

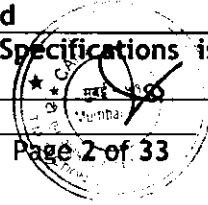
Amendment-4 to "RFP 01/2020-21 dated 16/06/2020 for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items Canara Bank.

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

Events	Existing	Amended
	Time & Date	Time & Date
Last Date and Time for Submission of Bids	14/08/2020, Friday at 3.00 PM Venue: Canara Bank, Integrated Treasury Wing, 5 th Floor, B Wing, C14, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051.	21/08/2020, Friday at 3.00 PM Venue: Canara Bank, Integrated Treasury Wing, 5 th Floor, B Wing, C14, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051.
Date, Time & Venue for opening of Part A - Conformity to Eligibility Criteria.	14/08/2020, Friday at 3.30 PM Venue: Canara Bank, Integrated Treasury Wing, 5 th Floor, B Wing, C14, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051.	21/08/2020, Friday at 3.30 PM Venue: Canara Bank, Integrated Treasury Wing, 5 th Floor, B Wing, C14, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051.

Sr No	Page No	Clause No	Existing clause	Amended Clause
1.	15	1.1	Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 6 weeks from the date of acceptance of the Purchase Order.	Bank shall provide the address and contact details for delivery of required Hardware/software and other items for implementation of Solution while placing the order. Delivery of all hardware, Software and Other Items should be within 8 weeks from the date of acceptance of the Purchase Order.
2.	15	1.1	Bidder should ensure Installation, Configuration, Integration, Implementation and Commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank within 4 weeks from the date of delivery of all the materials at the ordered locations.	Bidder should ensure Installation, Configuration, Integration, Implementation and Commissioning of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank within 5 weeks from the date of delivery of all the materials at the ordered locations.
3.	12	6.1	Bank reserves the right to increase or decrease the quantum of licenses by 25% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.	Bank reserves the right to increase or decrease the quantum of solution by 30% in respect to the quantum specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.
4.	13	11.1	The Bidder should provide training and certification directly from OEM to the identified Bank personnel/ team on solution for features/ service architecture, and functionality during and after implementation. The working of the implemented solution should be demonstrated to the Bank after completion of the implementation and the review and feedback should be	The Bidder should provide Training and Certificate of Attendance directly from OEM of IP Telephony, Turret Phone & Voice Recorder/ Logger Solution to the identified Bank Personnel/ team on solution for Features/ Service Architecture and Functionality during and after implementation as per RFP Clause No 11.7. The working of the implemented

			implemented without any cost to bank. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training. Trainer should be well experienced with the solution. Location of the Training must be at Mumbai only. Bidder should provide the training material and hands-on during the training.	solution should be demonstrated to the Bank after completion of the implementation and the review and feedback should be implemented without any cost to bank. Bidder has to arrange the Onsite-Classroom Training with workstations and required necessary amenities to facilitate the training. Trainer should be well experienced with the solution. Location of the Training must be at Mumbai only. Bidder should provide the training Material and hands-on during the training.																		
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6.	8.2	20	The L1 Support Resource timings will be Minimum 09.00 AM to 6.00 PM on all daily basis.	The L1 Support Resource timings will be Minimum 09.00 AM to 6.00 PM on all bank working days. Bank may call Support person on Non-working days in case of any activity related to solution. Bidder may not charge any additional cost to bank for this.																		
7.	25	15	The Bidder shall must engage OEM professional services for the complete project Management and Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, however project management to be done by OEM only. If OEM is directly participating in the bid, they can engage one system integrator however, bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.	The Bidder must engage OEM professional services for the complete project Management & Implementation of proposed solution, if OEM does not have service model then bidder must engage OEM Certified Partner for the implementation after taking prior consent of the Bank, However project management to be done by Bidder only. If OEM is directly participating in the bid, they can engage one (System Integrator). However, Bidder will be responsible for Supply, Installation, Implementation and Integration of Solution as per RFP. Bank will not enter agreement with any third party.																		
8.	37-39	Annexure - 2	Eligibility Criteria Declaration	Amended Eligibility Criteria Declaration is attached																		
9.	40-53	Annexure - 7	Technical Specifications	Amended Technical Specifications is attached.																		



Annexure-2
Amended Eligibility Criteria Declaration

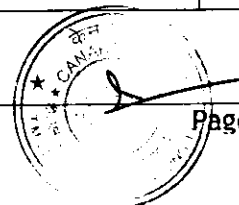
The Deputy General Manager
 Canara Bank, TM Section,
 Integrated Treasury Wing, BKC, Mumbai - 400 051.

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of Monitoring Solution For Application, Server and Network Devices in Canara Bank.

Ref: Your RFP 01/2020-21 dated 16/06/2020

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

	Sr No	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response & Documents Submitted
FINANCIALS	1.	The Bidder should have the Average Turnover of minimum Rs.5.00 Crores for last Three (3) financial years (i.e. 2016-17, 2017-2018 and 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	The Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. & 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.	
	2.	The Bidder should have Positive Net Worth as on 31/03/2019.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.	
BIDDER/ OEM EXPERIENCE	3.	The Bidder should have supplied and successfully implemented offered IP Telephony solution for Minimum 100 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	The Bidder has to provide Purchase order copy & reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
	4.	The Bidder should have supplied and successfully implemented offered Dealer Board/ Turret Phones solution for Minimum 10 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	The Bidder has to provide Purchase order copy & reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	



5.	The Bidder should have supplied and successfully implemented offered Recording solution for Minimum 50 Users in any of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Five years as on RFP date.	The Bidder has to provide Purchase order copy & reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
6.	The OEM should have supplied offered IP Telephony with Recording Solution for Minimum 300 Users in any Two of these Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Three years as on RFP date.	The Bidder has to provide Purchase order copy & reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
7.	The OEM should have supplied offered Dealer Board/ Turret Phones with Recording Solution for Minimum 10 Users in any One of these Schedule Commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in India in last Five years as on RFP date.	The Bidder has to provide Purchase order copy & reference letter in their name with the quantity specified with project details from Schedule commercial Banks/ Public Sector Organizations/ Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
8.	The Bidder shall have support office in our Primary Site i.e. Mumbai.	The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, E-Mail etc., no of engineers and jurisdiction of the engineer.	
9.	The Bidder should have 2 Certified Engineers of Offered IP Telephony Solution in Mumbai Support Team.	The Bidder has to provide Copies of Valid OEM Certificate, Resumes & Bidders Employment letter.	

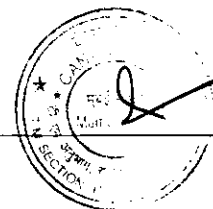
We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date

Signature with seal

Name :

Designation :



Annexure-7

Amended Technical & Functional Requirement of IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items

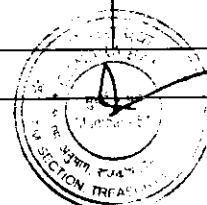
SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items Canara Bank.
 Ref: Your RFP 01/2020-21 dated 16/06/2020

Note:

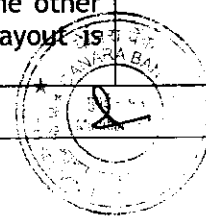
- a. If the Bidder feels that, certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed solution to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to adopt the modifications/ superior features suggested/ offered.
- b. The Bidder shall provide all other required equipment and/ or services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
- c. The selected bidder shall own the responsibility to demonstrate that the services 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.

A. TECHNICAL REQUIREMENTS:

Sr No	Functionality/ Feature/ Specification	Compliance (Yes/ No)	Remarks
1) FOR TURRET SOLUTION			
Proposed Turret solution shall be tightly integrated with proposed IP Telephony & Voice recording solution. Vendor to submit a Certificate/ Declaration from both Dealer Board/ Turret Phones & Recording Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) as per Annexure-15.			
1.	Touch Screen Turret with scratch resistant display		
2.	Dealer Board should provide free seating arrangement. Regardless of location (In multi-location environment) , users will have the same full feature set (via global line sharing and global free seating) and uniform end user experience, as well as comprehensive support and a single service level agreement.		
3.	The Turret should have adjustable angle of placement.		
4.	The Dealer Board should have loud speakers with excellent voice quality. Provision for external mike & speaker, headsets and any other auxiliary devices/ accessories should be available. Loudspeaker is used for hands free mode OR when many users are physically present at one place and hearing the conversation, Chief dealer can addressing the team can be on hands free mode.		
5.	It should have Minimum Two Hand-Sets with volume & mute function key on each handset. 2 Handsets will allow to have multiple calls at a given time and Mute key on handset will help to prevent information from another party who is live on another handset.		
6.	Message - Waiting Indicator (MWI) - Voice mail feature should be available Visual indication for attending voice message in a mailbox.		
7.	Hunt Groups In case of a hunt group, an incoming call is signaled at one of the group members. If this member does not answer the call, the call is assigned to the next member. All members of the hunt group can be reached at the same phone number.		



8.	Hotline and private line automated ring down (PLAR) Hot line/ other lines enable Dealer to communicate with their customers.		
9.	Abbreviated Dial The frequently dialed numbers can be stored centrally in the system speed-dial list. Every number is then represented by a speed-dial number which is used instead of the full phone number		
10.	Call Hold and Pickup You answer a call at your telephone for another extension in your call pickup group.		
11.	Call Status per Line (State & Number) Status of Each Line will be displayed.		
12.	Calling Line Identification (CLID) Caller ID of incoming call will be displayed		
13.	Calling party name identification (CNID) If the number is stored in system with a name, the name of calling person will be displayed		
14.	The turret should support intercom functionality i.e. turret to turret calling without using IP EPABX or telecom lines. Intercom - Both direct to ring and direct to speaker intercom calls are extensively used by traders. With the inclusion of turrets, this function must now be device agnostic and allow for intercom communication between all endpoint types. From the trader's perspective, the ability to assign intercom calls to turret physical or soft keys is required.		
15.	Directory dial from Phone—Corporate, personal as and when IP EPABX integration is done Centralized Store number for frequent dialing		
16.	Distinctive Ring/ Personalized Ringtones. Ring tone to each line for differentiating between the calls prior to pickup		
17.	Shared Line Support A Line is shared among multiple traders and can be used for incoming or outgoing calls. Other Traders can join in the call by just pressing a key and be a part of communication.		
18.	Private Call features to be enabled on shared lines. Private Key can be enabled on Shared Line and no other trader can barge in/ connect to the call		
19.	Multiple line Appearances per Phone Information about multiple incoming / outgoing call on Turret		
20.	Station volume controls (Audio, Ringer) Volume control as per choice		
21.	Transfer Transfer of an incoming / outgoing call to another Trader		
22.	Dealer Boards should support multiple pages at minimum of 12 pages that are freely configurable and each page should have minimum 45 Dynamic Buttons / keys that are freely programmable per page. It should have Soft labels with alphanumeric programming option. Traders require the ability to quickly visualize and effectively manage incoming customer call from a mix of Toll free, Private or PRI line. Extensive capacity for subsequent pages including both centralized corporate and end user editable customer lists is expected. The ability to share preconfigured pages between traders, or some other intuitive method of on the fly access to another trader's layout is always useful.		

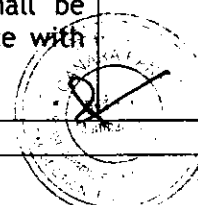


23.	High Resolution touch screen intuitive display size of minimum 10". Clearly indicating the status of each activity performed on the dealer board (example incoming call, active call, call hold etc.) 10-12 inch Screen is a perfect phone size on work place. A compact device-enabling user to perform all required functionalities.		
24.	Turret system should facilitate announcements e.g. Announcement of Head Treasury to dealers across the location, etc.). Broadcast feature enables Head treasury / Team leader to announce an important message in a single go		
25.	Dealer board solution should have option to integrate with the corporate directory/ Active Directory for authentication purpose. Active Directory authentication extended to Turret login. Eliminate the need of remembering multiple login credentials		
26.	The dealer board should have the ability to stream audio channels from Cable TVs as and when required by Bank. TV audio should be accessible on one of the configured line key on trade board. This will enable Dealers to hear TV Audio on their Dealer board.		
27.	Offered solution should provide easy data synchronization between main site as well as BCP/ DR site as and when bank decides to build DR setup for Turret solution. This will enable Dealers to either operate from DC or DR site with same user experience		
28.	It should have Conference Facilities and Broadcast facilities. The trader should be able to take multiple participants into conference and should be able to selectively add/ drop participants from conference. The head trader should also be able to do a broadcast to group of traders. Should have the ability to create multiple groups.		
29.	At least last 100 calls (Incoming/ Outgoing/ missed) on the phones or the shared lines needs to be saved in the Call Memory. Saving a contact from call history should be available.		
30.	The Turrets of other traders in the group should have the capability to see the existing status of each other calls and should be able to pick up calls whenever required. This feature can be easily configurable by the group admin or desk head.		
31.	The dealer boards should have the capability to highlight call hold on all dealer boards within the group.		
32.	The other traders in the group should be able to pick up the call kept on hold by the first trader. While the call is kept on hold, other traders within the group should get the customer's name as one of the parameters in the highlighted key.		
33.	The dealer board should be able to dispatch incoming call to the identified trader within the group if the trader is busy on other calls.		
34.	Calls in "Ringing" or "Hold" status will be shown in the Call Queue. The Call Queue is to be displayed on the page currently being viewed by the user. It will help Dealers to identify the status of call		
35.	The trader should be able to call back from the list of missed calls/ incoming calls/ dialed calls by clicking on the key without editing the numbers		
36.	Automatic call forward to different Extension/ Voicemail should be possible after a certain time limit, which can be configurable. In the absence of a Dealer, private calls can be forwarded to another dealer		
37.	Turret should provide private number configure option to the dealer. Calls from/ to the private numbers should not be visible to other traders in the group.		

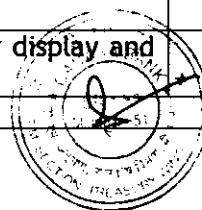
38.	Phone numbers and names can be saved (Added/ Deleted/ Edited) in the electronic telephone directory directly from the dealer board and from the central web console. This will help dealer to save frequently dialed number or a new number of a caller in to telephone directory.		
39.	Each Dealer Board should have a local telephone book capable to store at least 1000 entries. Group telephone books should be capable to have minimum 10000-15000 entries. Each dealer board should be able to get group telephone book.		
40.	Line sharing within the group should be possible. The system should allow configuration of multiple groups. There should not be any limitation of number of traders within a group or number of lines per group.		
41.	The other dealers in the group who are authorized should be able to barge in to an existing call; this can be a silent barge in or an active barge in. The dealer should also have an option to join the call.		
42.	Each dealer board should have the capability to lock the call with the use of private key such that other traders are blocked from joining / barging into the call. The private key should be configurable key.		
43.	A change made by a user on the dealer board need to be saved immediately and automatically in the central database. This will help dealer to save frequently dialed number or a new number of a caller in to telephone directory.		
44.	The head trader's dealer board should have the ability to view the call status of other traders on the floor. He should have barge in / joining capabilities into any call.		
45.	Mute status of particular handset to be distinctly displayed.		
46.	Click to Call feature - It shall be possible for each dealer to select a number on his desktop. The same number shall be automatically dialed and presented on the turret. This will help dealers to select a number from their associated PC and dial out.		
47.	Broadcast Ability to broadcast call to a group of traders		
48.	Data should synchronize between the two sites (Primary & BCP) on real time basis.		
49.	System to support Real-Time Audit Trail of System Activities		
50.	No call should drop even in case of server switchover due to failure of one server to another server.		
51.	In built recovery system		
52.	Multi location deployment		
53.	No single point of failure in the system		
54.	Turret infrastructure shall support IPV6. Bank will implement same as and when required.		
55.	Offered Turret Device shall have noise less design and should operate 24 X 7 effectively without any need of Air Condition cooling and withstand humid condition of Mumbai.		
56.	Turret Solution shall support Scheduled Auto Log out feature to prevent unauthorized access of Turrets.		
57.	Migration of contact details and any other required information from existing system. It should allow easy migration of contact details by way of bulk/ file upload.		
58.	Turret solution should support end-to-end encryption of voice call. The system should support encryption across all components, which include turret, IP phones and gateways. The data connection must use		

	TLS 1.2 and voice encryption with advanced AES and SRTP protocol.		
59.	It should support industry standard best practice security protocols for information systems and all security related features should be available.		
60.	Separate Indications/ Color notifications for various types of call like barged/ Conference calls etc.		
61.	Auto scheduled health check for all turrets and corresponding notifications on email to a group of people for proactive resolution. System must be capable of doing auto check for its working/connectivity etc. and configurable to send emails to a group of people for proactive resolution.		
62.	Any type of call should be transferred and established for Outgoing, Incoming, within Dealing group, PABX Extension and Outside Call. It should have call logs. Call should remain recorded continuously if the call is transferred from/ to dealer board. It should have feature to integrate with intercom/ 3 rd Party EPABX.		
63.	Availability of recording channel for each handset/ every call on single turret		
64.	The Turrets of other traders in the group should have the capability to see the existing status of each other calls and should be able to pick up calls whenever required. This feature can be easily configurable by the group admin or desk head.		
65.	It should have provision for remote management tools for support related issue above L2.		
66.	The system shall be provided with a user-friendly GUI based maintenance software. The visual indications of the faults should be available at the Maintenance Console in terms of messages. The system should support remote fault diagnosis.		
67.	The proposed solution should comprise of latest versions of software and licenses versions included in it and should be certified for interoperability with each other. OEM to provide software / release versions of each of the components.		
68.	Each component in the solution should be supported for 6 years. OEM to provide confirmation for the same. Warranty for 3 years and comprehensive AMC for 3 years must be available.		
69.	Soft turret application should be available for trader's convenience that can allow the trader to control the Turret from the PC desktop, as an optional feature.		
70.	The Turret solution should be open standard with multi-level architecture with high availability to provide 99.99 uptime. Solution should be IP/ SIP compliant. It should have high availability by making redundancy in critical levels to ensure uninterrupted call flow, recording, etc. It should have inbuilt hot swappable redundant solutions.		
71.	The solution must be highly scalable and should be capable of supporting at least 50 turrets at main site and 10 turrets at BCP Site (in future)		
72.	Any security vulnerabilities pointed out during periodic scans (Audit, VAPT etc.) by the bank's Information Security Departments to be resolved and closed free of cost during the entire period of contract.(Warranty + AMC)		
73.	Turret solution Must be able to integrate with the selected Voice Recording solution.		
74.	All relevant backend/hardware with Dual Power Supply and software components incl. System software, Operating system etc. to be provided as part of the scope of this procurement.		

	In case of Operating System, it must be latest, if during 3 Years warranty and 3 Years of AMC, OS OEM is announcing End of Life/ Support of installed OS in solution then Bidder has to provide latest OS and reinstall all software components without any cost to bank.		
75.	Bidder has to integrate Turret infrastructure i.e. Server/ Applications/ DB with banks SIEM (RSA Net witness)		
76.	Offered solution shall support TLS Certificate for all Browser based applications with Hypertext Transfer Protocol Secure (HTTPS) of Turret, IP EPABX and Recording. (Bidder has to provide TLS CA Signed Certificate as a part of solution in the name of Bank)		
77.	All Major & Minor application patches and Operating system patches to be done during the warranty/ AMC/ contract period without any extra cost to bank. For this bidder has to provide Monthly report.		
<p>2) IP TELEPHONY SOLUTION Proposed IP Telephony shall be certified to work seamless with Turret & recording solution. Hotlines required by dealers & PRI required by both dealers & back office users will be terminated on IP EPABX only. Vendor has to submit interoperability certificates from IP Telephony Solution Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) as per Annexure-15.</p>			
1	The IP Telephony system should be a native SIP real-time IP soft switch system designed to provide enterprises with a robust service creation and delivery infrastructure. The core protocol of system should be IETF Session Initiation Protocol (SIP).		
2	The IP Telephony System should be independent, identical and scalable up to 1000 users at Primary Site.		
3	The system should provide support to SIP, MGCP, and analog endpoints. It should also have LDAP integration support for contact search.		
4	IP Telephony Solution should support IPv6; Bank will implement same as and when required.		
5	The system should provide the administrator in assuring adequate voice quality of service by providing call admission control (resource reservation) and enforced codec selection on narrow-bandwidth data links.		
6	The redundancy in the system should be deployed in the following ways: • Geographically co-located cluster nodes. There shall not be single point of failure. In case of failure of primary server, secondary server shall takeover without any impact on services and switchover shall be transparent to users. All Active calls (Incoming PRI/ Hotline, outgoing PRI/ Hotline, Intercom calls) shall not be disconnected.		
7	The System Management should be browser-based application must be with Hypertext Transfer Protocol Secure (HTTPS) that gives the administrator network status and administrative access to many of the components of the of the solution (Bidder has to provide TLS CA Signed Certificate as a part of solution in the bank's name).		
8	Networking		
a.	The IP Telephony system should support Networking with other systems and should be able to route voice, video, fax, and data.		
b.	The system should be able to internetwork with 3 rd Party EPABX systems using suitable SIP trunks. Proposed IP telephony solution shall integrate with existing Circle Office Avaya IP Office PABX & Head Office ASTTECS PABX over SIP. Minimum 100 SIP trunks shall be available for interoffice calls. It shall be possible to interface with bank's multiple PABX across India by using SIP Trunks in future.		



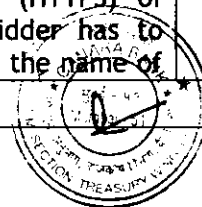
c.	The system should support SIP and SIP - Qu protocols for internetworking.		
d.	The system should be able to do direct internetwork on SIP with certified ITSP and for others it should be able to do inter networking through Session Border Controller.		
9	Media Servers		
a.	The system should support One or more media servers to do the following-		
b.	<ul style="list-style-type: none"> • Provide tones and announcements to support the functionality of many system features • Provide music on hold • Support the station-controlled conference feature by performing media mixing and transcoding where necessary. At given time at least 20 people shall be able to initiate 7 party ad hoc conferences. 		
10	Routing Features		
a.	A-side signaling-based routing & Alternate routing		
b.	Call diversion for invalid destinations		
c.	Digit modification for digit out pulsing		
d.	E.164 compliance & International translation support		
e.	Leading digit and most-matched digit translation - The translation table uses the starting digit and the best match to route the call when user dials a number		
f.	Media server digit map management - The system should have the ability to create special routes for media server on MGCP protocol. The translation and routing table should allow the management of the digit translation for routes created for the media server for various features like announcement.		
g.	Numbering plans, business group		
h.	Origin-dependent routing - The origin-dependent routing feature allows assigning origin based attributes like rate area and class of service to SIP subscribers, SIP servers, and SIP-Q gateways.		
i.	Rerouting based on SIP response codes and WAN outages		
11	Security Features		
a.	Account and password management security		
b.	Defending denial of service attacks		
c.	IPsec baseline		
d.	Login categories		
e.	Provisioning and security logging		
f.	Secure CLI & Secure Shell on the System		
g.	TLS support—Network connections & Subscriber Access		
12	Gateways		
a.	Proposed solution shall support various types of gateways to connect PRI, CO, Hotline, and SIP Trunks. Vendor shall propose gateways to connect 6 PRI & 48 Hot lines. PRI trunks are common for both Dealers and office users.		
13	Bidder shall propose Minimum 2 Gateways for PRI Termination so that in case of failure of one gateway, PRI lines terminated on second gateway shall be fully functional.		
14	Hotlines shall also terminate on multiple gateways.		
15	IP Phones		
a	Proposed IP Phones shall seamlessly integrate with offered IP Telephony system.		
i.	Mid-Level IP Phone		
a.	Should have minimum 3.2" Graphical Monochrome/ Color display and tiltable screen/ Phone		



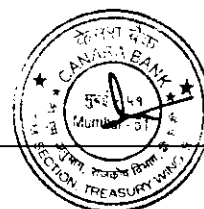
b.	Should have 4 Context sensitive soft key with LED		
c.	Should have 2 Fixed function keys		
d.	Should have 12 Free programmable keys with LED		
e.	Should have minimum 3 Audio Keys for Mute/ Loudspeaker/ Headset with LED		
f.	Should have Volume +/- Keys and 4-Way Navigation key		
g.	IP phone with Power adaptor is required		
h.	Dual 10/100/1000 NIC interfaces		
ii.	High End IP Phone		
a.	Should have minimum 4" color display and tiltable screen/ Phone		
b.	Should have Minimum 4 Context sensitive soft keys with LED		
c.	Should have minimum 3 Audio Keys for Mute/ Loudspeaker/ Headset with LED		
d.	Should have Volume +/- Keys and 4-Way Navigation key		
e.	Should support Minimum Bluetooth 2.1 BR/ EDR- <ul style="list-style-type: none"> • HSP (Headset Profile) • HFP (Hands-free Profile) 		
f.	Should support Picture Clip and Screen Saver		
g.	IP phone with Power adaptor is required		
h.	Dual 10/100/1000 NIC interfaces		
iii.	Executive IP Phone		
a.	Minimum 5.0 inch 1280x720 capacitive touch screen, HD TFT LCD		
b.	Built-in Bluetooth 4.1 Onwards for synchronizing with mobile devices and connecting Bluetooth headsets.		
c.	Feature Keys for Mute, Earphone, Speaker Phone, Volume -/+		
d.	Security: User and administrator level passwords, SHA based authentication, 256bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control		
e.	Dual-switched auto-sensing 10/100/1000Mbps network ports		
f.	IP phone with Power adaptor is required		
g.	Dual 10/100/1000 NIC interfaces		
iv.	Conference Room IP Phone		
a.	Minimum 3.9" Touch Screen Display		
b.	Should have 3 cardioids microphones supporting minimum 10 ft. pickup distance in 360-degree direction		
c.	Should have full duplex speaker & mic		
d.	Should support following protocols SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DHCP, TFTP, NTP, 802.1x, TLS, SRTP.		
e.	IP phone with Power adaptor is required		
f.	Dual 10/100/1000 interfaces		
16	All Major & Minor application patches and Operating system patches to be done during the warranty/ AMC/ contract period without any additional cost on bank		
17	OEM's Own or 3 rd Party Call billing software for IP telephony along with necessary hardware to be provided. Call Billing Software shall provide minimum following reports in Date wise, Hourly, Daily, weekly, monthly, yearly format. <ol style="list-style-type: none"> 1) Incoming Calls 2) Outgoing calls 3) Extension wise report 4) PRI side reports 5) Department Wise report 6) ISD/ STD/ Local calls report 7) Intercom Reports (if enabled) 		



	should have provision to convert voice files into Windows standard Media format such as wav in real time.		
38.	Voice Recording Solution should be capable of scaling from IPV4 to IPV6 as and when required, bidder will not charge any cost to bank for same.		
39.	The Voice Recording should have web-based access for administration and calls control, access should be Policy based, and role based permissions for each users and administrators. The voice solution should have option to upload the Bank's directory in XLS/ XLSX/ CSV form.		
40.	The entire calls flow and voice solution should support audit trail and should be audited properly for ensuring compliance		
41.	Logger should have built-in redundancy at all critical levels in core logging and application. Failover redundancy should be made available at primary site.		
42.	The hardware used for Voice Recording Solution should be server class hardware with server class operating systems.		
43.	A Centralized Admin and Playback module to be provided with single administration and playback interface for all the recordings including archived recordings for both Primary and BCP sites and archived call at Data Centers.		
44.	All Major & Minor application patches and Operating system patches to be done during the warranty/ AMC/ contract period without any additional cost to bank.		
45.	The solution must be highly scalable and should be capable of supporting concurrent recording for at least up to 50 turrets (with two handsets each) at Primary site.		
46.	Any security vulnerabilities pointed out during periodic scans by the bank's Information Security Departments to be resolved and closed free of cost during the entire period of contract.		
47.	Must be able to integrate with the selected Turret & IP Telephony solution		
48.	Lossless recording for all channels at both Primary and BCP sites and lossless transition between Primary and BCP Site (vice-versa) in all possible scenarios. All packets to be transferred to the redundancy sites at Primary and BCP sites in a lossless fashion.		
49.	Support for concurrent users for replay of calls		
50.	Retention of call data records in database, core and archive to be at least 10 Years.		
51.	Solution to be capable for an average call volume of 1,000 calls per day, each call average time being 10 Minutes and must be scalable further. For 1 Year, calls should be stored in Logger server itself. Archival and Backup solution also to be provided as per above requirements.		
52.	Voice Recording solution shall also archive calls at 2 other locations i.e. our Wing DC, Mumbai & DRC, Bengaluru.		
53.	Each component in the solution should be supported for 6 years. OEM to provide confirmation for the same. Warranty for 3 years and comprehensive AMC for 3 years must be available.		
54.	All relevant backend/ hardware and software components incl. System software etc. to be provided as per of the scope of this procurement.		
55.	Offered solution shall support TLS Certificate for all Browser based applications with Hypertext Transfer Protocol Secure (HTTPS) of Turret, IP EPABX and Recording/ Logger Solution. (Bidder has to provide TLS CA Signed Certificate as a part of solution in the name of		



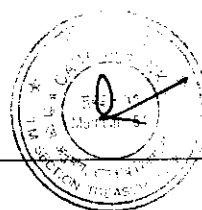
	Bank)		
56.	Vendor shall provide additional component, which facilitates strict monitoring of regulated users. Some of the features supported shall be as follows - <ul style="list-style-type: none"> • Search & replay of recorded calls from Server or storage. • Centralized user administration. • Centralized configuration of recording servers. 		
D. Servers, Application, Database, OS & Other Items			
1.	Supply of all required servers with OS, database, applications etc. for entire solution is into bidder's scope.		
2.	Bidder shall propose servers with Dual Power supply, Appropriate RAID configuration with SSD Disk.		
3.	20% Minimum additional compute capacity than actual requirement.		
4.	Bidder shall provide actual hardware & software requirement certified by OEM for each component (Turret system, IP Telephony & Voice Logger)		
5.	Tape Drive (LTO 7 or later) based Backup Solution should be provided with this solution for backup of all Call Recordings and required OS, Application and data.		



Annexure-7(B)
Sizing of Hardware including Software/ OS

Quoted Hardware/ Software/ OS details for Entire IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items:

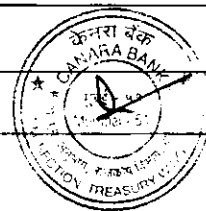
Sr No	Sub Components	Qty	Device Type Physical/ VM/ Appliance)	Core s	Processor	Storage		Software's	
						RAM GB	Storage GB/ TB	Operating System	Database
Primary Site									
a.	Server-1 (.....)								
b.	Server-2 (.....)								
c.	Server-3 (.....)								
d.	Server-4 (.....)								
e.	Licenses								
f.	System Software								
g.	Middleware								
h.	Any other Software								
i.	Backup Solution								
BCP Site for Voice Recording Solution									
j.	Server-1 (.....)								
k.	Server-2 (.....)								
l.	Licenses								
m.	System Software								
n.	Middleware								
o.	Any other Software								



Annexure-7(C)
Hardware/ Software Details

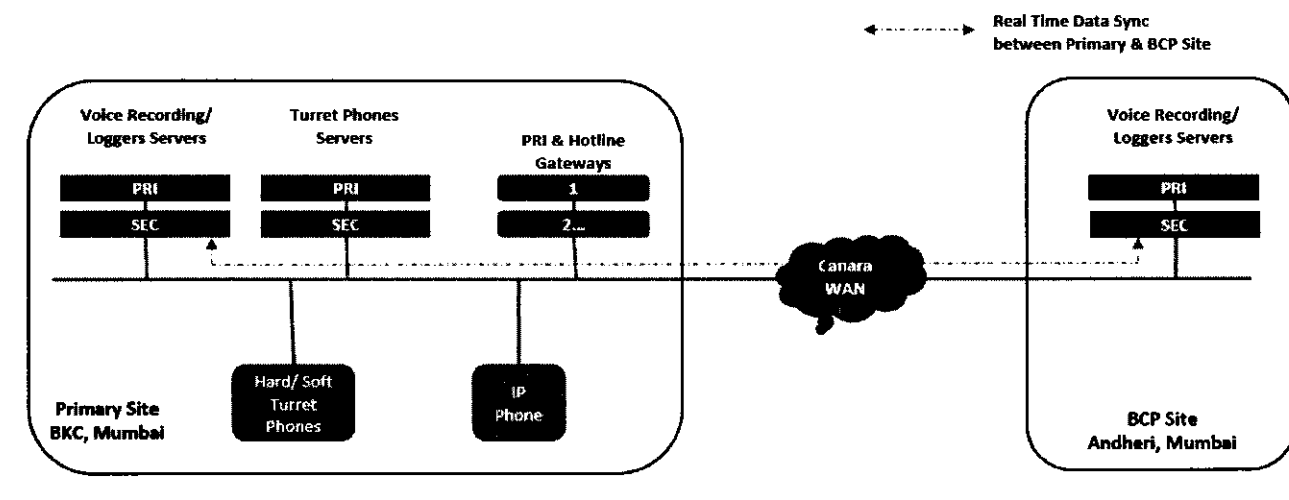
Quoted Hardware/ Software/ OS details for Entire IP Telephony, Turret Phones, Voice Recording/ Logger Solution & Other Items:

Sr No	Item Description	Qty	OEM of Product	Model Name	Date of Release of Product	OS Version	End of Life (EOL)/ End of Support (EOS) Details of the offered Hardware/ Software	Configuration of the offered Equipment, available Ports at open slots etc.
1.	PRI Gateways for Primary Site							
2.	Hotlines Gateways for Primary Site							
3.	IP Telephony Servers for Primary Site							
4.	IP Telephony OS for Primary Site							
5.	IP Telephony App/ Software for Primary Site							
6.	IP Telephony DB for Primary Site							
7.	Hardware Turret Phones							
8.	Software Turret Phones							
9.	Turret Phones Servers for Primary Site							
10.	Turret Phones Servers OS for Primary Site							
11.	Turret Phones App/ Software for Primary Site							
12.	Turret Phones DB for Primary Site							
13.	Mid-Level IP Phone							
14.	High End IP Phone							
15.	Executive IP Phone							
16.	Conference Room IP Phone							
17.	Voice Recording Servers for Primary Site							
18.	Voice Recording OS for Primary Site							
19.	Voice Recording App/ Software for Primary Site							
20.	Voice Recording DB for Primary Site							

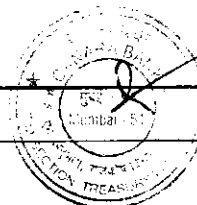
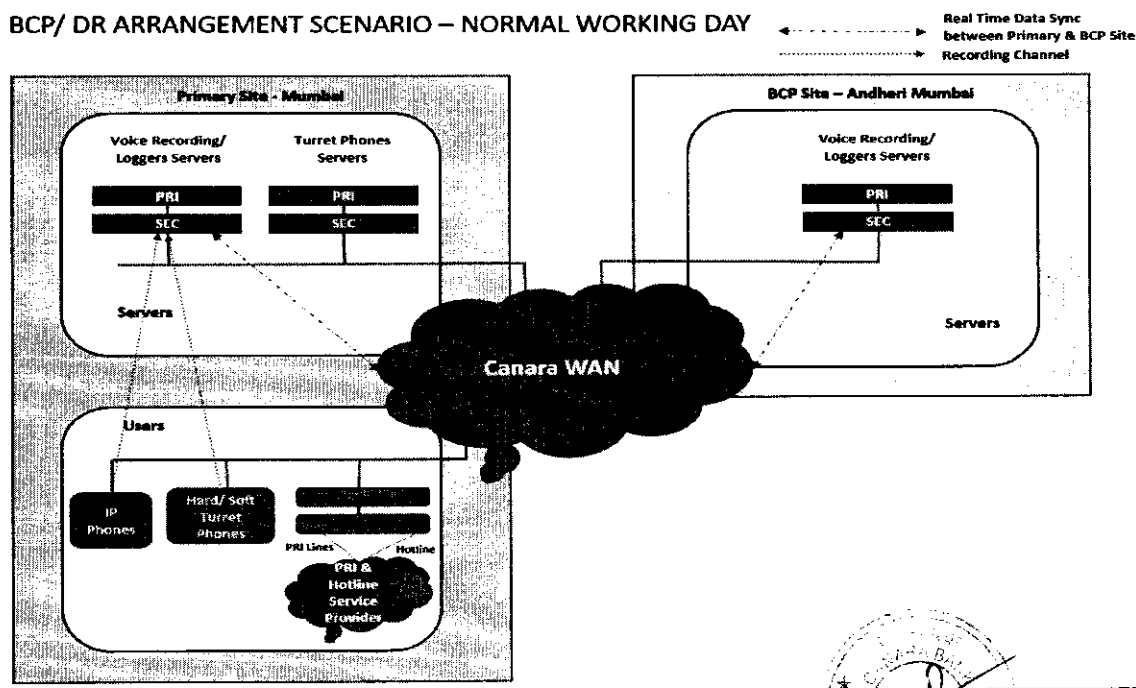


21.	Voice Recording Servers for Primary Site						
22.	Call Billing Server & Software for Primary Site						
23.	Fax Server Server & Software for Primary Site						
24.	Other System Software (specify the list serially)						
25.	Other hardware/software (specify the list serially)						

Basic Architecture



BCP/ DR ARRANGEMENT SCENARIO – NORMAL WORKING DAY



Annexure-8
Scope of Work

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items in Canara Bank.

Ref: Your RFP 01/2020-21 dated 16/06/2020

1. General Scope of Work:

- 1.1. The Bidder would be responsible for Supply, installation, testing, commissioning, configuring, Operation & Maintenance of the solutions, warranty and AMC ((if contracted) of licenses, hardware, software, middleware supplied as part of this RFP for a period of Six (6) years.
- 1.2. During the warranty period and AMC period, the Bidder is bound to do all hardware spares replacement and upgrade/ update of proposed solution to next or required version without extra cost to the Bank covering all parts & labour from the date of acceptance of the systems by the Bank i.e. on-site comprehensive warranty.
- 1.3. The Proposed Solution can be from different vendor (OEM) but should be tightly integrated & implemented.
- 1.4. The Bidder should be able to provide Competitor benchmarking for critical customer journeys with Indian schedule commercials banks/ financial organization.
- 1.5. The Bidder should propose highly scalable enterprise class solution. Solutions with limited scalability would not be acceptable to Canara Bank. Solutions, which are not mature for over 2 years, should not be quoted.
- 1.6. The bidder should provide a detailed project plan in terms of activity and phase wise timelines (no. of days) required for executing the project with the details of deliverables and milestones including the delivery of components. The bidder shall inform the name of the Project Manager who would be the single point of contact during the complete project implementation.
- 1.7. The bidder shall be responsible for installation/ configuration of all Major & Minor patches / updates / upgrades required for the offered solution without any extra cost to bank for a period of Six (6) years. Easy upgrade paths across both major and minor releases, requiring minimal manual configuration edits.
- 1.8. Before Project Acceptance, the bidder shall impart training to Canara Bank identified IT personals (around 4 nos.) for 1-2 days on the Knowledge Transfer Training of the Deployed Solution - Architecture and Design and Basic user level troubleshooting. Necessary training infrastructure would be provided by Bank. The bidder will have to ensure that training is imparted in a professional manner through Qualified Personnel and Course Materials would have to be provided for the same.
- 1.9. The Proposed Solution must integrate with various systems/ applications in the Bank including but not limited to SOC, PIM, BIGFIX, ITAM, SAS, SIEM (RSA Net Witness) etc. at no extra cost.
- 1.10. The solution should provide web based management consoles with secured protocols and SSL certificate for managing the infrastructure and to manage the deployed servers, hardware, appliances, services, etc., Bidder must provide Intranet SSL/Wild Card SSL/SAN Certificates whatever applicable for proposed solution without any extra cost.
- 1.11. The warranty of proposed solution will be applicable from the date of Solution acceptance given by Bank.
- 1.12. The proposed solution should support all heterogeneous OS, DB, Hypervisor platform etc.

- 1.13. The proposed solution should tightly integrate to each other in order to have control and visibility.
- 1.14. Bank will not provide any remote session like Team Viewer, WebEx etc. for any kind of installation, bug fixing, update and upgrade in entire project tenure.
- 1.15. The Proposed Solution should follow a standard development process to ensure that proposed solution meets functional, security performance and regulatory requirements of the bank.
- 1.16. The Proposed Solution should comply as per the IT related policies of the bank.
- 1.17. The Proposed solution must generate and provide a complete holistic report before handover to ensure 100% serviceability.
- 1.18. All reports should be configured to generate auto or schedule and send via SMTP on daily/monthly/yearly as per the bank requirement.
- 1.19. The Bidder will be responsible for setting up management console for the entire solution as per Technical Specification.
- 1.20. Bidder must engage OEM and Professional Team/ Services onsite to implement the Whole Project.
- 1.21. Bidder should establish a high availability. If any additional hardware and/or software are required for implementing this, Successful Bidder will provide the same without any extra commercials.
- 1.22. Bidder must provide detail architecture of the provided solution along Installation and Administration guide, which must include High Level Design (HLD) and Low Level Design (LLD).
- 1.23. Bidder is responsible to inform if any new version/ update/ Service pack/ upgrade of proposed solution are available by OEM, to the bank within seven days (7 days) of the release and provide the upgrade solution (software) within one month of such releases without any cost to the bank during the period of contract.
- 1.24. Any additional licenses are procured by the bank through the Successful Bidder all such licenses are to be maintained by the Successful Bidder.
- 1.25. Bidder has to provide the escalation matrix to escalate any incident.
- 1.26. Bidder is responsible to provide the periodic reports of the proposed solution as per the bank requirement.
- 1.27. All installed OS software/ firmware must be of stable version and all recommended patches should be installed by the bidder and the same to be submitted to the bank as and when required.
- 1.28. Bidder has to enable/ configure event source so that the proposed solution can be integrated to Canara Bank Mail System.
- 1.29. Bidder shall conduct preventive maintenance as may be necessary from time to time to ensure that equipment is in efficient running condition to ensure trouble free functioning.
- 1.30. The URLs of management server/ software of proposed solution should be accessible on https with valid certificate.
- 1.31. The proposed solution should integrate to LDAP for authentication.



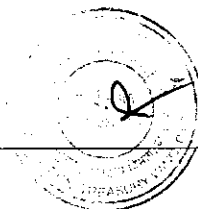
- 1.49. The Bidder shall be responsible for including any change request by the Bank in the solution offered at no additional cost to the bank during the tenure of the cost.
- 1.50. During the period of the contract, the SI may be required to carry out additional customization in existing module of their software to meet the requirement of Canara Bank, which may arise out of changes for regulatory compliance without any additional cost.
- 1.51. All Software/ Databases deployed as part of solution at Bank under scope of this RFP should be licensed one with **back-to-back support contracts from respective OEMs**.
- 1.52. The licenses should be in the name of Canara Bank or specifically purchased for bank with Bank's name mentioned in license & copies of these should be submitted to Bank
- 1.53. The proposed solution should host in 3-tier architecture with high availability, if applicable.
- 1.54. During installation if the bank requires any new Software/ OS/ Utility, Bidder has to install without any cost where the licenses of the software are with the Bank.
- 1.55. Bidder shall confirm the integrity of the software supplied i.e. the software is free from bugs, malware, covert channels in code etc.
- 1.56. The Proposed solution should have ability to freely changes forms, fields, workflows, escalations and authorization structures and reports according to Bank processes without affecting the future tool updates and integration with 3rd Party Solutions.
- 1.57. Bidder should provide email, telephonic and onsite resident engineer support.
- 1.58. Proposed solution must be able to meet RPO and RTO as per bank policy.
- 1.59. Proposed solution should have LTO Based backup solution in order to take all configuration, database and application backup.
- 1.60. Proposed solution should be able to integrate with bank existing solution like Patch Management & Configuration Management and Antivirus Solution.
- 1.61. For OS related issues in which formatting of hard disk is necessary, data backup should be done in advance and need to be restored as per satisfaction of the User after formatting.
- 1.62. Bidder has to coordinate with different service providers like MTNL, TCL, TTML, Airtel etc. for PRI, Hotline issues and get it resolved also need to take care of cabling/ Krone connection done for IP Telephones in our wing.

Date

Signature with seal

Name :

Designation :



Annexure- 14
Amended Bill of Material

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of IP Telephony, Turret Phones, Voice Recording/ Logger Solution and Other Items in Canara Bank.

Ref: RFP 01/2020-21 dated 16/06/2020

Notes

1. These details should be on the letterhead of Bidder and each & an Authorized Signatory with Name and Seal of the Company should sign every page.
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

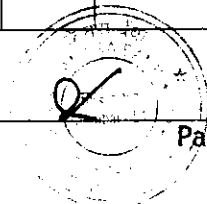
Price details for Implementing IT Infrastructure Monitoring Solution in Canara Bank

[Amount in Rs.]

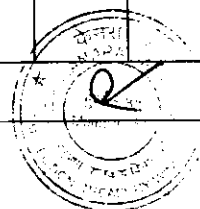
Sr No	Requirement Details	Cost Price		AMC/ ATS (as per Table E)*				Unit Price with Three Years Comprehensive Onsite Warranty and Three Years AMC/ATS after Warranty period (incl. of tax)	Quantity	Total Cost with Three Years Comprehensive Onsite Warranty and Three Years AMC/ATS after Warranty period (incl. of tax)	
		Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	Tax for Column A	Unit Price with Three years Comprehensive onsite warranty (incl. of tax)	Three years AMC/ ATS charges per unit after warranty period (Excl. of Tax)	Tax for Column E					Three years AMC/ ATS charges per unit after warranty period (incl. of tax)
						F= % of Tax	G= Tax Amt				
A	B= % of tax	C= Tax Amt	D= A+C	E	F= % of Tax	G= Tax Amt	H= F+G	I=D+H	J	K= (IxJ)	
	Turret Phones/ Dealer Board at Primary Site										
1.	Hardware Turret Phones/ Dealer Board with Dual Handsets								5		
2.	Hardware Turret Phones/ Dealer Board with Single Handsets								5		
3.	Soft Turret Phones/ Dealer Board licenses with Single Headset & Required Accessories to connect Headset to system. (Bank will provide required system for Soft Turret installation)								5		
4.	Wired Headsets for Dealers (Headset shall be compatible to work with both Hard Turrets and Soft Turrets) Headsets shall be of reputed make having global presence. Bidder has to provide								5		



	Handset + 5 for Soft Turrets + 80 for IP Phones)																			
	Voice Recording/ Logger for BCP Site, Andheri Mumbai																			
18	Supply of Voice Recording/ Logger solution to record all calls in a lossless manner (internal/ incoming/ outgoing etc.) from/ to turrets & IP Phones. Call archiving shall be available at both Main site and at Bank's Data Centre at other locations. Logger to be Deployed at BCP Site in HA Mode. Total 100 Recording channels (10 for 5 No of Hard Turret Phones/ Dealer Board with Dual Handsets + 5 for Hard Turret Phones/ Dealer Board with Single Handset + 5 for Soft Turrets + 80 for IP Phones)																		100	
Other Items																				
19	Tape Drive (LTO 7 or later) based Backup Solution for Primary Site should be provided with this solution for backup of all Call Recordings and required OS, Application and data.																		1	
20	Bidder has to provide compatible LTO tapes with Backup solution.																		20	
21	Supply of Hardware/ Appliance for deploying proposed solution at Primary Site as per technical specifications & Scope of Work at Primary Site	Servers for Turret Phones/ Dealer Board																		
		Server for IP Telephony with Call Billing Software																		
		Server for Voice Recording/ Logger.																		
		Server for Fax Application																		



		Any other (add more rows of required)																	
22	Supply of Hardware/ Appliance for deploying proposed solution at BCP Site as per technical specifications & Scope of Work at Primary Site	Server for Voice Recording/ Logger.																	
		Any other (add more rows of required)																	
23	All System Software/ Applications/ Operating System/ Database/ VM/ Middleware Licenses etc. as per technical specifications & Scope of Work for deploying Proposed Solution at Primary Site (Break ups details to be provided).																		
24	All System Software/ Applications/ Operating System/ Database/ VM/ Middleware Licenses etc. as per technical specifications & Scope of Work for deploying Proposed Solution at BCP Site (Break ups details to be provided).																		
25	Required TLS Certificates for entire solution at Primary Site.																		
26	Required TLS Certificates for entire solution at BCP Site.																		
27	Any Other Software licenses for Primary Site (Break up details to be provided)																		
28	Any Other Software licenses for BCP Site (Break up details to be provided)																		
29	CAT 7 Patch Cord for Turret and IP Phones for Primary Site - 2 Meter																		320
30	Windows Server 2019 64 bit Standard Edition Down gradable to 2012/ 2016 (16 Number of 2 core packs) with SA (Software Assurance) Note - This is separate requirement not to be																		2



	included with this solution requirement.										
31	Windows Server 2019 64 bit Standard Edition Down gradable to 2012/ 2016 (8 Number of 2 core packs) with SA (Software Assurance) Note - This is separate requirement not to be included with this solution requirement.									3	
32	One time Installation, Integration, Commissioning & Service charges cost of Proposed Solution at Primary Site as per Technical specification and Scope of Work of this RFP.									1	
33	One time Installation, Integration, Commissioning & Service charges cost of Proposed Solution at BCP Site for Voice Recording Solution as per Technical specification and Scope of Work of this RFP.									1	
34	Total Cost of Ownership for Six years contract period (Sum of column k of rows 1 to 23)										

*Year wise breakup of AMC/ ATS charges should be furnished in Table-E.

Bidder has to provide the adequate quantity in column J of Table -A as mentioned in Annexure-7 (A).

Table-B
Charges for Onsite Resources

[Amount in Rupees]

Sr No	Description	Charges for one resource Per Month [Excl. of Tax]	No. of Months	No. of Resources	Charges for One resources for 72 Months [Excl. of Tax]	Tax %	Tax Value	Charges for One resources for 72 Months [Incl. of Tax]
		a	b	C	d=axbxc	e	f	g=d+f
1	Cost of L1 Onsite Resources for Primary Site.		72	1				
2	Total Cost [total of column g of row 1 and 2]							

Table-C
Charges for Post Implementation Training

[Amount in Rupees]

Sr No	Requirement	One Time Training Charges (Excl. of Taxes)	Tax for Column A		One Time Training Charges (Incl. of Taxes)
		A	Tax %	Tax Value	d = a+c
1.	Post- Implementation Training Charges				

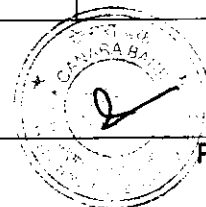


Table - D
Total Cost for 6 Years Contract Period

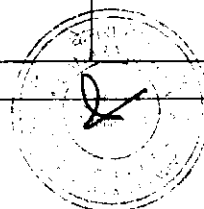
[Amount in Rupees]

Sr No	Details	Total Cost of Ownership [Incl. of tax]
A	Total Cost for Implementing IP Telephony, Turret Phones, Voice Recording/ Logger Solution in Canara Bank Hardware as per Table-A [Total of Column K]	
B	Total Charges for Onsite Resources as per Table-B [Total of Column g]	
C	Total Charges for Post Implementation Training as per Table-C [Total of Column d]	
Total Cost of Ownership [D = A + B+ C]		

Table-E
Post Warranty AMC/ ATS Calculation Table for Unit Quantity for Table-A

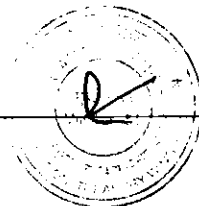
[Amount in Rupees]

Sl. No.	Description	Post Warranty AMC/ATS Charges year wise***						
		4 th Year AMC/ ATS Charge (Excl. of tax)	5 th Year AMC/ ATS Charge (Excl. of tax)	6 th Year AMC/ ATS Charge (Excl. of tax)	Total AMC/ ATS for 3 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ ATS for 3 Years (Incl. of Tax)
		A	B	C	d=a+b+c	e	f	g=d+f
Turret Phones/ Dealer Board for Primary Site								
1.	Hardware Turret Phones/ Dealer Board with Dual Handsets							
2.	Hardware Turret Phones/ Dealer Board with Single Handsets							
3.	Soft Turret Phones/ Dealer Board licenses with Single Headset & Required Accessories to connect Headset to system.							
4.	All required System control setup and complete turret Infrastructure including all backend hardware & Software in redundant mode at Primary Dealing Room Site in line with technical specifications.							
IP Telephony for Primary Site								
5.	SIP based IP telephony Software in Hot standby redundant mode including all backend hardware & Software in redundant mode at Primary Dealing Room Site in line with technical specifications							
6.	Gateways for 06 PRI Lines							
7.	Gateways for 48 Hot Lines							
8.	High End IP Phones							
9.	Mid-Level IP Phones							
10.	Executive IP Phones							
11.	Conference Room IP Phones							
12.	SIP Trunks for networking with EPABX at Circle offices and Bangalore HO.							
13.	Call Billing software for IP Telephony							
Voice Recording/ Logger for Primary Site								
14.	Supply of Voice Recording/ Logger solution to record all calls in a lossless manner (internal/ incoming/ outgoing etc.) from/							



	to turrets & IP Phones. Call archiving shall be available at both Main site and at Bank's Data Centre at other locations. Logger to be Deployed at Primary Site in HA Mode.								
Voice Recording/ Logger for BCP Site									
15.	Supply of Voice Recording/ Logger solution to record all calls in a lossless manner (internal/ incoming/ outgoing etc.) from/ to turrets & IP Phones. Call archiving shall be available at both Main site and at Bank's Data Centre at other locations. Logger to be Deployed at Primary Site in HA Mode.								
Other Items									
16.	Tape Drive (LTO 7 or later) based Backup Solution for Primary Site should be provided with this solution for backup of all Call Recordings and required OS, Application and data.								
17.	Hardware/ Appliance for deploying proposed solution at Primary Site	Servers for Turret Phones/ Dealer Board							
		Server for IP Telephony with Call Billing Software							
		Server for Voice Recording/ Logger.							
		Server for Fax Application							
		Any other (add more rows of required)							
18.	Hardware/ Appliance for deploying proposed solution at BCP Site	Server for Voice Recording/ Logger.							
		Any other (add more rows of required)							
19.	All System Software/ Applications/ Operating System/ Database/ VM/ Middleware Licenses etc. as per technical specifications & Scope of Work for deploying Proposed Solution at Primary Site (Break ups details to be provided).								
20.	TLS Certificates for entire solution at Primary Site								
21.	TLS Certificates for entire solution at BCP, Andheri Site								
22.	Any Other Software licenses for Primary Site (Break up details to be provided)								
23.	Any Other Software licenses for BCP Site (Break up details to be provided)								

***The Charges mentioned in column 'c' of Table-E should tally with the charges mentioned under Column 'E' of Table-A. The Charges mentioned in column 'f' of Table-E should tally with the charges mentioned under Column 'H' of Table-A.



Undertaking

- i. Bill of material is submitted on the letterhead 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 :

