



**REQUEST FOR PROPOSAL [RFP]
FOR
“PROVISIONING, COMMISSIONING, INTEGRATION, TESTING,
ACCEPTANCE AND MAINTENANCE OF ALTERNATE GLOBAL MNS
LINKS CONNECTIVITY FOR FOREIGN BRANCHES/OFFICES AND
DATA CENTERS (DC/DR) OF CANARA BANK UNDER E-
PROCUREMENT
UNDER E-PROCUREMENT”**

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 - hoditapm@canarabank.com



A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 18/2020-21 dated 16/09/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centers (DC/DR) of Canara Bank under e-procurement.
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: hoditapm@canarabank.com
5.	Date of Issue of RFP	16/09/2020, Wednesday
6.	Tender Fee (Non-refundable)	Rs.5,900/- (including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.10,00,000/-
8.	Performance Bank Guarantee/Bid Security	10% of Total Order Value
9.	Purchase Preference Policies	Applicable as per Section H (Purchase Preference)
10.	Last Date, Time and Venue for Submission of Bids	08/10/2020, Thursday up to 3.00pm Venue: Canara Bank, First Floor, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
11.	Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	08/10/2020, Thursday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
12.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.

<p>13. Pre-bid Meeting Date & Time</p>		<p>1. Pre-bid meeting will be held on 25/09/2020, Wednesday at 3.30 pm.</p> <p>Venue: Pre Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online.</p> <p>Those who are interested in participating the prebid meeting should share the scanned copy of authorization and Valid ID Card of the participant by email to hoditapm@canarabank.com. (Physical copy should be submitted at later date)</p> <p>Upon perusal of the same the link / meeting id will be shared to the participant to participate in the meeting (Microsoft Teams).</p> <p>2. Pre bid queries should be submitted as per Appendix-D.</p> <p>3. Pre-bid Queries should be sent to E-mail hoditapm@canarabank.com and must reach us on or before 23/09/2020, Monday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 18/2020-21 dated 16/09/2020". Queries reaching afterwards will not be entertained.</p>
<p>14. Other Details</p>		<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 favor 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.

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 USED IN THIS DOCUMENT:

1.	BG	Bank Guarantee
2.	BOM	Bill of Material
3.	DC	Data center
4.	DCE	Data Communication Equipments
5.	DD	Demand Draft
6.	DIT	Department of Information Technology
7.	DR/DRC	Disaster Recovery Centre
8.	EMD	Earnest Money Deposit
9.	GUI	Graphical User Interface
10.	HO	Head Office
11.	ITU	International Telecommunication Union
12.	LAN	Local Area Network
13.	LD	Liquidated Damage
14.	LST	Local Service Tax
15.	MAF	Manufacturer Authorisation Form
16.	MSME	Micro Small & Medium Enterprises
17.	MTBF	Mean Time Between Failure
18.	MTTR	Mean Time To Restore
19.	NEFT	National Electronic Funds Transfer
20.	NI Act	Negotiable Instruments Act
21.	OEM	Original Equipment Manufacturer
22.	OS	Operating System
23.	PDI	Pre Delivery Inspection
24.	PoP	Point of Presence
25.	PERT	Project Execution and Review Technique
26.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]
27.	RTGS	Real Time Gross Settlement
28.	SLA	Service Level Agreement
29.	SOW	Scope of Work
30.	DIT	Department of Information Technology
31.	VPN	Virtual Private Network
32.	WAN	Wide Area Network
33.	LAN	Local Area Network
34.	MPLS	Multi-Protocol Label Switching
35.	MTTR	Mean Time To Restore
36.	URL	Universal Resource Locater



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B. INTRODUCTION

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. Ammembal Subba 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, Sharjah, Dubai, 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 to the context or the meaning thereof, shall mean 'Canara Bank', described in more detail in above paragraph and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for " Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity For Foreign Branches/Offices And Data Centres (DC/DR) of Canara Bank under e-procurement".
- 2.3. 'Bidder' means a bidder submitting the proposal in response to the RFP.
- 2.4. 'Solution' means providing " Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity For Foreign Branches/Offices And Data Centres (DC/DR) of Canara Bank under e-procurement".
- 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' / '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

The Bank intends to enter into contract with selected bidder for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of Alternate Global MNS Links for Bank's Foreign Branches/Offices at Sharjah, Dubai, New York, Hong Kong, London & Data Centers (DC/DR) In India in Canara Bank.



4. Objective

- 4.1. Bank is currently availing the services of M/s BSNL for providing primary MPLS connectivity for foreign branches and there is need to have an alternate connectivity for the foreign branches from any other service providers in order to have resilient network and to ensure business continuity.
- 4.2. Bank intends to float RFP to build an alternate Managed MPLS network connectivity to Foreign Branches and Data Centers (DC/DR).

5. Requirement Details

- 5.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of Bidder for Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity For Foreign Branches/Offices And Data centres (DC/DR) of Canara Bank as per Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements:

Sl. No.	Item details	Contract Period
1	Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centers (DC/DR) of Canara Bank under e-procurement as per Annexure-7 & Annexure-8.	2 Years

- 5.2. The term of contract will be initially for a period of 2 years from the date of acceptance of purchase order and / or signing the contract between the Bank and the selected Bidder.
- 5.3. The bidder needs to provide connectivity related telecom services for the Bank which shall include such components as network management comprising provisioning the links, maintaining and managing the links, infrastructure and equipments for the use of such links provided by the bidder and other services to be provided by the bidder to the Bank in connection to the project, as per the terms and conditions, Technical Specifications, Scope of Work described elsewhere in this document and / or subsequent agreement.
- 5.4. The bidder shall provide end-to-end network management services including setting up the network at the Bank's locations (under the scope of this RFP) and maintaining and supporting the network and the infrastructure required for such network on an ongoing basis as per the RFP. A dedicated Project manager needs to be provided by the bidder during the rollout / implementation period till the complete handover of the links.
- 5.5. During the tenure of the contract or till the link(s) is/are being used at the site(s), the Bidder shall bear all the operational costs associated with commissioned link(s). The Bank shall pay only the fixed recurring cost and one-time shifting charges (wherever applicable) for the commissioned links.



- 5.6. Detailed technical specification for Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance Of MPLS VPN Links For Bank's Foreign Branches/Offices & Data centers (DC/DR) In India is furnished in Annexure-7.
- 5.7. Bank reserves the right to modify the locations and upgrade/downgrade/shift/surrender the links as per Bank's requirement.
- 5.8. Whenever there is a change in the selected bidder's constitution such as Mergers/Takeovers/Name change, in such cases, the bidder should coordinate with the new entity for continued fulfilment of the contract terms till completion of the contract period.
- 5.9. The Bank, at its own discretion, may place orders on selected Bidder for additional locations also. The bidder should provide MPLS VPN connectivity for all the existing and future locations as per the Bank's requirement across the Globe. 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 Bandwidth charges (country/ territory wise) arrived at on the Terms and Conditions of this Tender. However, the Bandwidth charges for additional locations other than countries/territories listed in Appendix-G shall be as per mutually agreed terms.

6. Participation Methodology

- 6.1. In a tender either the Indian Agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same solution/software in the same tender.
- 6.2. If an agent bids on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
- 6.3. If any product of Original Software Manufacturer (OSM) is being quoted in the tender, the OSM cannot bid for any other OSM's product in the same tender.
- 6.4. In the event of Agent/Representative being not able to perform the obligations as per the provisions of this RFP, the Principal/OEM should assume complete responsibility on behalf of the Agent/Representative for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP.

7. Present Infrastructure:

7.1. Existing WAN Connectivity

Canara Bank has established state-of-the-art two-tier MPLS network connectivity to connect its Data Centre - Bengaluru (DC), Disaster Recovery Centre-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units. Bank's overseas Branches/Offices are connected through BSNL, which in turn is having tie up with International Service provider.

8. Eligibility Criteria

- 8.1. Interested Bidders, who can provide Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity For Foreign Branches/Offices And Data centres (DC/DR) of Canara Bank. and meet the Eligibility Criteria as per Annexure -2 may respond.
- 8.2. 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.

9. Scope of Work

- 9.1. The Broad Scope of work shall include but not be limited as mentioned in Annexure-8. Bidder has to confirm compliance to the Scope of Work as mentioned in Annexure-8. The bidders are required to go through the complete RFP document thoroughly. The obligation / responsibilities mentioned elsewhere in the document, if any, shall be the integral part of the scope.
- 9.2. Project Completion and Management
 - 9.2.1. 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.
 - 9.2.2. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.

10. Technical / Functional Requirements

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



C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)

1. Delivery, Installation, Commissioning, Integration & Acceptance

- 1.1. The successful bidder should ensure commissioning, integration, testing, acceptance of MPLS VPN links and all other related works as specified in the Scope of Work at the Bank's foreign Branches/Offices & Data centres (DC/DR) within 7 weeks from the date of acceptance of Purchase Order or 8 weeks from the date of Purchase Order whichever is earlier.
- 1.2. Acceptance test should be carried out at the each ordered locations. Acceptance test report will be reckoned after 15 days of successful working of the connectivity at each location and during this period the link will be considered as testing period. Payment shall be paid against acceptance of commissioned link at all the ordered links duly certified by Bank's officials in the Acceptance Test report, along with quarterly payment claim letter. However Acceptance test report format shall be prepared by the Bank and shared with the successful bidder. The Bidder should strictly follow as per acceptance test report format only. Other formats shall not be considered.
- 1.3. Commissioning of the link will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.
- 1.4. The Installation will be deemed as incomplete if any MPLS link or any related item 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 installation & commissioning of the MPLS link will be termed as incomplete. The installation will be accepted only after complete commissioning of all the links. Partial delivery / commissioning of links are not acceptable and payment would be released as per terms only after full delivery / commissioning. Payment shall be paid against acceptance of commissioned link at all the ordered links without any damage and Installation and acceptance report signed by Bank's Officials, along with quarterly payment claim letter.
- 1.5. Bank reserves the right to shift the network link to new location/s and support for the same will continue to be in force at the new location.
- 1.6. Please note that no extra charge will be paid for any location/s (under the scope of this RFP) where road permit is required. Bidder only has to arrange for road permit, taxes for road permit, Transit insurance, Transit Permit at his cost. The Bank will not arrange for any Road Permit / Sales Tax clearance for Delivery of link/hardware to different locations and the 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.
- 1.7. If undue delay happens for installation and /or commissioning of the ordered links by the bidder, the same shall be treated as a breach of contract. In such case, the Bank may invoke the Bank Guarantee/Forfeit the Security Deposit without any notice to the bidder.



2. Uptime

2.1. The bidder shall guarantee an uptime as below per Link per Month for all links during complete contract period operation on 24x7x365 basis which shall be calculated on monthly basis per Link:

Sl. No.	Location	Required Uptime
1.	DC & DRC Backhaul Link	99.90%
2.	All other Links at all Branches/ Offices	99.50%

2.2. Bidder shall indicate call log-in procedure, preventive break down/corrective maintenance during contract period. The "Uptime" is, for calculation purposes, equals to the Total contracted hours (i.e. 24 x 7 basis) in a month less "Downtime". The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is the condition that renders the bank unable to perform any of the defined functions on the said link. "Restoration" is the condition when the selected bidder demonstrates that the said links are in working order and the Bank acknowledges the same.

2.3. The percentage uptime is calculated on monthly basis per link as follows:

$$\frac{\text{(Total contracted minutes in a month - downtime minutes in a month)}}{\text{Total contracted minutes in a month}} \times 100$$

Contracted minutes of a month = No. of days in that month X 24 X 60.

2.4. The bidder should submit report when requested by bank for each incident details such as date and time of failure, nature of failure, time of reporting, time of restoration, details of repair, and acknowledgement by the bank that the failure is rectified.

2.5. The bidder should provide the NMS dashboard to the Bank for verifying/calculating the uptime. Downtime, etc.

2.6. The Downtime calculated shall not include any failure due to Bank and Force Majeure.

3. Shifting/Relocation of Links

In case, at any point of time Bank shifts its Branches/Offices (Under the scope of this RFP) from the existing location/premises to new location/premises, the bidder has to co-ordinate with the Bank and shift their MPLS Links to the new location. If the existing Last Mile technology is not feasible at the new location, the bidder should provide equivalent or better reliable wired MPLS VPN connectivity without compromising the SLA and Security. The bidder shall give feasibility of link shifting and commissioning within 15 days and Shifting/relocation has to be completed within 30 days from the date of receiving the shifting request. Whenever the Bank wishes to relocate the link/infrastructure within the premises of the Bank (e.g. shifting of link from first floor to second floor etc.), the same should be arranged by the bidder at no extra cost to the Bank.



4. Upgradation/Down gradation of Links

The bidder should support and arrange for software/bandwidth upgrade of link as and when required by the Bank for any of the ordered location as per SLA timeline (for Hardware upgrade of link Bandwidth, within mutually agreed timeline). However if the Bank requires downgradation of the bandwidth for any of the links the same has to be effected within 10 days from the date of acceptance of PO, through email or letter in this regard. Billing for upgraded/downgraded bandwidth of link shall start from the date of acceptance of upgraded/downgraded Bandwidth of the link by the Bank's officials. Downtime for Upgradation /Downgradation of the Bandwidth for link, if required, may be permitted in non-Business hours only after obtaining the written approval from Bank's officials and the same shall not be considered for downtime calculation. The price discovery for Modified upgraded/downgraded Bandwidth will be through negotiations and as per mutually agreed price.

5. Equipment related to Links

5.1. The bidder should ensure the support for devices supplied/deployed for establishing the connectivity which will include repair/replacement and maintenance of all Network equipments such as Routers, STM, Modems, Media Converters etc. related to establishing of required MPLS VPN links and supply of spare parts as and when required for smooth functioning of the equipment and maintaining the committed uptime.

5.2. The equipment supplied/deployed under the order shall be fully insured till installation by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. Bank will not be responsible for any loss to the bidder on account of non-insurance to any equipment or services.

6. Penalties/Liquidated Damages

6.1. **Penalty for delay in commissioning/shifting/bandwidth-upgrade of MPLS link(s):**

6.1.1. **Penalty for delay in commissioning/shifting/bandwidth-upgrade of links at DC/DRC/individual Foreign Branch/Office:**

Sl. No.	Condition	Penalty
a.	Delay in every week (or part thereof) of delay till next 2 weeks per link.	1.00 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay = A
b.	Delay in every week (or part thereof) of delay till next 4 weeks per link (beyond the initial 2 weeks).	A+1.50 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay = B
c.	Delay in every week (or part thereof) of delay beyond initial 6 weeks.	B+3.00 % of Annual Order Value of the link of the respective site per week (or part thereof) of delay.

6.1.2. However, the total LD to be recovered under this clause shall be restricted to 20% of Annual Order Value of the link of the respective site and thereafter, Bank has the right to cancel the contract in addition to the above penalty or deduct the whole year's bandwidth charges of the affected sites.



6.2. Penalties/Liquidated for not maintaining the guaranteed uptime at DC/DRC/individual Foreign Branch/Office:

The Penalties for not maintaining the uptime for individual site will be calculated as mentioned below:

6.2.1. Penalties/Liquidated for not maintaining the guaranteed uptime at DC/DRC/individual Foreign Branch/Office:

Sl. No.	Location	Monthly uptime of individual sites	Penalty
1.	DC & DR Backhaul Link	99.90 %	2% of monthly recurring Bandwidth Charges of the respective link for every 0.1% or part thereof reduction in uptime for respective link/location subject to maximum of monthly bandwidth charges of that link.
2.	For Branches	99.50 %	2% of monthly recurring Bandwidth Charges of the respective link for every 0.1% or part thereof reduction in uptime for respective link/location subject to maximum of monthly bandwidth charges of that link.

6.3. Liquidated Damages for non-performance: If the specifications of the MPLS link are not met by BIDDER during various tests, BIDDER shall rectify or replace the same to comply with the specifications immediately to ensure the committed uptime failing which the Bank has the sole right either to reject or to accept it finally by recovering the amount as per clause 6.2.

6.4. LD is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility/onus of the BIDDER to prove that the delay is attributed to the Bank and Force Majeure. BIDDER shall inform/submit the relevant documents/reference/media to the Bank after authenticated by the BIDDER. If any delay is attributed to the Bank/Force Majeure, the same should be informed during claiming payment. If BIDDER fails to produce proof from Bank's officials for delay in installation and commissioning, if any, the date of installation shall be taken for calculating the delay for LD purpose.

6.5. 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, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.

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

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



7. Termination of the Agreement / Link

- 7.1. The Bank shall terminate this contract at any time by giving in writing 30 day's prior notice to BIDDER stating its intention to terminate the contract.
- 7.2. Bank shall provide 30 days' notice in advance by writing for its intention to terminate the connectivity at any or all the locations.
- 7.3. Termination of this agreement shall be without prejudice to the accrued rights and liabilities of the parties at the date of termination unless waived in writing by the Parties.

8. Pricing

- 8.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes and duties but Exclusive of GST (CGST/SGST/IGST). The Vendor has to quote the applicable taxes separately in the Bill of Material.
- 8.2. The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end.
- 8.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract including warranty period.
- 8.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.
- 8.5. Applicable Taxes will be paid at actuals.

9. Payment Terms

- 9.1. The Bank will not pay any additional cost to the bidder for the installation, maintenance, commissioning, site survey etc. of equipments/links, configuration, repairs to the equipment/replacements (even when the factors are beyond the control of the bidder), Out of Pocket expenses etc.
- 9.2. Even if the bank upgrades/downgrades the link capacity, no additional charges towards the installation & commissioning of the new capacity link would be provided. Further, the bidders may please note that, the effective date of billing will be taken from the date of the acceptance of the respective link and the payment will be made accordingly.
- 9.3. During the execution of the project, if any of the Branch/Office location is shifted to any new location /building, the bidder must provide connectivity at the new location on the payment of one time shifting charges which will be discovered through negotiations. However, the bandwidth cost shall remain the same (i.e. same cost before and after shifting of the link).
- 9.4. Payment towards Annual bandwidth recurring charges for all the MPLS VPN links will be payable to the selected bidder Quarterly in arrears as per Bill of Material.

- 9.5. The selected bidder has to raise the bill on the Bank and submit the same at Canara Bank, DIT, Naveen complex, 14 MG Road, Bengaluru-560001 after completion of every quarter along with downtime reports duly signed by designated Bank's officials and authorized bidder's officials. The claim has to be made on quarterly basis before the end of the subsequent quarter. The Bank, after deducting applicable LD charges (for downtime and delay in commissioning, upgradation, shifting etc.), would release the payment to the bidder. However, the bidders may please note that payment will be made only after successful commissioning of links at all the locations (under the scope of this RFP) and the start date for the bandwidth recurring charges for MPLS VPN Links will be only after the completion of acceptance of respective Links/locations.
- 9.6. Please note that Installation & Commissioning and Acceptance Reports duly signed by Bank officials of the respective Branch/Office should be submitted in originals while claiming payment in respect of orders placed.
- 9.7. All invoices should be submitted in Indian Rupees and should include enclosures like tax breakup, circuit and location details, uptime reports, testing & acceptance report etc.
- 9.8. Payment for Foreign Offices will be in Indian Rupees.
- 9.9. The payments will be released through NEFT / RTGS after deducting applicable TDS/LD/Penalty if any, by centrally by Head Office at Bengaluru and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

10. Subcontracting

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



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/User_page.aspx?othlink=5.

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 requirements 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 Bids

- 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 **Eligibility Criteria** and on the documents submitted as per Appendix-A of RFP. The proof of documents should be submitted as per Appendix-A and it 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 Proposal submitted by the bidder will be evaluated based on documents submitted as per Appendix-B. The proof of documents should be submitted as per Appendix-B and it 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.

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. The Bank shall not allow / permit changes in the technical specifications once it is submitted.

3.3.6. 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 (Indicative): The Part C-Commercial Bid (Indicative) of only those bidders who qualified in Part B-Technical Proposal will be opened with due communication by the Bank. The Part C-Commercial Bid (Indicative) submitted by the bidder will be evaluated based on documents submitted as per Appendix-C. However, for arriving at L1, Bank will conduct Reverse Auction as mentioned elsewhere in the RFP document.

3.5. Reverse Auction: Bank will conduct Reverse Auctions for arriving at L1/L2/L3etc.

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. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required Hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.

4.2. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.

4.3. 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.

4.4. 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.

- 4.5. 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.
- 4.6. 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 (H1, H2, H3....etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction of Error in Commercial Bid

- 7.1. 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:
- 7.2. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.3. 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.

- 7.4. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.5. 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
- 7.6. 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.
- 7.7. 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 L-1 bidder will be determined on the basis of the lowest price quoted in the Reverse Auction. The Reverse Auction would be conducted for Total Cost of ownership given in Bill of Material as per Annexure-14 of RFP or in a manner described in Appendix-J (Business Rules and Terms & Conditions of Reverse Auction).
- 8.3. Online Reverse Auction:
 - 8.3.1. Bidders, whose Commercial Bids (Indicative) has been opened by the Bank will be called for the Reverse Auction.
 - 8.3.2. Reverse Auction event will be carried out among the technically qualified Bidders, based on evaluation of Part B-Technical Proposal, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated and also to get the most competitive price.
 - 8.3.3. For finalization of the most competitive offer, the Bank will conduct "Reverse auction" The detailed procedure and Business rules for the Reverse auction is given as per Appendix-J.
 - 8.3.4. Bank will call the technically qualified bidders whose Commercial Bids (Indicative) have been opened by the Bank for participating in the Reverse auction process which will be conducted by an Auction company authorized by the Bank. Bank will share the contact details of the concerned person of the Auction Company. Specific rules for this particular event viz. date and time, CAP price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating bidders before the event. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for "Reverse auction". However, the CAP price for Reverse auction will be fixed by the Bank.
 - 8.3.5. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.



8.3.6. The L1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of their Final price (last bid price) again as per Annexure-14 within 2 working days. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD with the Bank and/or debar the bidder from participating in future tenders, which may please be noted.

8.4. Re-auction/s Rules

8.4.1. Bank may consider the option of a Re-Auction/s in following circumstances:

8.4.1.1. At the end of the Reverse Auction, L1 price is not acceptable to the Bank.

8.4.1.2. During the process of reverse auction, if there is no bid from logged in bidders, Bank may decide a re-auction by increasing the CAP price for Re-auction.

8.4.1.3. At the end of the Reverse Auction If only one bidder puts up bid/s, Bank at its discretion may decide a re-auction.

8.4.2. Even after conducting Reverse Auction/s, if no Bidder has quoted or the prices quoted by them are not acceptable to the Bank. Bank at its discretion can advise all the technically qualified Bidders to submit the Closed Commercial Bid by giving sufficient time to the Bidders. If Bidder/s are not submitting the Commercial Bid in due date and Time, their EMD will liable to be forfeited. If the EMD is submitted by the way of BG, Bank can its discretion invoke the Bank Guarantee.

8.4.2.1. If at the end of the Reverse Auction/s only one Bidder submits their Bid, Bank reserves the right to place the entire order on L1 Bidder only.

8.4.2.2. Bank reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list.

8.4.3. 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.

8.5. The bidder who is L1 will be referred to as the selected bidder.



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/User_page.aspx?othlink=5.



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/User_page.aspx?othlink=5.

H. PURCHASE PREFERENCE

1.	Micro & Small Enterprises	3.	Procurement through Local Suppliers (Make in India)
2.	Startup		

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/User_page.aspx?othlink=5.


Deputy General Manager

	Payment.
Pre Contract Integrity Pact	
Appendix I	Pre Contract Integrity Pact.
Reverse Auction Formats	
Appendix J	Business Rules and Terms and Conditions of Reverse Auction.
Appendix J (1) & Appendix J(3)	Format to be submitted before commencement of Reverse Auction.
Appendix J(2)	Format to be submitted after Reverse Auction by L1 bidder.
Other Format	
Appendix-K	Location Details.
Draft Contract Agreement	



Annexure-2
Eligibility Criteria Declaration

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

SUB: RFP for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centers (DC/DR) of Canara Bank under e-procurement.

Ref: Your RFP 18/2020-21 dated 16/09/2020

We have carefully gone through the contents of the above referred RFP and Replies to Pre-bid Queries and Amendments and furnish the following information relating to Eligibility Criteria.

Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
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 last two years as on RFP date.	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.	
b)	The Bidder should have the Average Turnover of minimum Rs.20 Crores for last three (3) financial years (i.e. 2017-18, 2018-19 and 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	Bidder has to submit Balance Sheet for last 3 Years [i.e. 2017-18 (audited), 2018-19 (audited) and 2019-20 (audited/provisional)]. 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.	
c)	The Bidder should have positive net worth as on 31/03/2020.	The 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 must be a Global telecom service provider at least for the last 5 years providing network services over MPLS network to Indian enterprises for their Branches / Offices at International locations.	Documentary Proof to be attached such as order copy/ contract copy/reference Letter from their customers.	
e)	The Bidder Should have provided end to end international MPLS network links for at least One foreign Branch of any Schedule Commercial Bank of India. The network should be originating from India.	Bidder should provide order copy/reference letter/contract copy duly mentioning the locations and technology details.	
f)	The Bidder should not have been involved in any legal case that may affect the solvency existence of their company or in any other way that may affect capacity to provide/continue the services of the Bank.	Bidder should submit declaration to this effect in Letter Head.	
g)	The Bidder must hold the necessary valid International Long Distance (ILD) and National Long Distance (NLD) licenses in their Name from the regulatory authority for providing MPLS links at Bank's location mentioned in Appendix-M.	Copy of the licenses issued by Dept. of Telecommunications, Govt. of India/Regulatory Authority and Documentary Proof along with attested copy of the appropriate license to be submitted for NLD & ILD.	
h)	The Bidder (or their parent company or parent subsidiaries) should have their own & independent full-fledged "Network Management Centre (NMC/NOC)", round the clock (24x7x365 basis) manned by skilled & technical manpower, for the efficient central & remote monitoring, configuration, diagnose, troubleshooting and performance management of backbone network and last mile network. Bidder should act as a single point of contact for all the Networks related issue for the links (under the scope of this RFP).	<p>i. Letter of confirmation (self-certified letter) along with details like POP address, Partner name, etc.</p> <p>ii. Bidder has to provide necessary documentary proof of approval from their parent company or parent subsidiaries for providing the Services to Canara Bank.</p>	
i)	The Bidder should have at least 50 Nos. MPLS POPs of their own (or their parent company's or Parent subsidiaries') across the Globe other than India.	<p>i. Necessary address & contact details to be submitted.</p> <p>ii. Bidder has to provide necessary documentary proof of approval from their parent company or parent subsidiaries for providing the Services to Canara Bank.</p>	



<p>j)</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>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." has to be submitted in Company's letter head.</p>	
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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 & Functional Requirements

SUB: RFP for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centers (DC/DR) of Canara Bank under e-procurement.

Ref: Your RFP 18/2020-21 dated 16/09/2020.

Sl. No.	Specification	Description	Complied (Yes/No)
1.	Connectivity	The bidder shall provide Managed MPLS VPN connectivity across Bank's DC, DRC, and Foreign Branch/Office Locations as specified in Appendix (Dubai, New York, Hong Kong, London, Sharjah) of this RFP and any other New locations (as and when identified by the bank during the contract period) as per the Bank's bandwidth requirement during the contract period. Bidder shall provide any to any connectivity on 24X 7X 365 basis.	
2.	Media	End to End MPLS VPN connectivity should be provided through optical Fiber. Bidder may use required Optical Modem, Multiplexer to terminate the link in Bank's premises with Ethernet hand off (RJ45). The Bidder should provide self-healing optical ring protection to all the locations specified by the Bank.	
3.	Bandwidth Capacity	2 Mbps for Branch/Office location and 6 Mbps for DC and DR.	
4.	MPLS PoP	Bidder's MPLS POPs should be Capable of providing layer 3 IP/MPLS VPN service and label stacking / switching / popping as the case may be. Also, the MPLS PoPs should be connected in full meshed Optical Fiber Protection Ring.	
5.	Non-shared on exclusive basis	1:1 committed bandwidth for uplink and downlink at all locations as per the bandwidth asked per site wise. There should not be any restriction for volume of download/upload of voice, video and data.	
6.	Latency	Latency/Response Time (RTD) should be less than 200ms.	
7.	Packet Loss	Packet loss should be less than 1% for any to any	
8.	Jitter	<5 ms	
9.	MTTR (Mean Time To Restore)	MTTR should be less than 2 hours.	
10.	Duplex	Connectivity should be full duplex.	
11.	Customer Support	24x7x365 through Technical Team	



12.	QoS/CoS	<p>The network should be capable of providing end to end Quality of Service (QoS) features which includes:</p> <ul style="list-style-type: none"> • End to end differentiated services code point(DSCP) and class of service (CoS) continuation • End to end traffic categorization, bandwidth provisioning and prioritization for specific traffic as required by Bank. 	
13.	IP Schema	<p>Bank is free to use any LAN & Loopback IP schema throughout the service provider's MPLS VPN network as long as it is unique in the Bank's network.</p> <p>WAN IP Schema will be mutually agreed with the selected bidder. The bidder should be able to route Bank's LAN subnets & loopback in their MPLS cloud and supports any routing protocols (static/dynamic) preferred by the Bank.</p>	
14.	Protocol Non - Dependency	<p>There should not be any dependency on running open standard routing protocols like BGP, Static Routes etc. between the Bank's Branches/Offices and PE Routers of the Service provider. The service provider MPLS network should support multicast like sparse mode etc.</p>	
15.	Security	<p>The Bank's MPLS VPN should be segregated from other customers' traffic and link should be fully isolated from Internet Traffic. The MPLS-VPN network offered to the Bank should not carry any internet routes.</p> <p>The bank should be allowed to use any overlay or underlay (tunnels) security tools and technologies to be applied on the network.</p> <p>The Network should adhere to the following security aspects:</p> <ol style="list-style-type: none"> a) The provided Channel must be a secure channel. b) Strong & Routing Protocol Authentication for the terminated links at all the locations as required by the Bank from time to time. c) GETVPN/IPSec for data confidentiality: Service provider should support GETVPN/IPSec traffic on their MPLS Network. Also, if Bank decides to have other VPN variants such as DMVPN or any such Technology, the Service Provider's Network should support the same. End to end GETVPN/IPSec must be supported by the Bidder's Network with similar encryption standard at PoP Equipment as that at CPE at Bank's premises and Should be able to build IPSec tunnel dynamically, point to point or point to Multipoint 	



		<p>d) The service provider should ensure that major security features against attacks as mentioned below are implemented in their network:</p> <ol style="list-style-type: none"> i. Protection against all kinds of attacks including DOS/DDOS attacks, SYN attacks, smurf attacks etc. ii. Protection against all kinds of spoofing like VPN spoofing/IP spoofing/Route leakage to/from other VRF etc. <p>e) The Bank will have the right to conduct post-implementation audits of the network, security & infrastructure through Bank's Officials/Consultants to ensure that the security & other required controls are in place. Accordingly, bidder should carry out necessary configuration changes in the MPLS network, as advised by the bank from time to time at no extra cost to the Bank.</p>	
16.	Network Monitoring Software	<p>a) The service provider must provide link status, uptime, downtime, capacity, utilization and other parameters through a web portal or any licensed application to the Bank on real time basis. SNMP (read-only) access to monitor the link end to end shall be provided to the Service Provider.</p>	
		<p>b) Online real/near time monitoring tool with the following features for all the links should be provided:</p> <ol style="list-style-type: none"> i. Link wise bandwidth utilization ii. Link wise SLA parameter monitoring iii. Link wise call logging and tracking iv. Link wise daily / periodic up time /down time report v. Site roll-out status or link status. 	
		<p>c) The bidder should proactively monitor the entire network including the branch and Backhauls' links and arrange for timely resolution.</p>	
		<p>d) The selected bidder shall have to provide a portal that provides:-</p> <ul style="list-style-type: none"> • Real time dash board showing summary of the network health like number of up & down branches and links in the form of pie chart, bar graph and percentage etc. • The portal should also provision features to drill down till each branch like branch link status, device status, interface status, bandwidth utilization in real time. • Provide various reports on parameters like packet loss, jitter, latency, availability, bandwidth utilization for any duration, during the entire contract period, in the format and at the frequencies desired by 	



		the Bank.	
17.	Call logging and troubleshooting	The bidder should provide a centralized Network Operation Center (NOC) and Centralized trouble ticketing tool for call logging, monitoring and troubleshooting purpose.	
18.	Call resolution Tracking and updating to Bank	The bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the Bank. In addition, the Bidder should have well defined management and technical escalation procedures.	
19.	Backhaul Redundancy	<p>Last mile at DC and DR should terminate on Bank's router by the bidder.</p> <p>The bidder should have Network Hardware level redundancy in their Network setup. At a given point of time DC, Bengaluru and DR, Mumbai Backhaul links should be in active - active mode.</p> <p>In case of DC's backhaul link failure, DR's backhaul link should automatically takeover the traffic, without any manual intervention until the DC link is up and working. The Branches/Offices at any point of time will be communicating to DC (Bengaluru) and also to DR (Mumbai) to access applications. Bank shall be using Bidder's MPLS Link as active-active.</p> <p>Service Provider should provide MPLS Backhaul link at both DC and DR with self-healing ring protection.</p>	
20.	Dependency on Local SP's	<p>Bank desires that availability of Infrastructure for the connectivity of MPLS POP to the Bank's premises including last mile on bidder's own infrastructure.</p> <p>If the bidder is dependent on other service providers for establishing connectivity for last mile, the total responsibility of Liasioning, commissioning, maintaining the link including all the commercials involved should be taken care by the bidder during the entire contract period.</p> <p>However Bidder should not depend on network infrastructure of BSNL /MTNL.</p>	
21.	IPv6	Bidder shall implement IPv6 as and when required by the Bank. Bidder has to do the required Migration & the network and devices provided should support the same at no additional cost to the bank during the entire contract period.	



22.	Load balancing/ sharing/backup link	Bank may procure another link from different service provider for link redundancy at sites and Bank may use the bidder's links as a primary/backup/load balancing/sharing mode with another link. The successful bidder has to provide technical consultancy & guidance for the Bank's requirement of primary/backup/load Balancing/load sharing with another link and do the necessary configuration on their network.	
23.	Parameters for bidders network and devices	<p>Minimum MTU (maximum transmission unit) Size should be 1500 bytes with no Packet Fragmentation as per Bank's requirement.</p> <p>Bidder's network should support protocols like IPv4, IPv6, Static Routes, RIPv1, RIPv2, OSPFv2, OSPFv3, EIGRP, IS-IS, BGPv4, MBGP, BFD, Policy based routing, IPv4 & IPv6 tunnelling, etc. from the day one of connectivity.</p> <p>Bidder should use enterprise class products of Reputed OEMs for the complete solution including the equipment at Branches/Offices. Bidder should not use retail products like Universal Serial Bus (USB) dongle and home use router/switch.</p>	
24.	IT best practices to be followed by bidder	<p>A. Security of traffic flow</p> <ul style="list-style-type: none"> • Prevention mechanism for Denial of Service (DoS) attacks such as control plan DoS attack i.e. LDP. • Prevention mechanism for all type of attacks. • The selected Bidder should comply with the Bank's IT and IS policy in concerned areas relevant to the RFQ. • Should prevent IP spoofing, VPN spoofing/ route spill over etc. <p>B. Incident management</p> <ul style="list-style-type: none"> • Prevention mechanism for any mis-configuration • Alert mechanism should be in place for any malicious event occurred etc. • Every incident reported should be notified to Bank and documented. <p>C. Patch management</p> <ul style="list-style-type: none"> • Bidder's equipments should be updated with latest software and security patches. • Process for performing updated should be maintained and approved by Bank. 	



26.	Network Equipments	<p>Bidder should provide Router to all the Branches mentioned in by the Bank.</p> <p>The router should have WAN throughput of at least 10 Mbps with all the security and routing features enabled.</p> <p>The Router should have at least three numbers of Giga bit WAN Ethernet port (RJ 45 Type).</p> <p>The router should be capable to display throughput of the link, reliability etc. in real time.</p> <p>The Bidder should provide router which supports dynamic routing protocols such as ISIS, BGP, OSPF.</p> <p>The router should support IPSEC VPN, GETVPN, DMVPN.</p> <p>The router should support Netflow, SNMPv3 and integration to Active Directory/ACS.</p>	
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Date

Signature with seal

Name :

Designation :



ANNEXURE-8 **SCOPE OF WORK**

SUB: RFP for Provisioning, Commissioning, Integration, Testing, Acceptance and Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centers (DC/DR) of Canara Bank under e-procurement.

Ref: Your RFP 18/2020-21 dated 16/09/2020

1. The bidder should establish the International MPLS VPN connectivity [Any-to-Any] with managed services between Bank's the Foreign Branches.
2. The bidder should ensure security and inbuilt redundancy for End-to-End connectivity other than last mile during the entire contract period.
3. The bidder should supply necessary hardware, software, etc. required for establishment of connectivity without additional cost to the bank.
4. The bidder should provide required Bandwidth (committed information rate) i.e., 2 Mbps at the Foreign Branches and 6 Mbps backhaul connectivity in India during the contract period.
5. IP Schema for LAN & WAN should be decided mutually agreed upon both Bank & The bidder. The MPLS VPN link should be on Ethernet Interface.
6. The bidder should supply and manage the Network Devices and other necessary items which are required for establishment of MPLS VPN connectivity. The bidder should arrange to deliver their necessary hardware for commissioning the link to the respective places at their cost. However, necessary documents will be provided by the Bank, if required. The bidder should manage the devices supplied by them and manage the link during entire contract period.
7. The bidder should provide the dashboard to the bank for monitoring the devices and links provide by The bidder.
8. The bidder should be fully responsible for establishment of MPLS VPN links. The bidder should do end to end activities with regard to commissioning of MPLS VPN Links, network devices and manage the same.
9. The bidder should configure the devices with consultation of Bank's official of respective location during implementation.
10. The bidder should configure IPsec 3DES encryption, tunnel establishment, security & network related configuration if any based on the location of use, if required by the Bank or the bidder may provide the Router access to the Bank for enabling the same.
11. The bidder should do necessary switching & Routing configuration at their NOC / POP end, required for establishment of link.
12. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning, maintenance during contract period should be provided by the bidder at no extra cost to the Bank for completing the scope of work.



13. The bidder should take all steps to ensure safety and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the bidder or their sub-bidders. The bidder should also ensure cleanliness of the site (work area) during execution of the contract.
14. The bidder should provide racks and do cabling required for establishment of MPLS VPN links at the ordered locations at their cost. Bidder should ensure the link condition before connecting to WAN network equipment. The equipment's required for establishment of MPLS VPN Link should be installed by the bidder at Network-Ante rooms at their cost.
15. The bidder should provide site readiness requirement details to Bank, if any required. The Bank's deliverable specifically includes supply of UPS, Earthing, A/C and providing space for keeping the network equipment's.
16. The bidder should inform the cabling path and details to the Bank's officials of the respective locations. The bidder shall do the cabling routing after approved by the Bank before actual installation at the respective locations.
17. The bidder should offer complete solution specifically; the deliverables should include the following:
 - 17.1. Solution Design and details of implementation, offering the features and security details, etc.
 - 17.2. Checklist of all the activities for implementing the solution with responsibilities of the bidder.
 - 17.3. Project Completion Report detailing site, Circuit ID, equipment/rack layout, cabling, network connectivity, configuration, etc.
 - 17.4. Project Completion Documentation should be comprehensive to enable the Bank to refer to any details at a future date in case of faults/errors or maintenance/upgradation.
 - 17.5. Service center and support details. Contact details and escalation matrix.
 - 17.6. Dashboard, NMS and Trouble ticketing details.
18. The bidder should own the responsibility to demonstrate that the link established are as per the specification/performance as committed by the bidder, either at site or in their work without any extra cost to the Bank.
19. The bidder should provide required equipments and services for establishing the connectivity specified under their Purchase Order to ensure the intent of specification, completeness, operability, maintainability of the links.
20. The bidder should supply necessary equipments for commissioning the links. The details of the same should be submitted to the Bank for record purpose.
21. The Hardware supplied against commissioning the links should be owned and responsibility of the bidder against all risks of loss and damages from the shipment till contract period expires. If any fault due to Bank, the same shall be considered after submission of relevant proof by the bidder duly certified by the Bank's Officials at the respective locations.



22. The bidder should be fully responsible for the manufacturer's warranty in respect of proper design, Hardware, software, quality and workmanship. The bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the contract period. During the contract period, the bidder should maintain the hardware and software items and repair/replace at the site all defective components at no extra charge to the Bank.
23. Support for maintenance of link and equipments should be available during entire contract period on 24x7x365.
24. The conditions of technical services including preventive and corrective maintenance should be detailed by the bidder. However, all support required during the contract period for maintaining the accepted performance and other services should be provided by the bidder at no extra cost to the Bank.
25. The uptime of the services should be monitored by the bidder only. In case, the problem is reported by the Bank, the same should be rectified within MTTR as mentioned below;

MTTR (Mean Time to Repair):

Sl. No.	Location	Response Time	MTTR
1.	DC/DRC/Critical Links	30 Minutes	2 Hours
2.	UAE (Sharjah & Dubai)	30 Minutes	6 Hours
3.	US (New York), UK(London), Hong Kong	30 Minutes	4 Hours

26. If it is major break down, incident report should be submitted by mentioning root cause, remedy steps taken, problem's solution etc. to the Bank.

27. System Integration & Commissioning:

- 27.1. The bidder shall guarantee an uptime as under per Link per Month for all links during the operation of complete contract period on 24x7x365 basis.

Sl. No.	Location	Required Uptime
1.	DC & DRC Backhaul Link	99.90%
2.	All other Links at all Branches/ Offices	99.50%

- 27.2. The bidder should sign a Service Level Agreement (SLA) with the Bank, as mutually agreed upon the terms and conditions.
- 27.3. The Bank has outsourced the maintenance of the network to M/s IBM India Pvt. Limited for Bank's DC & DRC and also bank is having various global network/system integrators at the Banks representative offices locations and it is the responsibility of the bidder to coordinate with them for commissioning of the links as per the Bank requirements.
- 27.4. The bidder should arrange the road permits for Hardware required for establishment of Link at the respective locations specified at their cost. Bank should provide the necessary letter, documents, etc. for obtaining Road Permits, if required.

- 27.5. The bidder should arrange required Right of Way (RoW) permission from local Corporations/ Municipals/authorized agency/Govt. of India and Govt. of bank's representative offices/Foreign exchanges/any agency, TRAI-DOT, etc. for road cutting, digging, laying fiber/copper etc., the bidder should produce such permission copy from these agencies, if bank requires.
- 27.6. No aerial cable pulling is permissible from the bidder PoP to location premises of Bank. i.e. only terrestrial digged fibers are to be laid end-to-end.
- 27.7. The Bank should provide building earthing for commissioning of Network / Telecom devices. However, if the bidder warrants separate earthing for the devices, it should be arranged by the bidder without additional cost to the Bank and its bidder responsibility to get the clearance from the concern authorities.



Annexure- 14 Bill of Material

SUB: RFP for Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centers (DC/DR) of Canara Bank under e-procurement.

Ref: Your RFP 17/2020-21 dated 04/09/2020

Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorised 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.

Bandwidth Charges including port charges for MPLS VPN Links

[Amount in Rs.]

Sl. No.	Country	Branch/ Office	Bandwidth requirement (in Mbps)	Tax for Column A			Bandwidth Charges including Port & Service Charges Per Annum (inclusive of Tax)	No. of Years	Total Bandwidth Charges including Port & Service Charges for 2 Years (Inclusive of Tax)
				Bandwidth Charges including Port & Service Charges Per Annum (Exclusive of Tax)	Tax %	Tax Value			
			A	B	C	D=(A+C)	E	F=DxE	
1.	United Kingdom	London Branch	2					2	
2.	Hong Kong	Hong Kong	2					2	
3.	United States Of America	New York Branch	2					2	
4.	United Arab Emirates	Dubai International Financial Center (DIFC) Branch	2					2	
5.	United Arab Emirates	Sharjah Representative Office	2					2	
6.	India	Canara Bank Data Centre, Bangalore (Backhaul Link)	6					2	
7.	India	Canara Bank Disaster Recovery Centre, Mumbai (Backhaul Link)	6					2	
8.	Total Cost of Ownership (sum of 1,2,3,4,5,6,7 of column F)								



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) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible).
- 5) Self-Declaration of MSEs/Startup on their Letter Head as per Form PP - B.
- 6) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible).
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC as per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible).
- 8) 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.
- 9) Bid Covering letter as per Annexure-1.
- 10) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 11) Bidder's Profile as per Annexure-3.
- 12) Service Support Details as per Annexure-4.
- 13) Track Record of Past Implementation Projects as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 16) Bidder should submit Bidder Risk Assessment with all supporting documents as per Appendix-L attached to this RFP.
- 17) Write up on the Work Experience / Expertise of Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centres (DC/DR) of Canara Bank under e-procurement.
- 18) 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.
- 19) 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 Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centres (DC/DR) of Canara Bank under e-procurement. 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 Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centres (DC/DR) of Canara Bank under e-procurement. Annexure-9.
5. Compliance Statement as per Annexure-10.
6. Undertaking Letter as per Annexure-11.
7. Escalation Matrix as per Annexure-12.
8. Masked bill of Material as per Annexure-14.
9. Bidder Risk Assessment as per Appendix-L.
10. A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.
11. Bidder has to provide detailed proposed BOM each line item wise for Provisioning, Commissioning, Integration, Testing, Acceptance And Maintenance of Alternate Global MNS Links Connectivity for Foreign Branches/Offices and Data Centers (DC/DR) of Canara Bank under e-procurement with contract period of 2 years as part of Technical Bid.



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.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).



Appendix-L

VENDOR RISK ASSESSMENT

1. NAME AND ADDRESS OF THE VENDOR:

Regd Office
Correspondence address

2. Name of the Activity/Project with us:

1) COMPANY PARTICULARS:

Sl. No.	Particulars	Remarks
1.	Whether any change in constitution of firm	Yes/No
	If yes, term(yrs) from last change/initial estb	
	If yes, date of reconstitution	
2.	Main business of vendor	
	Experience in years(main business)	
	Subsidiary business (Annexe if many business)	
	Experience in years (Subsidiary business)	
3.	Whether unit is MSME/start up	Yes/No
4.	Is firm holds any quality certifications like ISO/BIS etc.,	Yes/No
	If yes, give details and how many certificates holds	
5.	Details of sister concerns dealing in same type of business like similar type of business or no similar type or no sister concern	
6.	Present Banker	
	Status of firm with present Banker(applicable if unit is sick/NPA only)	
7.	Constitution of Firm like individual or prop, partnership, LLP, ltd company, PSU etc.	



II) BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in nos)	
	Details of clients (annexe if many)	
2.	No of business projects received for last 2 year(nos)	
	Value of the above projects(Rs.)	
	No of projects , participated in last 2 year	
	No of projects in execution phase of last 2 year receipts.	
3.	Major competitors in market (NO)	

III) LEGAL ISSUES AND OBLIGATIONS:

1.	Ever blacklisted from any organization for last 5 years	Yes/No
	If yes, give details	
2.	Any notice received from any regulatory body	Yes/No
	If yes, give details	
3.	Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.	Yes/No
	If yes, give details	
4.	Whether all statutory dues like ESI, PF, tax, etc., are paid upto last ABS.	Yes/No
	If no, particulars of pending dues	
5.	Any major fraud/breach of policies within company noticed for last 2 years	Yes/No
	If yes, impact (amount)	

IV) BUSINESS POSITION:

1.	Firm is credit rated	Yes/No
2.	If yes, rating agency & present rating	
3.	Industry position of firm (like Gartner listing, etc.,) and whether firm is in better position or best position or not in better position	

Date

Signature with seal

Name :

Designation :



Appendix -M
Location Details for this RFP

Address of the Locations:

Sl. No.	Location	Address Location	Contact Details
01.	Sharjah	Sharjah Representative Office, No.504, 5 th floor, Liberty Real Estate Building Al-Meena Road Sharjah	(D): 0097165756521 (M): 00971506067898
02.	Dubai	Emirates Financial Towers, North Tower Level 7 office 02, Dubai International Financial Centre, Dubai (UAE)	(D): 0097143277102 (M): 00971565557739
03.	New York	Canara Bank, 9 th Floor, 405, Park Avenue, At East, 54 th Street, NE Corner, New York-10022	(D): 0016467600485 (M): 0016464672205
04.	London	Canara Bank, PO Box-174, Ground Floor, 10, Chiswel Street, London-EC 1Y4UQ	(D): 00442074484776 (M): 0044 7459798347
05.	Hong Kong	Canara Bank, 42 nd Floor, Room 4206-07, Hopewell Centre, 183, Queens Road East, Wan Chai, Hong Kong	Ph No: 0085225216230 (M): 0085266295217
06.	DC-Bangalore	Canara Bank, Trimax Datacenter, 1st Floor C/o ITI LTD, F-21 Gate no-5 Near ITI post office Doorvaninagar, Bangalore-560016	(D): 25666970, 2566601/02 (M): 9379424278 Subrat-
07.	DR-Mumbai	Canara Bank, DRC, 2 nd floor, Tata Internet Building, Technopolis Knowledge Park, Mahakali Caves Road Andheri East, Mumbai-400093	(D): Pravin Mahajan- 022-66918105/40; 26876543 (M): 9379082095

