

REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, INSTALLATION AND MAINTENANCE OF
APPLE I-PADS”

Issued by: Canara Bank,
Procurement Group, 1st Floor,
DIT Wing, Naveen Complex,
14, MG Road, Bengaluru -560 001
Phone No - 080- 25590070, 25584873
Email Id - dittenders@canarabank.com

A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 01/2021-22 dated 13/01/2022
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Supply, Installation and Maintenance of Apple I-Pads.
4.	Bank's Address for Communication	Deputy General Manager Canara Bank, Procurement Group, 1st Floor, DIT Wing, Naveen Complex, 14 MG Road, Bengaluru -560 001
		Senior Manager, Procurement Group Tel - 080-25590070,25584873 Fax- 080-25596539 Email: dittenders@canarabank.com
5.	Date of Issue of RFP	13/01/2022, Thursday
6.	Tender Fee (Non-refundable)	Rs.2,360 (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.3,00,000/-
8.	Performance Guarantee/Bid Security Bank	3% of Total Order Value
9.	Last Date and Time for Submission of Bids	03/02/2022, Thursday upto 3.00 PM Venue: Canara Bank, First Floor, DIT Wing, HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
10.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	03/02/2022, Thursday at 3.30 pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.
12.	Pre-bid Meeting Date & Time	1. Pre-bid meeting will be held on 24/01/2022, Monday at 3.30PM. <u>Venue:</u> Canara Bank, Second Floor, Conference Hall,

		<p>DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.</p> <p>2. Pre bid queries should be submitted as per Appendix-D.</p> <p>3. Pre-bid Queries to E-mail dittenders@canarabank.com must reach us on or before 21/01/2022, Friday at 3.00 PM. Subject of the email should be given as “Pre Bid Queries for RFP 01/2021-22 dated 13/01/2022”. <u>Queries reaching afterwards will not be entertained.</u></p>
13.	Other Details	<p>1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank’s corporate website https://canarabank.com/tenders.aspx</p> <p>3. No suggestions or queries shall be entertained after pre-bid meeting.</p>
<p>This document can be downloaded from following website https://canarabank.com/tenders.aspx and https://eprocure.gov.in/epublish/app. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank’s website only(i.e. https://canarabank.com/tenders.aspx) No individual communication will be sent to the individual bidders.</p>		

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank’s Website (<https://canarabank.com/tenders.aspx>) and it will become part and parcel of RFP.

The information provided by the bidders in response to this RFP Document will become the property of the Bank and will not be returned. This RFP document prepared by Canara Bank should not be reused or copied or used either partially or fully in any form.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Canara Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

2. Abbreviations:

1.	AIOPS	Artificial Intelligence for IT Operations
2.	AMC	Annual Maintenance Contract
3.	ATS	Annual Technical Support
4.	APM	Application Performance Monitoring
5.	BG	Bank Guarantee
6.	BOM	Bill of Material
7.	DD	Demand Draft
8.	DEM	Digital Experience Monitoring
9.	DIT	Department of Information Technology
10.	EMD	Earnest Money Deposit
11.	GST	Goods and Service Tax
12.	HO	Head Office
13.	HTTP	Hyper Text Transfer Protocol
14.	HTTPS	Hyper Text Transfer Protocol Secure
15.	ISDN	Integrated Services Digital Network
16.	ITIM	IT Infrastructure Monitoring
17.	ITU	International Telecommunication Union
18.	LAN	Local Area Network
19.	LD	Liquidated Damage
20.	MAF	Manufacturer Authorization Form
21.	MSE	Micro and Small Enterprises
22.	MSME	Micro Small & Medium Enterprises
23.	MTBF	Mean Time Between Failure
24.	MTTR	Mean Time To Restore
25.	NEFT	National Electronic Funds Transfer
26.	NI Act	Negotiable Instruments Act
27.	NPMD	Network Performance Monitoring and Diagnostics
28.	OEM	Original Equipment Manufacturer
29.	OS	Operating System
30.	PERT	Project Execution and Review Technique
31.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
32.	RTGS	Real Time Gross Settlement

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1. About Canara Bank:

- 1.1. CANARA BANK is a Fourth largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. AmmembalSubba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Department of Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 10391 branches, 24 Circle offices and 176 Regional Offices situated across the States. The bank also has offices abroad in London, Hong Kong, Moscow, Shanghai, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Supply, Installation and Maintenance of Apple I-Pads in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Installation and Maintenance of Apple I-Pads in Canara Bank.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'Selected Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP:

- 3.1. Bank intends to select Vendor for Supply, Installation and Maintenance of Apple I-Pads for its Branches/Offices spread across the Country.
- 3.2. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective:

- 4.1. The Bank intends to procure Apple I-Pads to the locations of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.
- 4.2. The selected bidder will enter into a Contract with the Bank Centrally at DIT Wing, Head Office for Supply, Install and Maintenance of Apple I-Pads in Canara Bank as per the specifications and Requirements details mentioned in the RFP.

- 4.3. The selected bidder will undertake to ensure maintenance of sufficient inventory of genuine spare parts for a minimum period of Three (3) years.
- 4.4. The selected bidder will provide the latest available models of hardware items, or software to meet the RFP requirement. In case the proposed hardware or software item is not available at the time of Purchase Order during the validity of the Contract Period, Bidder has to provide the hardware or Software with higher specification or higher version without any additional cost to the Bank.

5. Requirement Details:

- 5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation and Maintenance of Apple I-Pads for different Branches/Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Apple I-Pads is furnished in following table:

Sl. No.	Item details	Quantity	Location
a.	Supply, Installation and Maintenance of Apple I-Pads as per Technical Specifications in Annexure-7 and Scope of Work in Annexure-8	73	Delivery in 24 Circle Offices and Head office.

- 5.2. Detailed technical specification for the above Apple I-Pads is furnished in **Annexure-7**. All the Hardware / Software ordered for Supply, Installation and Maintenance of Apple I-Pads should have comprehensive onsite warranty of 3 years.
- 5.3. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

6. Participation Methodology:

- 6.1. In a tender either the Partner/Distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. In the event Partner/Distributor/System Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release/announcement, the OEM should assume complete responsibility on behalf of the partner/distributor/System Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer/distributor certificate as per **Annexure-13**.

7. Eligibility Criteria:

- 7.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and "Supply, Installation and Maintenance of Apple I-Pads" in the Bank shall hereinafter be referred as "Solution".
- 7.2. Interested Bidders, who can Supply, Install and Maintain Apple I-Pads for the Offices/Branches of the Bank and meeting the Eligibility Criteria as per **Annexure-2** may respond.
- 7.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details

mentioned in “Documents to be submitted for Eligibility Criteria Compliance”. Any credential detail mentioned in “Eligibility Criteria Compliance” not accompanied by relevant proof documents will not be considered for evaluation.

8. Scope of Work:

8.1. The Scope of the work is for Supply, Installation and Maintenance of Apple I-Pads as per the quantity detailed under **clause 5** of Section: B (Introduction) and elsewhere in the document.

8.2. Bidder has to confirm compliance to the Scope of Work mentioned in **Annexure-8**.

8.3. Project Completion and Management

8.3.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.

8.3.2. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.

9. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Specifications as mentioned in **Annexure-7**. The Bidder should also maintain confidentiality of information shared with them during the tenure of the project.

10. Training

No separate training is required. The selected vendor has to give demo and explain the below operational guidelines of the product at the site of the installation to Bank’s Officials:

- a. Login to Apple I-Pads
- b. Initial Setup.
- c. Connecting various Cables and Accessories

SECTION C- DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)

1. Delivery & Installation:

- 1.1. Bank shall provide the address and contact details for delivery of Apple I-Pads while placing the order.
- 1.2. Delivery of all Apple I-Pads should be **within Four (5) weeks** from the date of acceptance of the Purchase Order or **Five (6) Weeks** from the date of Purchase Order whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. The selected bidder has to arrange for road permit, E-Way bill at his own cost. It will be the sole responsibility of the selected bidder to submit any form required for release of shipment from the check post. The selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations / items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.
- 1.3. Bank shall provide the Offices/Regional Offices/Branch Offices address and contact details for delivery of materials. The effective date for delivery will be from the date of providing the addresses of Circle Offices/Regional Offices/Branch Offices to the selected bidder by the Bank. All the ordered materials should be delivered as mentioned in **clause 1.2**. On finalization of Circle Offices/Regional Offices/Branch Offices, bank will move the Apple I-Pads to the end location and instruct the selected bidder for installation. However Bank reserves the right to change/modify locations for supply of the items.
- 1.4. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/office within **One (1) week** from the date of delivery of all the materials for each ordered locations.
- 1.5. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered/billed, and if the modifications in locations are made after delivery, the bidder shall carry out installation at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.
- 1.6. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.7. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the selected bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting and the selected bidder shall shift the material to the alternate locations at mutually agreed price. The Warranty/AMC should be applicable to the altered locations also.
- 1.8. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In

case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.

- 1.9. Installation of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

2. Pre-Dispatch Inspection (PDI):

- 2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However the bank will have the discretion to conduct PDI.
- 2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the selected bidder fails to comply with the test and inspection procedure.

3. Penalties/Liquidated Damages:

- 3.1. **Penalties/Liquidated damages for delay in Delivery and Installation, of Apple I-Pads in all locations would be as under.**
- 3.1.1. Non-compliance of the delivery clause (1.2) will result in the Bank imposing penalty **0.50% (Plus GST)** on delay in delivery per Apple I-Pads, per week or part thereof, on the Order value of the Apple I-Pads wise.
- 3.1.2. Non-compliance of the installation as per clause (1.4) will result in the Bank imposing penalty **0.50% (Plus GST)** on delay in installation per Apple I-Pads, per week or part thereof, on the Order value of the Apple I-Pads wise.
- 3.1.3. However, the total Penalty/LD to be recovered under above clauses 3.1.1 & 3.1.2 shall be restricted to 5% (Plus GST) of the total value of the order (exclusive of Taxes).
- 3.2. In case faulty Apple I-Pads are not repaired/replaced within a Business day, Bank shall impose a penalty of Rs.100 (Plus GST) per iPad per day of delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.
- 3.3. **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify or replace the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to reject the items.
- 3.4. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

3.5. All the above LDs are independent of each other and are applicable separately and concurrently.

3.6. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

4. Payment Terms:

4.1. Payment will be released after execution of Contract Agreement and the schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Delivery	70%	70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed
2.	Installation & Maintenance	30%	30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. If iPads not installed within 30 days from the date of Delivery of the iPad, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the Apple I-Pads within a week from the date of informing site readiness without any extra cost to the Bank.

4.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.

4.3. The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.

4.4. Payments shall be released upon submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected bidder.

- 4.5. Bank will not pay any amount in advance.
- 4.6. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.
- 4.7. The Bank shall finalize the installation and Acceptance format mutually agreed by the selected bidder. The selected bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 4.8. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by the respective offices who have placed order on the selected bidder and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.

5. Local Support:

- 5.1. The bidder should be capable of meeting the service & support standards as specified in this tender.
- 5.2. The bidder shall provide Warranty support during office Hours on all Bank Working days of the year for all the locations.
- 5.3. **Response Time and Meantime to Restore [MTTR]**
 - 5.3.1. Response Time shall be 6 hours for Urban Branches and 8 hours for other locations. MTTR shall be next Business day.
 - 5.3.2. Time specified above is from lodging of complaint.
 - 5.3.3. However, penalties will be applied as per clause 3.2 (of Section C of the RFP).

6. Software, Drivers and Manuals:

- 6.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 6.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

7. Warranty:

- 7.1. The entire equipment's / hardware (including OS) & software deployed for this project shall be under **Comprehensive Onsite Warranty** covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 3 years from the Date of Installation/commissioning.
- 7.2. If the hardware (including OS) & software does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 7.3. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.

- 7.4. Despite any other provision, the Bank, may return a Hardware/ Software which is not upto the requirement mentioned in the RFP to the Bidder within Sixty (60) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms.
- 7.5. The bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.
- 7.6. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

8. Scope Involved During Warranty:

During the period of contract up to completion of Warranty, the bidder shall perform the following:

- 8.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty period.
- 8.2. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty Period, if contracted, at no extra cost to the Bank.
- 8.3. The system spare parts/services, as and when required, and complete maintenance of the Apple I-Pads during warranty period, shall be supported for a period to be specified by the bank.
- 8.4. The support shall be given in person or through telephone, FAX, letter and E-mail within a reasonable time as the case may be.
- 8.5. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 8.6. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 8.7. Escalation matrix should be provided for support, technical, project, etc. as per Annexure-12.
- 8.8. Support for maintenance of Apple I-Pads (including OS and software license) supplied should be available for a minimum period of 3 years, covering all parts, maintenance and support, during warranty period. The bidder/vendor has to replace all the defective spares during Warranty Period. All parts should be covered except consumables.
- 8.9. The offer for Apple I-Pads must include comprehensive onsite free warranty for a total duration of Three (3) years from the date of installation and acceptance of system by the bank. However, consumable and physically damaged plastic will not be covered under warranty.

9. Mean Time Between Failures (MTBF):

If during the warranty period, any hardware and/or software items fails on three or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.

10. Subcontracting:

The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.

11. Access to Audit:

11.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project.

11.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority

12. Defect Liability:

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.

13. Secure Deployment & Security Compliance to Policies and Process:

13.1. All the hardware or required components should be shipped directly from OEM to Bank premises.

13.2. All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.

13.3. The bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity and availability of the information systems. Bidder will not copy any data obtained while performing services under this RFP to any media including hard drives, flash drives or other electronic device other than as expressly approved by Bank.

13.4. The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.

13.5. The system should be fully compliant with ISO27001 controls.

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	13.	Assumptions/Presumptions/Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/tenders.aspx>.

SECTION E - SELECTION OF BIDDER

1. Preliminary Scrutiny:

- 1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

2. Clarification of Offers:

- 2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

3. Evaluation of Bid:

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.
- 3.2. **Part A-Conformity to Eligibility Criteria:**The Part A-Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on **Annexure-2** and on the documents submitted as per Appendix-A of RFP. Part-A will be evaluated by the Bank and Bank will seek clarification, if required.
- 3.3. **Part B-Technical Proposal:**
 - 3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B-Technical Proposalsubmitted by the bidder will be evaluated based on documents submitted as per **Appendix-B**. Part-B will be evaluated by the Bank and Bank will seek clarification, if required.
 - 3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-7 and Annexure-8 (scope of RFP).
 - 3.3.3. **Bidders must fully comply with all requirements. Non-compliance to any one of the requirements leads to disqualification of the Bidder in Part B-Technical Proposal.**
 - 3.3.4. 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.

- 3.3.5. Against each of the specifications under Technical requirements there is Bidder's response column where the bidder has two options viz., Yes, No to indicate their response.
- 3.3.6. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 3.3.7. Presentation and Demonstration of the solution will be an important input to understand quality of the Bidder's capability and experience and other details furnished by the Bidder.
- 3.3.8. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

3.4. **Part C-Commercial Bid:** The Part C-Commercial Bid of only those bidders will be opened who qualify in **Part B-Technical Proposal** with due communication by the Bank. The **Part C-Commercial Bid** submitted by the bidder will be evaluated based on documents submitted as per **Appendix-C**.

4. Bidders Presentation /Site Visits / Product Demonstration/POC:

- 4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria**.
- 4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Apple I-Pads at the location which is identified by the Bank.
- 4.3. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.
- 4.4. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank. As a part of the technical evaluation the Bank may at its discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.
- 4.5. The Bank at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.
- 4.6. Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Bank at their own cost. The Bank may require onsite reference visit or a Telephonic conversation with the concerned.
- 4.7. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.
- 4.8. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.

5. Normalization of Bids

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the

Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

5.1.1. Incremental bid submission in part of the requested clarification by the Bank

OR

5.1.2. Revised submissions of the entire bid in the whole

5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

6. Intimation to Qualified/Successful Bidders:

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A-Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C-Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website (i.e. www.canarabank.com). Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3....etc.,) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction of Error in Commercial Bid

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed, it will be rectified on the following basis:

7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.

7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.

7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.

7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material

7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.

7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

8. Determination of L1 Price

8.1. L1 Price will be determined after giving effect to arithmetical correction, if any.

8.2. The L1 bidder will be determined on the basis of the lowest price quoted in the Commercial bid.

- 8.3. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
- 8.4. The bank reserves the right to re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.
- 8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.
- 8.6. The bidder who is L1 will be referred to as the selected bidder.

SECTION - F (OWNERSHIP & AWARDING OF CONTRACT)

1.	Bid Validity Period	7.	Project Execution
2.	Proposal Ownership	8.	Security Deposit / Performance Bank Guarantee
3.	Project Ownership	9.	Execution of Agreement
4.	Acceptance of Offer	10.	Pricing
5.	Award of Contract	11.	Order Cancellation/Termination of Contract
6.	Effective Date		

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/tenders.aspx>

SECTION G - GENERAL CONDITIONS

1.	General Order Terms	13.	Confidentiality and Non-Disclosure
2.	Roles & Responsibility during project Implementation	14.	Indemnity
3.	Responsibilities of the Selected Bidder	15.	Force majeure
4.	Human Resource Requirement	16.	Responsibilities of the Bidder
5.	Responsibility for completeness	17.	Corrupt and Fraudulent Practices
6.	Inspection of Records	18.	Adoption of Integrity Pact
7.	Negligence	19.	Amendments to the Purchase Order
8.	Assignment	20.	Amendments to the Agreement
9.	Publicity	21.	Modification/Cancellation of RFP
10.	Insurance	22.	Social Media Policy
11.	Guarantees	23.	Resolution of Disputes
12.	Intellectual Property Rights	24.	Legal Disputes and Jurisdiction of the court

The above mentioned clauses are part and parcel of the RFP. Bidders are requested to refer at the following website for the above mentioned clauses <https://canarabank.com/tenders.aspx>

Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: <https://canarabank.com/tenders.aspx> .Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

Sections	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Annexures	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
Bid Formats	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
Bank Guarantee Formats	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)
Pre Contract Integrity Pact	
Appendix I	Pre Contract Integrity Pact.
Other Format	
Appendix-L	Vendor Risk Assessment.

GENERAL MANAGER

Annexure-2
Eligibility Criteria Declaration

The Deputy General Manager
Canara Bank
Procurement Group - DIT Wing
HO: BENGALURU

SUB: RFP for Supply, Installation and Maintenance of Apple I-Pads.

Ref: Your RFP 01/2021-22 dated 13/01/2022

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

	Sl. No.	Eligibility Criteria	Documents to be submitted with Part A-Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for at least last Three years as on RFP date.	Bidder has to submit Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
OEM	b)	The bidder should be the original equipment manufacturer (OEM) of proposed Apple iPad. OR Authorized Indian supplier/Distributor/ Partner/System Integrator (SI) of proposed Apple iPad with past 3 years of presence in India.	Bidder has to submit and Undertaking Letter stating that Bidder is Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Solution. If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of three years from the date of submission of Bid.	
FINANCIALS	c)	The Bidder should have the Average Turnover of minimum Rs. 1 Crore for last three (3) financial years (i.e. 2018-19, 2019-20 and 2020-21) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2018-19, 2019-20 and 2020-21]. 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 Identification Number.	
	d)	The Bidder should have	The Bidder must produce a	

		Positive Net Worth as on 31/03/2021.	certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.	
BIDDER EXPERIENCE	e)	The Bidder should have supplied and installed at least 20 Apple I-Pads in at least 15 states of India in single/multiple orders during the period from 01/04/2017 to 31/03/2021 for Scheduled Commercial Banks/ Government Departments/ Public Sector Units.	Purchase Order Copies/Reference Letter mentioning the location details from the customers to be submitted.	
	f)	The Bidder/OEM should have their own/Franchise Service/Support Office in at least 10 out of 24 Circle Office locations of the Bank as mentioned in Annexure-4 of the RFP.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-4. In Case Bidder is bidder is having Service /Support Office for only 1 Circle Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 11 Locations from their partner's/franchises' Service Center as per RFP terms.	
	g)	Minimum 100 Nos. of Apple I-Pads of the proposed OEM (not necessarily the model) offered to Bank in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2017 to 31/03/2020.	Purchase Order Copies or Letters from the Customers duly mentioning the Make and quantity of the Apple I-Pads to this effect are to be enclosed.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date

Signature with seal

Name :

Designation :

Annexure-7
Technical Requirements for Apple I-Pads in Canara Bank

SUB: RFP for Supply, Installation and Maintenance of Apple I-Pads.

Ref: Your RFP 01/2021-22 dated 13/01/2022

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

Technical Specification of Apple iPad

Sl. No.	Components	Required Configurations	Bidder's Response (Yes/No)
		The Vendor should proposed Commercial - Enterprise Model only and must be specified and relevant product brochure must be enclosed.	
a.	Make	Apple	
b.	Model	i-Pad Pro	
c.	Generation	3rd Generation or Higher	
d.	Connectivity	<ul style="list-style-type: none"> • Wi-Fi 6 (802.11a/b/g/n/ac/ax); 2.4GHz and 5GHz; simultaneous dual band; speeds up to 1.2 Gbps • Bluetooth 5.0 technology • GSM/EDGE/UMTS/HSPA/HSPA+/DC-HSDPA • 5G (sub-6 GHz) • Gigabit LTE (up to 32 bands) • Built-in GPS/GNSS • Nano-SIM & eSIM 	
e.	Display	11" (Diagonal) Liquid Retina Display or higher	
f.	Resolution	2388x1668 resolution at 264 PPI or higher	
g.	Brightness	600 nits or higher	
h.	Processor Chip	Apple M1 chip	
i.	Storage	256 GB or Higher	
j.	Camera	12 MP Wide & 10 MP Ultra Wide or Higher	
k.	Memory	8 GB RAM or Higher	
l.	Screen	11" LED backlit Multi-Touch display with IPS technology	
m.	Slots and Ports	USB-C connector with support for Thunderbolt / USB 4	

n.	Operating System	Preinstalled with iPadOS 15 or above.	
o.	Keyboard	Smart Folio Keyboard	
p.	Power supply	AC Power Supply, 190 to 240 v, 50 Hz	
q.	Adaptor	Adaptor suitable for Indian Power socket.	
r.	Battery backup	Min 9 hours of Video Playback.	
s.	Add on	Battery charger, Data Cable, Bag/pouch etc.	
t.	Warranty	Minimum 3-year comprehensive onsite warranty.	
u.	Carry Case	Good quality OEM bag	
v.	Engraving	As per Bank requirement	
w.	Other	Licensed Version of Microsoft Office 365 personal with three years subscription should be provided and installed. All other features like Face ID etc. should be as per OEM.	

Date

Signature with seal

Name :

Designation :

Annexure-8

Scope of Work

SUB: RFP for Supply, Installation and Maintenance of Apple I-Pads.

Ref: Your RFP 01/2021-22 dated 13/01/2022

Sl. No.	Broad Scope of Work	Compliance (Yes/No)
1.	The Scope of the work is for Supply, Installation and Maintenance of Apple I-Pads as per the quantity detailed under clause 5 of Section B and elsewhere in the document.	
2.	The Bidder should maintain the system during warranty period. During the Warranty period, the Bidder is bound to do all hardware spares replacement without extra cost to Bank covering all parts & labour from the date of acceptance of the systems by Canara Bank at the respective locations i.e. On-Site Comprehensive Warranty.	
3.	The Bidder shall deliver Apple I-Pads at the respective locations as per the Delivery Schedule on receipt of the Purchase Order from the Bank.	
4.	For each location, the Bidder is expected to provide Apple I-Pads with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc. The software version installed on the Apple I-Pads provided by the Bidder should be uniform.	
5.	The selected Bidder will be the single point of contact to the Bank.	
6.	The configuration as per the technical and other specifications of the Apple I-Pads must be functional and installed from the day one.	
7.	The bidder(s) must undertake to provide Warranty On-site Maintenance Support for supplied Apple I-Pads with operating system and arrange for spare parts for a minimum period of 3 years during warranty period for all Hardware items. The Bidder shall provide service/support from 9 AM to 6PM on all Bank's working day for Branches / Offices with maximum resolution/response time specified in the RFP.	
8.	Installation/reinstallation of Operating System after formatting of the Apple I-Pads due to any reason whatsoever during Warranty period shall be done by the bidder without any extra cost to the Bank. Before formatting, backup of data and restoration of data after OS installation is bidder's responsibility. After Installation/ or reinstallation bidder has to complete the activity and /or install the software mentioned in Scope of Work.	
9.	The Bidder's scope of work as per the conditions of RFP and technical specifications shall be to supply & Installation of ordered Equipment, transportation, transit insurance, local delivery, storage and installation insurance up to acceptance by the Bank and also includes documentation, warranty.	
10.	The Bidder has to supply all the Hardware Items to the ordered locations as per the Technical Specifications mentioned in the Annexure-7 .	
11.	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware Items.	
12.	The Bidder shall provide all other required equipment and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective Branches/Offices.	
13.	All the items (Hardware & Software) would be covered under Comprehensive Warranty except consumables. If there is any gap between Bank's requirement and OEM Warranty, then it will be the responsibility of bidder to fill up the gap.	
14.	Successful bidder will be responsible for affixing asset tags and complete	

	inventory details of each hardware equipment supplied to the Bank. The Asset Tags so printed by the successful bidder must have the company's logo along with other details like Warranty validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the Bank and the successful bidder.	
15.	The bidder(s) has to submit an undertaking (format enclosed in the annexure 9) along with the delivered items, signed by the authorized person, certifying that all the components/parts/assembly/software used in the proposed hardware like hard disk, monitor, memory, etc. are original/ new components/ parts/ assembly/ software and that no refurbished/duplicate/second hand components have been used or would be used.	
16.	<p>Project Completion and Management</p> <p>a. For smooth completion of project the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.</p> <p>b. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any</p>	

Date

Signature with seal

Name :

Designation :

Annexure-13
Manufacturer/Authorised Distributor in India Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM and should be signed by an Authorised Signatory of the manufacturer]

No. _____ dated _____

The Deputy General Manager,
Canara Bank,
Procurement Group,
DIT-Wing,
Naveen Complex, 14 M G Road,
Bengaluru-560 001
Karnataka
Dear Sir,

SUB: RFP for Supply, Installation and Maintenance of Apple I-Pads.

Ref: Your RFP 01/2021-22 dated 13/01/2022

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Indian Distributor) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for a minimum period of Three Years.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract

Yours faithfully

(Name)
For and on behalf of
M/s

Annexure- 14
Bill of Material

SUB: RFP for Supply, Installation and Maintenance of Apple I-Pads.
Ref: Your RFP 01/2021-22 dated 13/01/2022

Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table -A
Price details of Apple I-Pads

[Amount in Rupees]

Sl. No.	Item Details	Cost Price			Quantity	Total Cost (Incl. of tax)	
		Unit Price for Apple iPad with (Three) 3 years onsite Warranty (Excl. of Tax)	Tax for Column A				Unit Price for Apple iPad with (Three) 3 years onsite Warranty (Incl. of Tax)
		A	B % of tax	C Tax Amt.			D=A+C
1.	Apple I-Pads as per Annexure-7 and Annexure-8				73		

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :

Appendix -A

Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory.

All the Annexures should be submitted in Bidder's Letter Head only.

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / Exemption Certificate.
- 4) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 5) Bid Covering letter as per Annexure-1.
- 6) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 7) Bidder's Profile as per Annexure-3.
- 8) Service Support Details as per Annexure-4.
- 9) Track Record of Past Delivery and Installation of Apple I-Pads as per Annexure-5.
- 10) Non-Disclosure Agreement as per Annexure-6.
- 11) Write up on the Work Experience / Expertise of Supply and Installation of Apple I-Pads.
- 12) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.
- 13) Bidder should provide Call Log in procedure for call logging and ticketing.

Appendix-B

Instructions to be noted while preparing/submitting Part B-Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory.

All the Annexures should be submitted in Bidder's Letter Head.

Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Compliance to Technical Specification for **Apple I-Pads** should be complete with all columns filled in as per **Annexure-7**.
- 3) Compliance to the Scope of Work as per **Annexure-8**.
- 4) Undertaking Letter of Authenticity for Supply, Installation and Maintenance of Apple I-Pads as per **Annexure-9**.
- 5) Compliance Statement as per **Annexure-10**.
- 6) Undertaking Letter as per **Annexure-11**.
- 7) Escalation Matrix as per **Annexure-12**.
- 8) Manufacturer Authorization form as per **Annexure-13**.
- 9) Masked bill of Material as per **Annexure-14**.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).

Appendix-C

Instruction to be noted while preparing/submitting Part C-Commercial Bid

The Commercial Bid should be made in an organized, structured, and neat manner. Brochures / leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

All the Annexures should be submitted in Bidder's Letter Head.

The suggested format for submission of commercial Offer for this RFP is as follows:

- 1) Bill of Materials as per Annexure-14.