

Amendment-2 to "RFP 19/2020-21 dated 16/09/2020 for Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution in Canara Bank."

It is decided to amend the following in respect of the above RFP:

a. Bid Schedule (Serial No. 10 & 11, Page no. 2):

Description	Existing details	Amended details
	Date, Time and Venue	Date, Time and Venue
Last Date and Time for Submission of Bids	<u>16/10/2020, Friday</u> upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<u>23/10/2020, Friday</u> upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
Date, Time & Venue for opening of Part A-Conformity to Eligibility Criteria.	<u>16/10/2020, Friday</u> at 3:30 PM Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.	<u>23/10/2020, Friday</u> at 3:30 PM Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a.	15	<u>Section D</u>	<u>Bid Process</u>	Section D - Bid Process	Amended Section D - Bid Process is attached as Annexure.
b.	18	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)</u>	<u>5. Penalties/ Liquidated Damages</u>	5.3 Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during	5.3 Penalties/liquidated damages for onsite resources: In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during

				the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.	the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 10% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.
c.	22	<u>C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)</u>	<u>8. Escrow arrangement during Contract period</u>	<u>8. Escrow arrangement during Contract period</u>	RFP Clause (8. Escrow arrangement during Contract period) stands deleted.
d.	36	<u>Annexure- 2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19].</p> <p>AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document</p>	<p>Eligibility Criteria: The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies. <u>(However, Prior Turnover for Startups is relaxed under this RFP)</u></p> <p>Documents to be submitted for Eligibility Criteria Compliance: Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2017-18, 2018-19 and 2019-20].</p> <p>AND Bidder must produce a certificate from the</p>

				Identification Number.	Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.
	37	<u>Annexure- 2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have Positive Net Worth as on 31/03/2019.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	<p>Eligibility Criteria: The Bidder should have Positive Net Worth as on 31/03/2020.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>
e.	37	<u>Annexure- 2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.</p>	<p>Eligibility Criteria: "The Bidder and OEM shall have support office in Bengaluru for 24x7 support.</p> <p>Documents to be submitted for Eligibility Criteria Compliance: The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer."</p>
f.	37	<u>Annexure- 2</u>	<u>Eligibility Criteria Declaration</u>	<p>Eligibility Criteria: The Bidder should have supplied and successfully implemented Network Monitoring Solution in any</p>	<p>Eligibility Criteria is modified as under: "The Bidder should have supplied and successfully implemented Network</p>

				<p>of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/Central or state organization in India in last three years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/Central or state organization in India in last five years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>
g.	37	<u>Annexure- 2</u>	<u>Eligibility Criteria Declaration</u>	<p><u>Eligibility Criteria:</u></p> <p>The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/Central or state organization in India in last three years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u></p>	<p><u>Eligibility Criteria is modified as under:</u></p> <p>"The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of BFSI organization globally in last three years as on RFP date.</p> <p><u>Documents to be submitted for Eligibility Criteria Compliance:</u></p> <p>The Bidder has to provide reference letter in their name with the quantity</p>

				<p>The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.</p>	<p>specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect."</p>
h.	NA	<u>Annexure- 2</u>	<p>Eligibility Criteria Declaration</p> <p>New Clause</p>	<p><u>New Eligibility Criteria:</u></p>	<p><u>Eligibility Criteria:</u></p> <p>The bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum- F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or</p> <p>b. A subsidiary of an entity incorporated, established or registered in such a country; or</p> <p>c. An entity substantially controlled through entities incorporated, established or registered in such a country; or</p> <p>d. An entity whose beneficial owner is situated in such a country; or</p>

					<p>e. An Indian (or other) agent of such an entity; or</p> <p>f. a natural person who is a citizen of such a country; or</p> <p>g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.</p> <p><u>Documents to be submitted:</u> A declaration stating " We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We certify that we are not from such a country or; if from such a country, have been registered with the Competent Authority (copy attached). We hereby certify that we fulfil all requirements in this regard and are eligible to be considered." to be submitted".</p>
i.	38	<u>Annexure-7</u>	<u>A. TECHNICAL REQUIREMENTS</u>	17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, PDC, Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement.	17. The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, etc., and present the same in a customizable dashboard as per bank requirement.





j.	40	<u>Annexure-7</u>	<u>A. TECHNICAL REQUIREMENTS</u>	24. The solution should analyze and monitor SNMP and non-SNMP data from all Layer 2 and 3 infrastructure technologies, covering the range of service provider technology domains invariably (e.g., Radio Frequency, VSAT, Wi-Fi, etc.,). It should display them in a unified user interface optimized for very high scale visualization and network problem solving.	24. The solution should analyze and monitor all SNMP enabled devices. It should display them in a unified user interface optimized for very high scale visualization and network problem solving.
h.		<u>Annexure-7</u>	<u>A. TECHNICAL REQUIREMENTS</u>	25. The solution should be able to discover and monitor VSAT parameters such as IN & Out Traffic, Bandwidth utilization, Symbol Rate, Modulation Type, Center Frequency, RF Power, etc., and the relevant reports should be available as per the banks requirement.	25. RFP Clause stands deleted.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.

Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 14/10/2020
Place: Bengaluru


Deputy General Manager




AMENDED SECTION D - BID PROCESS

1.	Clarification to RFP & Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids (Not Applicable)	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids (Not Applicable)
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above mentioned clauses except Preparation of Bids and Submission of Bids are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing/>. The following clauses are part and parcel of the RFP in place of Preparation of Bids and Submission of Bids.

Now, bidders have the provision to remit Tender Fee and Earnest Money Deposit through online mode to below mentioned account for this RFP:

Account Name : DIT Procurement
Account No : 0792201002351
IFSC Code : CNRB0000792

Bidders are requested to clearly mention the Name of the Firm with RFP No. in the Narration field.

16. Submission of Bids Through E-Tendering Portal:

16.1. **E-Tendering:** This Tender will follow E-Tendering process [e-bids] which will be conducted by Banks' authorized E-Tendering Vendor M/s e-Procurement Technologies Ltd., [abcProcure] through their Website as per details given below:

16.1.1. Submission of Conformity to Eligibility Criteria, Technical Bid & Commercial Bid by the Bidder.

16.1.2. Opening of Conformity to Eligibility Criteria, Technical Bid & Commercial Bid by the Bank.

16.1.3. Clarification, if any, sought by the Bank.

16.1.4. On-line evaluation by the Bank.

Representative of Bidders will be given training for e-Tendering portal access by M/s e-Procurement Technologies Ltd., [abcProcure].

The response to the present tender will be submitted by way of three stage bidding process "Conformity to Eligibility Criteria, Technical bid & Commercial bid". Bidders need to submit all three bids through online mode at Bank's e-Tendering portal

<https://canarabank.abcprocure.com>. Physical submission of Bids will not be accepted.

16.2. Rules for Web Portal Access:

- 16.2.1. Bidder should be in possession of Class II or Class III Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
- 16.2.2. E-Tendering will be conducted on a specific web portal as detailed in Bid Schedule of this RFP meant for this purpose with the help of the Service Provider identified by the Bank as detailed in above clause 16.1.
- 16.2.3. Bidders will participate in E-Tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
- 16.2.4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
- 16.2.5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the E-Tendering successfully.
- 16.2.6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
- 16.2.7. Failure of power at the premises of bidders during the E-Tendering cannot be the cause for not participating in the E-Tendering.
- 16.2.8. On account of this, the time for the E-Tendering cannot be extended and Bank is not responsible for such eventualities.
- 16.2.9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of E-Tendering irrespective of the cause.
- 16.2.10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the bank, e-tendering website will receive the bids upto the appointed time on the next working day. Extension / advancement of submission date and time will be at the sole discretion of the Bank.
- 16.2.11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.



16.3. Information for Online Participation

16.3.1. Bidders who wish to participate in online tenders will have to register with the website (<https://canarabank.abcprocure.com>) through the "New user Registration" link provided on the home page. Bidder will create login id & password on their own in registration process.

16.3.2. FACILITIES PROVIDED TO REGISTERED BIDDERS/ VENDORS BY THE SERVICE PROVIDER M/S e-Procurement Technologies Ltd:

The following facilities shall be provided to the registered bidders/ vendors for participating in the e-tendering process.

16.3.2.1. Digital Signature Certificate issued by approved certifying authority.

16.3.2.2. Hardware token to store the Digital Signature.

16.3.2.3. Training to the Vendor/Contractor for participating in the bids through e-tendering Website.

16.3.2.4. 24x7, 365 days call center support/ email/ phone/ fax/ chat / mobile etc. in all possible medium.

16.3.2.5. Registration with the e-tendering website.

16.3.2.6. Bidders/Vendors/Contractors shall be permitted to participate in any other e-tender on the service provider's website for any other organization to whom the services are being provided.

16.3.2.7. User Manual/ Training Kit to the Vendor/ Contractor.

16.3.2.8. Any no. of users of Vendor/ Contractor organization can take training on the e-tendering system.

16.3.3. Bidders who wish to participate in this tender need to procure Digital Signature Certificate as per Information Technology Act-2000 using that they can digitally sign their electronic bids. Bidders can procure the same from any or the CCA approved certifying agencies, or they may contact e-Procurement Technologies Ltd. at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Signature Certificate need not procure the same. In case bidders need any clarification regarding online participation, they can contact,

e-Procurement Technologies Ltd. (abc Procure)
Corporate Office: B-705 Wall Street-2, Opp-Orient Club,
Nr.Gujarat College, Ellis Bridge, Ahmedabad.

Tel: +91-079-40016802 - 882

Fax: +91-079-40016816/876

Cell: +91-9374519754,+91-9377988119

Email: support@abcprocure.com ;

Website: <http://www.abcprocure.com>

16.3.4. Bidders who wish to participate in e-Tender need to fill data in predefined forms of RFP, Technical, Price bid available in respective tender only.

16.3.5. Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents.

16.3.6. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

16.4. Bidders satisfying the RFP Clauses, Specific terms and conditions and General terms and conditions specified in this RFP and ready to provide the said IT Assets and Vendor Management Solution for Canara Bank in conformity with Technical Specifications and models stipulated in Annexure-7, may submit their bid through Bank's e-tendering service provider website <https://canarabank.abcprocure.com> on or before the timeline stipulated in Bid Schedule. Refer above clause 16.3.3 for E-Tendering Service pre requisite for bid submission. Bids submitted by any other means other than bid submission in e-tendering website will not be accepted by the Bank.

16.5. Submission of Documents:

In addition to uploading the documents in the e-tendering portal, Bidder should also submit the following in a sealed cover to the address notified in the Bid Schedule on or before the due date mentioned in Bid Schedule.

16.5.1. Demand Draft/Details of Online payment towards cost of Tender Fee.

16.5.2. Demand Draft /Details of Online payment/Bank Guarantee in lieu of EMD towards EMD.

16.5.3. Pre-Contract Integrity Pact as per Appendix-I.

16.5.4. Acknowledgement issued by e-tendering system for having received the bid through e-tendering system (By Email or Hard copy).

In case the above documents are not submitted on or before the due date mentioned in Bid Schedule, the bid will be rejected even if the copies of documents are uploaded in the Bank's e-tendering service provider website.

16.6. Part A- Conformity to Eligibility Criteria:

16.6.1. Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in Annexure-2 of this RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.

16.6.2. The Conformity to Eligibility Criteria as per Annexure-2 among others must contain Demand Draft towards the Tender Fee as per the Clause 6 and EMD/ Bank Guarantee in lieu of EMD as per Appendix-F of this document.

16.6.3. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Appendix-A.

16.6.4. After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.

16.7. Part B-Technical Proposal:



- 16.7.1. Technical Proposal should be submitted as per the format in Appendix-B. Relevant technical details and documentation should be provided along with Technical Proposal.
- 16.7.2. It is mandatory to provide the technical details of the Solution required by the bank in the exact format of Annexure-7 of this tender.
- 16.7.3. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 16.7.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.
- 16.7.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 16.7.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 16.7.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per Appendix-B. The Part B-Technical Proposal should be complete and should cover all products and services.
- 16.7.8. After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.
- 16.8. Part C-Commercial Bid:**
- 16.8.1. Bill of Material shall be submitted as per Annexure-14 and other terms and conditions of RFP on prices. The Bill of Material should give all relevant price information as per Annexure-14. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.
- 16.8.2. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 16.8.3. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- 16.8.4. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 16.8.5. After ensuring the above, it shall be submitted in the Bank's e-tendering service provider website.
- 16.9. The following officials will facilitate in bid related queries.**



केनरा बैंक Canara Bank

सिंडिकेट Syndicate

First Official	Alternate Official
Mr. Atul Senior Manager Canara Bank Procurement Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590070	Mr. M Nagendra Kumar Divisional Manager Canara Bank Procurement Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560 001. Tel - 080 25590832

