (from RFP date)</p>

3.	<p>Annexure 02– Eligibility Criteria Compliance</p> <p>Experience & Support Infrastructure C.1</p> <p>The Bidder should have supported (Warranty / AMC) of 2000 Cisco Assets in each year for the past 3 Years to various branches/offices of Commercial Banks / Financial Institutions / Govt. Organizations in India having a large branch network geographically spread across the country</p>	<p>Annexure 02– Eligibility Criteria Compliance</p> <p>Experience & Support Infrastructure C.1</p> <p>The Bidder should have supported (Warranty / AMC) of Total 1000 Cisco Assets in each year for the past 3 Years with</p> <p>A) Minimum 1 order of supporting 1000+ network devices of OEM.</p> <p>OR</p> <p>B) Minimum 2 orders of for support of minimum 500+ network devices of OEM. to various branches/offices of Commercial Banks / Financial Institutions / Govt. Organizations in India having a large branch network geographically spread across the country”</p>
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<p>4.</p>	<p>1. Introduction</p> <p>1.4 Contract period</p> <p>The Rate Contract with the selected vendor will be valid till 30th September 2023 from the date of placing rate contract 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 Vendor. The Bank will have the right to renegotiate these prices at the end of the contract period.</p>	<p>1. Introduction</p> <p>1.4 Contract period</p> <p>The Contract Period for a particular NW Equipment will be applicable from the PO Date or next day of Expiry of the existing AMC whichever is later with the selected vendor and will be valid till End of support declared by OEM for various models of network devices as mentioned in Project Scope. The contract will be deemed completed only when all the items and services contracted by the Bank are provided in good condition, installed, implemented, tested and accepted along with the associated documentation provided to Bank's employees; as per the requirements of the contract executed between the Bank and the Vendor. The Bank will have the right to renegotiate these prices at the end of the contract period.</p>
<p>5.</p>	<p>3. Terms and conditions</p> <p>3.12 Terms of Reference</p> <p>3.12.3 Annual Maintenance Contract (AMC) after expiry of warranty / AMC period.</p> <p>Date of Start & Date of Expiry for AMC Services: AMC Period for a particular NW Equipment will be applicable from the PO Date or next day of Expiry of the existing AMC whichever is later. The Expiry date of AMC period will be 30th September 2023 from the date of Purchase Order.</p>	<p>3. Terms and conditions</p> <p>3.12 Terms of Reference</p> <p>3.12.3 Annual Maintenance Contract (AMC) after expiry of warranty / AMC period.</p> <p>Date of Start & Date of Expiry for AMC Services: AMC Period for a particular NW Equipment will be applicable from the PO Date or next day of Expiry of the existing AMC whichever is later. The end date of AMC period will be End of support date declared by OEM for various models of network devices as mentioned in Project Scope.</p>

6.	<p>3 Terms and conditions 3.6 Bid Security Declaration Bidder has to submit the "Bid Security Declaration" on their organizations letter head duly signed and stamped by their authorized signatory" accepting that if they withdraw or modify their bids during period of validity of the bid, or if they are awarded the contract and they fail to sign the contract, or fails to submit a performance security before the deadline defined in the request for proposal (RFP) document, they will be Blacklisted.</p>	<p>3 Terms and conditions 3.6 Bid Security Declaration Micro and Small Enterprises (MSE) / Startups Bidder's has to submit the "Bid Security Declaration" as per Annexure 18.</p>												
7.	<p>[A] Important Dates:</p> <table border="1" data-bbox="213 860 796 983"> <thead> <tr> <th>#</th> <th>Particulars</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>9</td> <td>Bid Security (Earnest Money Deposit)</td> <td>Not Applicable</td> </tr> </tbody> </table>	#	Particulars	Timeline	9	Bid Security (Earnest Money Deposit)	Not Applicable	<p>[A] Important Dates:</p> <table border="1" data-bbox="852 860 1431 983"> <thead> <tr> <th>#</th> <th>Particulars</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>9</td> <td>Bid Security (Earnest Money Deposit)</td> <td>10,00,000/- (Ten Lakh Only)</td> </tr> </tbody> </table>	#	Particulars	Timeline	9	Bid Security (Earnest Money Deposit)	10,00,000/- (Ten Lakh Only)
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8.	<p>Additional Clarifications:</p> <p>Annexure 01 - Table of Contents</p> <table border="1" data-bbox="213 1509 1410 1850"> <thead> <tr> <th>S.N.</th> <th>Section Heading</th> <th>Proforma Given</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Bid Security Letter</td> <td>Annexure 16</td> </tr> <tr> <td>2.</td> <td>Bid Security (Earnest Money Deposit)</td> <td>Bidder to Provide Transaction Details or Bank Guarantee as per Annexure 17. For Micro and Small Enterprises (MSE) / Startups bidders to provide "Bid Security Declaration - as per Annexure 18.</td> </tr> </tbody> </table> <p>3. Terms and conditions Bid Security / Earnest Money Deposit</p> <p>1. Bidders are required to give an earnest money deposit of an amount as mentioned in "[A] Important Dates at the time of submission of the technical bid. The proof of</p>		S.N.	Section Heading	Proforma Given	1.	Bid Security Letter	Annexure 16	2.	Bid Security (Earnest Money Deposit)	Bidder to Provide Transaction Details or Bank Guarantee as per Annexure 17. For Micro and Small Enterprises (MSE) / Startups bidders to provide "Bid Security Declaration - as per Annexure 18.			
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same is to be submitted while opening of eligibility cum technical bid, failing of which the bid of the concerned bidder may be rejected. Bid Security (Earnest Money Deposit)" shall be paid through electronic mode or a Bank Guarantee (Annexure 17 – Bid Security Form) of an equal amount issued by a Commercial Bank (other than Bank of Baroda) located in India. This Bid-security is valid for 8 months and 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- BARB0BANEAS.**

2. 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.
3. 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.
 - ▶ To comply with any other condition precedent to signing the contract specified in the solicitation documents.
- **Unsuccessful Vendor's** - Bid security money deposit or bank guarantee will be returned by the Bank within two weeks from closure of the RFP. No interest shall be paid on Bid security money deposit to unsuccessful Vendors.
- **Successful Vendor** – Bid security money deposit or bank guarantee will be discharged upon the vendor furnishing the performance guarantee. The Bid security Money of the successful vendor may be forfeited or the bank guarantee in lieu of Bid security money may be invoked by the Bank if the successful vendor fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the vendor refuses to accept and sign the contract within 1 month of issue of contract order / letter of intent for any reason whatsoever.

Exemption from submission of EMD and tender cost shall be given to bidders, who are Micro and Small Enterprises (MSE) / Startups. The bidder who are MSE has to submit necessary document issued by NSIC and the bidder who are startups has to be



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

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 along with "Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in 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.



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

Addendum to the following Annexures:

Annexure 8 –Project Scope

Annexure 10 – Masked Commercial Bid

Annexure 11 – Commercial Bid

All other Terms & Conditions are same as per our RFP no. BCC:IT:PROC:113:01 dated 8th January 2021 for Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices.

Annexure 16 - Bid Security Letter

1. WHEREAS,.....(hereinafter referred to as "Vendor") 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 'VENDOR') 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 Vendor.
3. The Vendor specifically acknowledges and agrees that the Vendor has furnished his Bid on the understanding and condition that, if the Vendor:
 - a) Withdraws its Bid during the period of Bid validity specified by the Vendor 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 Vendors.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 Vendor.
4. The Bid Security shall be returned to unsuccessful Vendors within thirty (30) days from the date of the award of contract to a successful Vendor. The Bid Security shall be returned to the successful Vendor upon furnishing of Performance Security in accordance with the instructions of the Vendor.
5. The Vendor undertakes that it will not cancel the Bid Security referred to above till the Vendor is returned the Bid Security from Bank of Baroda in accordance with the foregoing conditions.
6. The Vendor represents and warrants that the Vendor 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 Vendor has taken all corporate, legal and other actions necessary or advisable to authorize the execution, delivery and performance of this Bid Security. The absence or deficiency of authority or power on the part of the Vendor to issue this Bid Security or any irregularity in exercise of such powers shall not affect the liability of the Vendor under this Bid Security.

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

Place:_____ Date:

Seal and signature of the Vendor



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

Annexure 17 - 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 Vendor") has submitted its bid dated _____ (date of submission of bid) for 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 Vendor withdraws its Bid during the period of bid validity specified by the Vendor on the Bid Form; or
2. If the Vendor, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity :
 - a) fails or refuses to execute the mutually agreed Contract Form if required; or
 - b) fails or refuses to furnish the Performance Security, in accordance with the Terms and Conditions of the Contract;

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

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

Notwithstanding any other term contained herein

- a) this guarantee shall be valid only up to _____ (Insert Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
- b) the total liability of Bank under this guarantee shall be limited to Rs. _____/- (Rupees _____ only).

Place :



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

Seal

Code no.

Signature.

NOTE:

- 1. VENDOR 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.**
- 3. BANK GUARANTEE IF SUBMITTED, SHOULD BE ACCOMPANIED WITH COPY OF THE SFMS TRANSMITTED AT THE TIME OF ISSUE OF BANK GUARANTEE. AS PER IBA NOTIFICATION NO. PS&BT/GOVT/2305 DATED 16-MAR-2016 ALONG WITH MINISTRY OF FINANCE, GOVERNMENT OF INDIA CIRCULAR F.NO.7/112/2011-BOA DATED 08-MAR-2016 WITH RESPECT TO SENDING BANK GUARANTEE ADVICES THROUGH STRUCTURED FINANCIAL MESSAGING SYSTEM (SFMS), IT IS NECESSARY TO CONFIRM THE AUTHENTICITY OF THE BANK GUARANTEES (BG) BY SFMS MESSAGE. THE SFMS SHOULD BE SENT TO FOLLOWING BRANCH:**
- 4. BRANCH NAME & ADDRESS: BANK OF BARODA, BKC BRANCH, C-26, G-BLOCK, BARODA CORPORATE CENTER, BANDRA EAST, MUMBAI-400051**
- 5. IFSC CODE: BARB0BANEAS (FIFTH LETTER IS "ZERO").**

VENDOR SHOULD ENSURE THAT THE BANK GUARANTEE SHOULD CONTAIN ALL TERMS & CONDITIONS AS PER THIS FORMAT. BANK GUARANTEE SUBMITTED WITH ANY RIDER OR DEVIATION TO THE STIPULATED TERMS & CONDITIONS WILL NOT BE ACCEPTED.



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

**Annexure 18 - Bid Security Declaration Form
(For Micro and Small Enterprises (MSE) / Startups)**

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

Sub: RFP for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices.

1. I/We, the undersigned, declare that M/s.....is a Micro and Small Enterprise and the copy of registration certificate issued by NSIC/DIPP for Micro and Small Enterprises (MSE) / Startups which are valid on last date of submission of the tender documents are enclosed.
2. I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration as per Rule 170 of General Financial Rules (GFRs)2017 by Micro and Small Enterprises (MSEs).

OR

- 2A. As per the tender / RFP no:floated for at para no: a Bid Declaration Form in lieu of Bid Security is required to be submitted by me/ as per Rule 170 of General Financial Rules (GFRs)2017 by Micro and Small Enterprises (MSEs).
3. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of 6 months from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We
 - a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
 - b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.
4. I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

5. I/We declare that I am the authorised person ofto make the declaration for and on behalf of Letter of Authority for executing declaration is enclosed

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of : (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: in case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the Bid)

Annexure 10 – Masked Commercial Bid

Amount in Rs

SL. No.	Items	Qty*	Per Unit Per Month AMC Rate	AMC Period* (Months)	Total Amount
1	AMC for Cisco 1921 Router	2094	0.00	28	0.00
2	AMC for Cisco 1921 Router	3	0.00	31	0.00
3	AMC for Cisco 2921 Router	1	0.00	22	0.00
4	AMC for Cisco 1941 Router	551	0.00	28	0.00
5	AMC for Cisco 1941 Router	228	0.00	31	0.00
6	AMC for Cisco 1941 Router	10	0.00	31	0.00
7	AMC for Cisco 1905 Router	202	0.00	51	0.00
8	AMC for Cisco 2960 24 TC Switch	570	0.00	68	0.00
Total Cost of Ownership					0.00

We abide by following terms and conditions

- The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- If the cost for any line item is indicated as zero / blank then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All Deliverables to be supplied as per RFP requirements provided in the tender.
- The Service Charges need to include all services and other requirement as mentioned in the RFP.
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.
- In the case of additional requirements desired by the Bank in any category of

CISCO Routers / **Switches** towards Annual Maintenance Services at Bank's Branches & Offices over and above the quantity for which the Purchase Order is placed with a particular vendor then the maximum quantity which the Bank can order would be an addition of 25% of the quantity mentioned in the Purchase Order at the same rates on prorata basis. There will be no escalation in prices during the contract period.

- g) Bank reserves the right to place order for partial quantity as per requirement.
- h) All prices to be in Indian Rupee (INR) only.
- i) Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- j) * **The quantity and the AMC period provided by the Bank are indicative and will be considered for TCO calculation purpose. However actual quantity and effective date of AMC start may vary at the time of awarding contract. Contract period will be valid from the PO Date or next day of Expiry of the existing AMC whichever is later and will be valid till End of support declared by OEM for various models of network devices. Bank will place the order for actual requirement and contract period (mentioned above) on the basis of unit rate quoted by the bidder. And payment will be made at actual basis.**
- k) All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
- l) If there is any mismatch between Unit cost per year x Quantity x period and the total price quoted by the vendors, then Bank will consider the highest value among both the values for TCO calculation. However the Purchase Order will be placed on lower value.

Commercial Bid Submission on e-procurement portal:

- 1) 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.
- 2) 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.



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

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 11 – Commercial Bid

Amount in Rs

SL. No.	Items	Qty*	Per Unit Per Month AMC Rate	AMC Period* (Months)	Total Amount
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We abide by following terms and conditions

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- If the cost for any line item is indicated as zero / blank then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All Deliverables to be supplied as per RFP requirements provided in the tender.
- The Service Charges need to include all services and other requirement as mentioned in the RFP.
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.
- In the case of additional requirements desired by the Bank in any category of CISCO Routers / **Switches** towards Annual Maintenance Services at Bank's Branches & Offices over and above the quantity for which the Purchase Order is placed with a particular vendor then the maximum quantity which the Bank can order would be an addition of 25% of the quantity mentioned in the Purchase Order at the same rates on prorated basis. There will be no escalation in prices during the contract period.
- Bank reserves the right to place order for partial quantity as per requirement.

- h) All prices to be in Indian Rupee (INR) only.
- i) Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- j) * **The quantity and the AMC period provided by the Bank are indicative and will be considered for TCO calculation purpose. However actual quantity and effective date of AMC start may vary at the time of awarding contract. Contract period will be valid from the PO Date or next day of Expiry of the existing AMC whichever is later and will be valid till End of support declared by OEM for various models of network devices. Bank will place the order for actual requirement and contract period (mentioned above) on the basis of unit rate quoted by the bidder. And payment will be made at actual basis.**
- k) All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.
- l) If there is any mismatch between Unit cost per year x Quantity x period and the total price quoted by the vendors, then Bank will consider the highest value among both the values for TCO calculation. However the Purchase Order will be placed on lower value.

Commercial Bid Submission on e-procurement portal:

- 4) 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.
- 5) 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.
- 6) 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.



Request for Proposal for selection of Service Provider for Providing Annual Maintenance Services for Cisco Routers at Bank's Branches & Offices, RFP Ref No. BCC:IT:PROC:113:01 Dated 08th January 2021. Addendum 1 dated 16th February 2021.

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name:
Address:
Email:
Phone:

Annexure 8 –Project Scope

i. Asset Details

S. No.	Asset Type	Make	Model	Quantity*
1	Router	Cisco	1921	2097
2	Router	Cisco	1941	789
3	Router	Cisco	2921	1
4	Router	Cisco	1905	202
5	Switch	Cisco	2960 24 TC	570

* Quantity is indicative. Actual number of equipment may vary at the time of awarding of contract. Details of all Network assets along with the Serial Numbers and AMC start date etc will be provided to the successful Bidder.

* **Out of above quantity, some assets are still under Support which will expire in May 2021 (Details is given below). Purchase Order for AMC of these assets will be placed for the period from expiry of current AMC period to AMC period of respective asset mentioned in the commercial sheet. Payment for the first applicable month for these assets will be release as per actual remaining days in that month at per day AMC cost of that asset.**

S. No.	Particulars	Qty	AMC start Date	AMC End Date
1	Cisco 1921 Router	3	Will be provided to successful bidder	30-9-2023
		2094	01-06-2021	
2.	Cisco 2921 Router	1	Will be provided to successful bidder	31-12-22
3.	Cisco 1941 Router	551	01-06-2021	30-9-2023
		238	Will be provided to successful bidder	
4.	Cisco 1905 Router	202		
5.	Cisco 2960 Switch	570	01-06-2021	31-10-2026

ii. Project Scope

Successful vendor shall provide Annual Maintenance Service for above mentioned assets, however major scope is as under:

- 1.1. Maintenance of the network hardware under the scope of the RFP and add on components with peripherals, which are approved by the bank, at various locations identified by the bank. The vendor will also coordinate with Bank provide the necessary assistance regarding installation and configuration.
- 1.2. The bidder is required to provide comprehensive onsite annual maintenance services (preventive and well as corrective) of Network Hardware and

peripherals at Bank's Offices / Administrative Offices / Branches and any other site where the these Network Hardware have been installed / available.

- 1.3. Maintenance and Repair / Replacement of Network Hardware and Peripherals at Bank's offices / Administrative offices / Branches located across country.
- 1.4. The service support during AMC period shall be for all equipment under this scope. Bank's identified team will provide configuration details & other inputs to the vendor for configuration.
- 1.5. The maintenance shall cover services for rectification of fault, if any, and replacement/repairs of specified component.
- 1.6. Compatibility issues of sub-systems, firmware, any other cards to be installed if required, are to be resolved by the vendor.
- 1.7. Yearly preventive maintenance (if required) in consultation with the Banks team of all the equipments needs to be conducted which should interalia include cleaning of inside and outside of all equipments during AMC period. Preventive Maintenance will include replacement of worn-out parts etc. In case equipment is taken away for repairs, the Vendor shall provide a standby equipment (of equivalent or higher model), so that the work of the Bank is not affected. The Vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the AMC period at their support office across the country.
- 1.8. Timely proactive deployment of latest firmware versions / security patches in coordination with Bank. Monthly Status reports are to be submitted towards current status and upgrade activity carried out during the quarter.
- 1.9. The vendor should liaison with Bank and provides service & support of the Network Hardware. The service calls will be logged by Bank's Managed Service Provider & the vendor need to support & service the same in coordination with them.
- 1.10. The Bank reserves the right to shift the equipment to a suitable location depending upon the need. ***In case of Branch shifting, the vendor will arrange decommissioning of equipment and install and commission the same at the shifted location. Bank will arrange physical shifting &*** transit insurance only in respect of shifting. The AMC of the equipment will continue from the new location as the case may be & the vendor needs to provide service & support of the same from the new location.
- 1.11. Vendor should undertake to provide maintenance support to equipment and arrange for spare parts for contract period.
- 1.12. Vendor will have to ensure that the old Network hardware and peripherals will be taken to their respective plants and scrapped strictly under the "E-Waste (Electronic Waste) scrapping methods using eco friendly processes authorized by the Pollution control board and as per the E-Waste management and handling rules issued by Ministry of Environment & Forests and other government agencies from time to time.

- 1.13. If any services, functions or responsibilities not specifically described in this scope but are an inherent, necessary or customary part of the services and are required for proper performance or provision of the services in accordance with the scope, they shall be deemed to be included within the scope of the services, as if such services, functions or responsibilities were specifically required and described in this scope and shall be provided by the vendor at no additional cost to the Bank.
- 1.14. The maintenance services will be comprehensive and will include cost of labor, faulty parts/complete equipment replacement of same or higher configuration etc.
- 1.15. In case the requisite parts are not available, the same should be replaced with the parts of higher specifications compatible with the system.
- 1.16. The engineer will not change the setting of any network hardware seeking the prior permission of the respective concerned designated officer of that Bank.
- 1.17. In case, the system is not repairable at site it can be sent out of site under specified guidelines with returnable Gate Pass.
- 1.18. The maintenance services may be required on nonworking days or beyond office hours on working days on some occasions to meet emergency situation. The successful bidder shall ensure that on such occasion also the service of engineers is available.
- 1.19. Successful Vendor will provide mapping of field engineer with Bank's Offices/ Administrative Offices and Branches.
- 1.20. The successful vendor has to provide a standby hardware of same or higher configuration in case of breakdown maintenance for on-site repair.
- 1.21. In case field engineer / helpdesk is on leave, replacement standby engineer / helpdesk has to be provided without a delay.
- 1.22. For closing a call field engineer need to take written confirmation from respective bank officials.
- 1.23. Successful vendor need to submit quarterly report of call logged, call closed and replaced equipments.
- 1.24. Break-fix support of supplied Network Hardware.
- 1.25. The vendor has to provide Escalation Matrix and SPOC details for the service support for the entire project and ensure timely completion of all the activities as per the schedule.
- 1.26. To ensure that the installation & configuration of the Network Hardware are in line with the banks technical document.

B. Resources required at our office, Mumbai / Hyderabad

The successful bidder has to provide resources at our Mumbai / Hyderabad Office. The seating arrangement for the resources will be provided by the Bank. The

requirement of the resources would be as follows:

1. Minimum one resource is required for logging calls and providing online L1 support to the branches. (From 8 am to 8 pm on Bank working days)
2. Resource is required for logging calls and providing online L1 support to the branches during business hours (From 8 am to 8 pm).

Resource Type	Total
Project Manager	1
Engineer	2
Total	3

3. The engineer should be a Diploma/graduate in relevant field with minimum 2 Years' technical experience in relevant field. The experience certificate should be produced by engineer for verification at the time of visit to bank office.
4. The project manager should be a Diploma/graduate in relevant field with average 4-5 Years' work experience having good expertise in managing and coordinating with teams working in relevant field.
5. Penalty for onsite FMS Engineer-The FMS engineer should perform their duties satisfactorily as per the scope and duties mentioned. In case of non-performance by members, vendor has to replace the resource/s within 30 days of written communication about the same. Failure to replace the resource will attract penalty at 1000/- Week, maximum up to Rs. 5000/-. No pro rata basis will be applicable.
6. Failure in providing the resource as per manpower allocation will result penalty at Rs. 1000/- per week or part, subject to a ceiling of Rs.10,000/-.
7. BOB Bank reserves the right to levy / waive off penalty considering various circumstances at that point in time.
8. In case of a call remain unresolved for more than 7-days or Bank's original IT equipment is not repaired (wherever standby IT equipment is provided) within 15 business days from the date standby was provided, bank reserves the right to get it repaired /hired/ replaced at its own and adjust the cost incurred towards the same in the payment due to bidder over and above penalty. However AMC will continue for such equipment.