

केनरा बैंक Canara Bank 
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REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, INSTALLATION, IMPLEMENTATION, COMMISSIONING AND
MAINTENANCE OF
NETWORK MONITORING SOLUTION
IN
CANARA BANK”

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 19/2020-21 dated 16/09/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.
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 Guarantee/Bid Security Bank	10% of Total Order Value
9.	Purchase Preference Policies	Applicable
10.	Last Date and Time for Submission of Bids	09/10/2020, Friday upto 3.00 PM 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.	09/10/2020, Friday 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 (indicative)	Will be intimated at a later date.



13.	Pre-bid Meeting Date & Time	<p>i. Pre-bid meeting will be held on 28/09/2020, Monday 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>ii. Pre bid queries should be submitted as per Appendix-D.</p> <p>iii. Pre-bid Queries should be sent to E-mail hoditapm@canarabank.com and must reach us on or before 24/09/2020, Thursday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 19/2020-21 dated 16/09/2020". Queries reaching afterwards will not be entertained.</p>
14.	Other Details	<p>i. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>ii. 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>iii. No suggestions or queries shall be entertained after pre-bid meeting.</p>
<p>This document can be downloaded from following website https://canarabank.com/tenders.aspx and https://eprocure.gov.in/epublish/app. In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Canara Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies & any communication etc. will be uploaded in the Bank's website only (i.e. https://canarabank.com/tenders.aspx). No individual communication will be sent to the individual bidders.</p>		



DISCLAIMER

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

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

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



2. Abbreviations:

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



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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, Dubai, Tanzania and New York. As per the announcement made by the Department of Finance Services on 30 August 2019, Manipal based Syndicate Bank has been merged from 01 April 2020.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions

- 2.1. 'Bank' means unless excluded by and repugnant to the context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution for Canara Bank".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means providing "Monitoring Solution for Network Devices" in Canara Bank.
- 2.5. 'Customer' includes Prospective Customers, Leads, Applicants, Guarantors, Collateral holders, Employees, Legal heir, Nominee, Signing Authority, Director, Owner, Proprietor and such other parties. It includes natural persons i.e. Individuals and other persons i.e. Firms, Companies, HUF etc.
- 2.6. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.7. '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 procure Network Monitoring Solution. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation, Implementation, Commissioning and Maintenance of Network

Monitoring Solution in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

- 4.1. Bank is looking for enterprise class Network Monitoring Solution to Monitor Network Device and links of Canara Bank DC, DR, administrative offices and branches.
- 4.2. Our bank has a network of more than 10,000 branches spread across the country and in overseas locations. Banks network infrastructure should be monitored using Network Monitoring Solution to have uptime, downtime record of links and devices, justifying for the requirement of link upgrade and to fix issues faster for the devices and links.
- 4.3. Canara Bank has gained the trust of the customers over many years and bank want to ensure customer overall experience with Bank's digital mediums. Accordingly, Bank want to implement.
- 4.4. The Bank is looking at a highly professional relationship with the service provider who shall implement the proposed solution. The bidder shall provide required license, hardware/appliance, software, training and other services for implementing, managing and maintenance of proposed solution.
- 4.5. The bidder should act as a System Integrator for implementation of the said solution including but not limited to design, installation, and integration with other solutions as per bank's network architecture and based on requirements received from its Head Office.

5. Existing Infrastructure

- 5.1. Canara Bank has established state-of-the-art two-tier MPLS network connectivity to connect its Data Center - Bengaluru (DC), Disaster Recovery Center-Mumbai (DRC), domestic & foreign Branches/Offices and all other business units.
- 5.2. All the bidders have to provide Hardware sizing to run the proposed solution and other environmental or related software along with technical proposal.
- 5.3. The successful bidder must design the solution with high availability in Data Centre and Non-High Availability in Disaster Recovery site as per industry accepted security standards and best practices.
- 5.4. The Bank is not responsible for any assumption made by the bidder with respect to the sizing. In the event the sizing proposed by the successful bidder does not meet the performance / service levels of the Bank, the successful bidder will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the successful bidder the required additional expenses, which Bank may incur on account of such upgrades / replacements.



6. Requirement Details

6.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for procurement of Network Monitoring Solution for Network Devices and Links in Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements:

Item details	Location
Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution as per Annexure-7 (Technical/ Functional Requirements) and Annexure-8 (Scope of Work)	DC-Bengaluru & DRC-Mumbai

- 6.2. The term of contract will be for a period of Three (3) years Warranty and Two (2) Years AMC (if contracted). The renewal will be at the sole discretion of the bank and based on the performance of the bidder during the contract period.
- 6.3. The Contract with the selected vendor will be valid from the date of acceptance of Purchase Order to Five (5) years from the date of implementation signoff given by the bank. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between Bank and the vendor.
- 6.4. 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.

7. Participation Methodology

- 7.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 7.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.
- 7.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.
- 7.4. In the event of the Bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder 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 at no additional cost to the bank. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-13.



8. Eligibility Criteria

- 8.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' for Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution.
- 8.2. Interested Bidders, who can Supply, Install, Implement, Commission and Maintain the Network Monitoring solution and meet the Eligibility Criteria as per Annexure-2 may respond.
- 8.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

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 conform 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. The bidder should also maintain confidentiality of information shared with them during the tenure of the project.

11. Training

- 11.1. Bidder has to provide hands on Product training of the proposed Solution by OEM.
- 11.2. Bidder has to arrange the onsite-classroom training with workstations and required necessary amenities to facilitate the training.
- 11.3. OEM Training should consists of administration, monitoring, supervising, report generation and usage of the proposed Monitoring solution.
- 11.4. The selected bidder shall provide training to the Bank/participants.
- 11.5. The selected bidder should also make provision for downloadable lessons/User manuals/procedure documents.



11.6. The selected bidder shall provide OEM Training to the participants as under:

Sl. No.	Details	No of Days	Batch Size	No. of Batches
1.	Pre implementation	2 days	5	1
2.	Post Implementation	2 days	5	1

- 2.4. The Bidder has to do necessary changes in the configuration directed by security team of the bank after security audits like VAPT, Code Audit etc. without disturbing the production and existing backed up copies.
- 2.5. The Bidder has to follow the industry best practices in Configuration of Operating System and other Software.
- 2.6. Any kind of changes like update, upgrades etc. in the solution after complete installation will not lead into any commercial during contract tenure.
- 2.7. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 2.8. Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per Bank's IT/Information Security / Cyber Security Policy.
- 2.9. The selected bidder will have to establish all the necessary procedures/infrastructure/technology /personnel to ensure the Information System Security as per the guidelines prescribed by RBI and the policies of the Bank.

3. Acceptance

- 3.1. Bank will evaluate the offered Solution implemented by the bidder. If the Solution experiences no failures and functions according to the requirements of the RFP as determined by the Bank during the implementation period, then the solution will be accepted by the Bank and the project will be considered as deemed signed-off.
- 3.2. After the Solution has been accepted by the Bank, the Vendor may submit an invoice for the Solution.
- 3.3. The warranty will cover all supplied components includes software and will start after Project acceptance & Signoff.

4. Uptime

- 4.1. The bidder shall guarantee a 24x7x365 availability with monthly uptime of 99.90% for the solution as specified in Annexure-7 and Annexure-8, during the period of the Contract and also during AMC/ATS, if contracted, which shall be calculated on monthly basis.
- 4.2. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.
- 4.3. If the Bidder is not able to attend the troubleshooting calls on solution working due to closure of the office/non-availability of access to the solution, the response time/uptime will be taken from the opening of the office for the purpose of uptime calculation. The Bidder shall provide the Monthly uptime reports during the warranty period and ATS period, if contracted.

- 4.4. The Downtime calculated shall not include any failure due to bank, third party and Force Majeure.
- 4.5. The percentage uptime is calculated on monthly basis as follows:

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

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

5. Penalties/Liquidated Damages

- 5.1. Penalties/Liquidated damages for delay in Delivery and Installation of Solution would be as under:

5.1.1. Penalties/Liquidated damages for delay in supply: Non-compliance of the Supply of Hardware, Software & Other items (including OS) as per clause 1.1 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 11 column no. F of Table-A in Annexure-14 (Bill of Material) location/office address wise.

5.1.2. Penalties/ Liquidated damages for delay in implementation: Non-compliance of the Installation, Implementation, Commissioning of Hardware, Software & Other items (including OS) as per clause 1.2 will result in imposing penalty of 0.50% by the Bank on delay in supply per week or part thereof plus GST on the invoice value of Hardware, Software & Other items (including OS) (exclusive of Taxes) as mentioned in serial number 11 column no. F of Table-A in Annexure-14 (Bill of Material) location/office address wise.

5.1.3. However, the total Penalty/LD to be recovered under above clauses 5.1.1 & 5.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

- 5.2. Penalties/Liquidated damages for not maintaining uptime:

5.2.1. If the bidder fails to maintain the guaranteed Uptime during Warranty and ATS period (if contracted), the penalty for Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
99.90% to 100%	No penalty
99.00% to 99.89%	0.10% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
98.00% to 98.99%	0.20% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
97.00% to 97.99%	0.30% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
96.00% to 96.99%	0.40% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
95.00% to 95.99%	0.50% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.



Less than 95.00%	1.00% (plus GST) on invoice value* (exclusive of GST) for every hour or part thereof.
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*Invoice value of hardware, software and solution excluding AMC/ATS as per Table-A of Bill of Material.

- 5.2.2. The maximum penalty levied shall not be more than the 5% of total cost of Hardware, Software and License invoice value* (plus GST) during warranty period and 10% of AMC/ATS amount payable for quarterly payable invoice Value (plus GST) during AMC/ATS period.
- 5.2.3. If monthly uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP or AMC/ATS and invoke PBG, if contracted. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the bidder (including AMC/ATS payments).
- 5.2.4. If monthly uptime is less than 95% in three consecutive months, bank may at its sole discretion blacklist the bidder in addition to imposing penalty and invoking the bank guarantee.
- 5.3. **Penalties/liquidated damages for onsite resources:** In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Resident Resource charges for that quarter.
- 5.4. **Penalties/Liquidated Damages for non-performance:** If the bidder does not meet the specifications of the RFP during various tests, the bidder shall rectify the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to invoke the Bank Guarantee.
- 5.5. 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 under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 5.6. All the above LDs are independent of each other and are applicable separately and concurrently.
- 5.7. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

6. Payment Terms

The following terms of payment shall be applicable to this contract and will be released after execution of Contract Agreement:

6.1. Payment schedule for Network Monitoring Solution with delivery of Required Hardware OS, Software & Licenses will be as under:

Sl. No.	Payment Milestone	Percentage of Payment	Condition/Remarks
1.	Delivery of Hardware, Software & other Licenses	50% of total cost of Hardware, Software and other Licenses	After complete delivery of Hardware, Software & Other Licenses and production of relevant documents like delivery signoff and invoice with product serial number of the items supplied in DC and DRC.
2.	Installation, configuration and commissioning of solution.	40% of total cost of Hardware, Software and other Licenses	After successful installation, configuration and commissioning of solution in DC and DRC.
3.	Warranty	10 % total cost of Hardware, Software and other Licenses	After completion of warranty period of 3 years. OR On submission of the bank guarantee for equivalent amount by the successful bidder.
4.	Implementation	100%	100% of the Implementation charges will be paid on the Completion of implementation and Project Signoff/acceptance by the Bank.
5.	Training	100%	Payment will be released within 30 days after completion of Training.
6.	Onsite Resource	Quarterly	Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per clause 5.3 of Section C of this RFP.

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

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

6.4. Bank will not pay any amount in advance.



- 6.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms.
- 6.6. The bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
- 6.7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS 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.

7. Onsite Resources & Support

- 7.1. The bidder has to provide one onsite resource and should have OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience.
- 7.2. The onsite support resource timings will be 10.00 AM to 6.00 PM on daily basis except Bank holidays.
- 7.3. The onsite resource will also be responsible for complete day-to-day activities such as end to end management of the solution till the project tenure.
- 7.4. The billing of onsite support will be commenced after successful project sign-off/acceptance. However, Bidder has to ensure that onsite resource should be part of the project implementation team.
- 7.5. The Bidder has to submit following KYC documents for onsite engineer:
 - 7.5.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.
 - 7.5.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and Bidder HR
 - 7.5.3. Aadhar Card - Duly attested photocopy by candidate and Bidder HR
 - 7.5.4. Relieving Certificate of Previous employer - Duly attested photocopy by candidate and Bidder HR
 - 7.5.5. Passport - Duly attested photocopy by candidate and Bidder HR
 - 7.5.6. Background Police Verification report - Duly attested photocopy by candidate and Bidder HR
- 7.6. Bidder will be responsible for attending complaints during the contract period.
- 7.7. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 7.8. Support has to cover to solve day-to-day issue while using the proposed solution in our environment like resolving the issues related to incident, security threat, signature updates, daily updates, product related issues and any other issues to the Bank as per SOW/SLA at no extra cost.

- 7.9. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires OEMs technical person's/ product developer etc intervention, Bidder has to take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires log submission, Bidder will submit the same for further analysis in consultation with the Bank.
- 7.10. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.
- 7.11. Onsite Resource charges will be paid quarterly in arrears. In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the solution is not hampered.
- 7.12. **Response Time and Meantime to Restore [MTTR]**
- 7.12.1. Response Time shall be 2 hours and MTTR shall be 4 hours.
- 7.12.2. Time specified above is from lodging of complaint.
- 7.12.3. However, penalty shall be applicable as per uptime clause
8. **Escrow arrangement during Contract period:**
- 8.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the bidder, and customized to the requirements of the Bank.
- 8.2. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept etc., can be finalized at the time of lodging the software for escrow.
- 8.3. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease, or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be effected by the agent within 15 days of receipt of written demand from the purchase therefore.
- 8.4. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.
- 8.5. The application software should mitigate Application Security Risks; at a minimum, those discussed in OWASP top 10 (Open Web Application Security Project).
- 8.6. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from others. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.



- 8.7. The Bidder should provide Application Security Certificate along with report of the proposed solution to Bank, However, Bank in its discretion to conduct Code audit to check the vulnerability associated with proposed software/solution, if in case observations are found then bidder has to take up with OEM immediately to attend the same for closure before project acceptance/signoff.

9. Software, Drivers and Manuals

All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

10. Warranty

- 10.1. The Bidder warrants that the Hardware/Software/Solution will be free of defects in workmanship and materials for a period consistent with industry standards and the nature of the Software ("Warranty Period").
- 10.2. The Bidder has to provide comprehensive On-site replacement warranty for three (3) years for Proposed Solution (including all Hardware items, software items, operating system and licenses) and subsequent ATS/AMC of two (2) years until project tenure of Five Years.
- 10.3. The warranty will cover all supplied components includes software and will start after project acceptance& Signoff.
- 10.4. The software/hardware deployed for this project shall be under Comprehensive Onsite Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of three (3) years from the Date of Acceptance of the Solution.
- 10.5. The Bidder has to ensure the proposed solution must have a road map of next five (05) years.
- 10.6. If the Software/Solution does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/Software/Solution. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 10.7. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the Bidder or, if the Bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 10.8. If any defect in the Hardware/Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Solution functions in accordance with the Contract for a reasonable period of time.
- 10.9. Despite any other provision, the Bank, may return a defective Hardware/ Software/Solution to the Bidder within Sixty (60) days of delivery of the Software/Solution and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.



- 10.10. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Bank during Business Days for assistance with the operation of the Software/Solution.
- 10.11. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.
- 11. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted) after Three Years of Warranty Period**
- 11.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Hardware (including OS), software, License Items for Two (2) years after completion of Three (3) years warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 11.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, License supplied with the bidder after completion of respective warranty periods.
- 11.3. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period.
- 11.4. The Bank will pay AMC/ATS charges for Solution (including hardware, software OS and license) after the end of warranty period. Such payment shall be released quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.
- 11.5. During the Warranty and AMC/ATS (if contracted) period, the Bidder should extend On Site Service and Support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
- 11.5.1. Rectification of Bugs/defects if any.
- 11.5.2. Ensuring uptime of 99.90%
- 11.5.3. Preventive Maintenance.
- 11.5.4. Maintenance of Hardware/Software/License supplied.
- 11.6. It may be noted that the Bank reserves the right to demand additional performance Bank Guarantee (as per Appendix-G) to the tune of 10% of the value of the Purchase Order, if AMC/ATS charges quoted by the bidder are abnormally low (i.e. AMC/ATS Cost percentage per annum should not be less than 5% of the cost of Hardware, software and License). The Bank has discretion to consider such offer or for seeking clarification from the bidder to decide for consideration. This Bank Guarantee will be towards contractual/AMC/ATS obligations of the bidder. Bidder shall quote the charges of AMC/ATS as per the Bill of Material (Annexure-14). This Bank guarantee shall be submitted within 15 days from the date of acceptance of the order which shall cover warranty and AMC/ATS period with a claim period of 3 months. The bidder has to submit this Bank guarantee in addition to the Security Deposit/Bank Guarantee as specified in clause 8 of Section-F. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.



12. Scope Involved During Warranty and ATS Period (if Contracted)

- 12.1. During the contract period the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OEM.
- 12.2. During the contract period the bidder should apply and upgrade all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OEM.
- 12.3. If any software, License and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Warranty and AMC support [if contracted].
- 12.4. Any corruption in the software/License/Hardware shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.
- 12.5. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the software and hardware during warranty period and AMC/ATS (if contracted).
- 12.6. The support shall be given in person only.
- 12.7. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.
- 12.8. The bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.
- 12.9. Escalation matrix should be provided for support, technical, project etc.

13. Mean Time Between Failures (MTBF)

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

14. Subcontracting

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.

15. Defect liability

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

16. Right to Audit:

- 16.1. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/software) and services etc., provided to the Bank and the Service Provider is required to submit such certification by such Auditors to the Bank. The Service Provider and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.
- 16.2. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- 16.3. The Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to 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 specifications and bidding document is submitted without any deviations.

2. Clarification of Offers

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

3. Evaluation of 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 and compliance to Scope of Work as per Annexure-8

3.4. Part C-Commercial Bid (indicative):

The Part C- Commercial Proposals 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 the 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. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.
- 4.3. The Bank at its discretion call for providing Proof of Concept (PoC) of proposed solution at the location which is identified by the Bank.
- 4.4. Results of the Proof of Concept (PoC) will be shared with all the members of evaluation committee for considering the same during evaluation process.
- 4.5. The evaluation includes the capabilities, quality, usability, integration and feature set of the solution, including but not limited to the following functions:
 - 4.5.1. Data source support, including application visibility
 - 4.5.2. Analytics
 - 4.5.3. Diagnostic workflows
 - 4.5.4. Real-time monitoring
 - 4.5.5. Day-to-day maintenance and management of the product
 - 4.5.6. Ease and simplicity of deployment and configuration
 - 4.5.7. Ease of use and richness of functions in the product
 - 4.5.8. Product deployment options and usability
- 4.6. 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.
- 4.7. 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.
- 4.8. 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.

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 Bank's Notice Board / Bank's website (i.e. www.canarabank.com) of the Bank. After conducting the Online Reverse Auction, the final list of the bidders (L1, L2, L3 ... etc.) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

7. Correction of Error in Commercial Bid:

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

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

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

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

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

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

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

8. Determination of L1 Price

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

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

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.

8.3.5. 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, 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 bids 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 ask 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.

8.4.3. Canara 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.

8.5. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.

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

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/english/announcements/important-rfptender-documents-of-dit-wing/>



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/english/announcements/important-rfptender-documents-of-dit-wing/>



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/english/announcements/important-rfptender-documents-of-dit-wing/>.

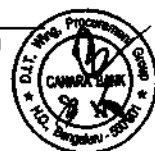

Deputy General Manager



केनरा बैंक Canara Bank

Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: https://canarabank.com/User_page.aspx?othlink=5. Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

Sections	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
Annexures	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
Forms (Purchase Preference)	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Startups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
Bid Formats	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
Bank Guarantee Formats	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.
Appendix H	Format for Bank Guarantee for Advance Warranty Payment.



Pre Contract Integrity Pact	
Appendix I	Pre Contract Integrity Pact.
Reverse Auction Formats (Not Applicable)	
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 vendor.
Other Format	
Appendix-K	Location Details. (Not Applicable)
Draft Contract Agreement	



Annexure-2
Eligibility Criteria Declaration

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

SUB: RFP for Supply, Installation, Implementation, Commissioning and Maintenance of Network Monitoring Solution in Canara Bank.
Ref: Your RFP 19/2020-21 dated 16/09/2020

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.

	Sl. No.	Eligibility Criteria	Documents to be submitted for Eligibility Criteria Compliance	Bidder's Response and Documents Submitted
CONSTITUTION	1.	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.	
OEM/OSD/OSO	2.	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) An authorized dealer	If the applicant is a OEM/OSD/OSO, an Undertaking Letter has to submitted to this effect. If the bidder is an Authorised Dealer, an Authorization letter from their OEM and OSD/OSO to deal/market their product in India and it should be valid for a minimum period of five years from the date of RFP.	
FINANCIALS	1.	The Bidder should have the Average Turnover of minimum Rs.15.00 Crores for last three (3) financial years (i.e. 2016-17, 2017-2018, 2018-19) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19]. 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.	



	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 EXPERIENCE	3.	The Bidder should have supplied and successfully implemented Network Monitoring Solution in any of the Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.	The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	
		The Bidder and OEM shall have support office in Bengaluru and in any metro cities for 24x7 support.	The Bidder has to provide their existing service center infrastructure details like local Contact Person Name, Address, Phone No, Mobile No, Email etc., no of engineers and jurisdiction of the engineer.	
OEM Experience	5.	The proposed Network Monitoring Solution should have been implemented and successfully running with more than 2000 Network devices. Proposed Solution should have been implemented in any one of Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in India in last three years as on RFP date.	The Bidder has to provide reference letter in their name with the quantity specified with project details from Schedule commercial Banks/Public Sector Organizations/Private Sector Organizations/ Central or state organization in Indian duly mentioning the proposed solution with make & model of this effect.	

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
Technical & Functional Requirement of Network Monitoring Solution

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

Ref: Your RFP 19/2020-21 dated 16/09/2020

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:

Sl. No.	Requirement	Compliance (Yes/No)	Remarks
1.	The solution should provide functionalities like Link and device availability, Network performance & fault monitoring, Network traffic analysis, Network devices, links, nodes, environment and interfaces (Physical and Virtual) monitoring, LAN and WAN monitoring, Topology maps, Customized dashboards and reports, etc.		
2.	The solution should integrate tightly with Bank existing tools like Everest NCCM, etc., on real time basis for sending and receiving required information and should have API/interfaces for any 3rd party tools integration in bi-directional communication.		
3.	The solution should provide the ability for multiple Integration points including SNMP, XML, ODBC, syslog, delimited data imports/export, Command Line Interface, published APIs.		
4.	The solution should have the ability to integrate with other solutions like NTP, AD server, DNS server, NCCM, TACACS+, RADIUS, SIEM, IPAM, Incident Management, PIM, Syslog server, SMTP, POP3, etc., and the corresponding logs has to be generated and stored as per bank's requirement.		
5.	The solution should provide the ability to support bi-directional integration with incident management ticketing tool, third party CRM, Customer Portal, Other NMS and EMS if needed using the Trap, XML and direct database query integration as per the bank's requirement.		
6.	The solution should provide multi-tenancy support to restrict views, operations and configurations for the defined users to specific network devices, nodes, interfaces, reports, etc., in a role-based environment as per the bank's requirement. The super-admin should have the ability to offer/restrict such role based access from a centralized management console.		



7.	The solution should provide Role-Based-Access-Control to define privilege for the users to raise a request to add, modify, delete nodes/devices, etc., in their web management console and the request should be effected only after the approval of the super administrator.		
8.	The solutions should provide Unified multi-technology, multi-vendor device monitoring capabilities like Cisco, HP, Aurba, Checkpoint, Juniper, Citrix, Huawei, Forcepoint, Fortinet, Lavelle, Array networks, Riverbed, Radware, etc.		
9.	The solution should provide monitoring for any Network Devices but not limited to Routers, Switches, VSAT's, Firewalls, Load Balancers, SD-WAN Devices, SDN devices, WAN Optimizers, Wireless devices, CCTV's, etc.,		
10.	The solution should be multi-tenant in architecture where in all modules, interfaces and systems being used can be assigned to a specific user or a group of users.		
11.	The solution should provide feature to monitor for both IPv4 and IPv6 enabled devices.		
12.	The Bidder should size highly scalable monitoring architecture including all necessary Hardware's, Software's, Database, Operating System, etc. on a platform that should scale efficiently for monitoring minimum 15000 nodes from day 1 of the implementation.		
13.	The solution should be highly scalable for any future needs by expanding the hardware without disturbing the deployed setup.		
14.	The Bidder should size a solution where utilization of hardware resources like CPU, Memory, etc., should not exceed above 60% at any point of time during the contracted period, on violation of which the bidder should provide the required additional resources without any additional cost to the bank at any point of the contracted period.		
15.	The Bidder should provide a solution which consumes less bandwidth and optimal resource utilized solution. The web management console access should neither choke the bandwidth of the respective location nor the endpoint resources.		
16.	The Bidder should provide a solution to retain and access the enterprise wide monitoring data with no data roll-ups minimum for a period of six months in Data Center and Data Recovery center setup.		
17.	The solution should provide support to discover, retrieve and monitor any device based on IP address, IP range, IP subnet, SNMP v1,v2 and v3 using MIB's, OID's & Traps, WMI, Telnet, SSH, ICMP, Nmap, HTTP, HTTPS, JMX, SOAP, REST API, PDC, Telemetry Protocols, etc., and present the same in a customizable dashboard as per bank requirement.		
18.	The solution should provide auto-discovery and manual addition of network devices both through manual entry and bulk upload by a customizable sample excel/CSV format as per the bank's requirement. The solution should be capable of grouping/tagging the discovered devices with IP address, Device hostname/description, Device type, Device Model No., Device interface/resource/component, Device default fields and custom fields, etc., as per the bank's requirement.		
19.	The system should able to fetch topology via SNMP for ARP tables from routers , MAC tables from switches, cisco Discovery Protocol, Link Layer Discovery Protocol, Foundry Discovery Protocol or SynOptics Network Management Protocol. The discovery should be automated and continuous.		



20.	The solution should be capable of doing any number of grouping of devices without restriction and it should give option to configure the grouping & sub-grouping based on the need without affecting the existing grouping structure.		
21.	The solution should discover all the WAN link connectivity's of each branch connected to DC/DRC and monitor the connectivity with the WAN link IP address for faults, performance, etc.		
22.	The solution should be capable of below mentioned discovery types but not limited to discover the network devices based on IP address /IP range /subnet including built-in support to monitor IPv6 enabled devices, Import data - from pre-formatted files like excel, csv, etc (IPs, ranges, subnet, strings or ports), Seed router based discovery - Using route tables and SNMP MIBs, OID's, Trap-Based Discovery - whenever new devices are added with capability to exclude specific devices based on IP addresses /range /subnet.		
23.	The solution should provide auto discovery & inventory of SNMP enabled heterogeneous physical and Virtual network devices like Routers, Layer-3, Layer-2 switches, VSAT's, Firewalls, Load Balancers, SD-WAN Devices, WAN Optimizers, Wireless devices, CCTV's, etc., based on IP address/IP range/IP Subnets and do mapping of LAN & WAN connectivity with granular visibility up to individual port/interface level.		
24.	The solution should analyze and monitor SNMP and non-SNMP data from all Layer 2 and 3 infrastructure technologies, covering the range of service provider technology domains invariably (e.g., Radio Frequency, VSAT, Wi-Fi, etc.,). It should display them in a unified user interface optimized for very high scale visualization and network problem solving.		
25.	The solution should be able to discover and monitor VSAT parameters such as IN & Out Traffic, Bandwidth utilization, Symbol Rate, Modulation Type, Center Frequency, RF Power, etc., and the relevant reports should be available as per the banks requirement.		
26.	The solution should provide the feature to customize and configure the polling intervals/frequency through a web management console to define a monitoring intervals/frequency depending on the priority till the individual component / resource level like each interface might have the different polling interval in the same device based of the criticality and importance of service customer as per the bank's requirement.		
27.	The solution should provide the feature to monitor the device environment parameters like device health, utilization and temperature of CPU, motherboard, memory & buffers, fan speed, abnormal events, hardware module/chassis status, interface status, interface throughput, Present settings and status of nodes/devices, Any custom monitoring parameters, etc.,		
28.	The solution should provide the feature to monitor the link parameters like availability, utilization including Tx & Rx load, RTO, latency, response time, jitter, errors, discards, flap, RTT, CRC, reliability, interface resets, link throughput, etc.,		
29.	The solution should provide the feature to collect all Layer 2 information including but not limited to VLANs, VTPs, etc.		
30.	The solution should provide the feature to display the values pulled using SNMP MIB's, OID's and Traps including but not limited to No. of BGP routes, ARP, Routing information and table, IPSEC tunnels, Device registered with key servers, NTP status of the nodes, etc., on near real time basis.		



31.	The solution should provide smart monitoring feature. For example, when the WAN link is terminated on Serial, Fast Ethernet or Gigabit Ethernet the link up/down cannot be identified from the interface status, rather the solution should be capable to monitor the dynamic protocol status to identify the link up/down scenario.		
32.	The solution should discover, monitor and provide intelligent alarms/events for VPC, VDC, etc.		
33.	The solution should have the ability to do "baseline" performance metrics and determine normal operating values and patterns by self learning algorithms on a day, week, month, etc. and ability to configure threshold on these values. The solution should also have build in algorithms to start the monitoring with zero threshold configurations		
34.	The solution should also have anomalies detection and stop alarm flooding with defined thresholds as per the bank's requirement.		
35.	The solution should provide Filtering, De-duplication, Holding, Suppression and Correlation capability to let user focus on the critical events/faults that affects the business and business processes.		
36.	The solution should provide multi-level (preferably six-level) Severity fault definition, which will handle events automatically and inform the respective user/admin as per operational requirement.		
37.	The solution should be able to support the latest network virtualization technologies like SDN and provide topology view for physical as well as virtualized devices along with relationships between physical resources and virtual entities.		
38.	The solution should be capable to track and monitor the SDN devices and performance utilization of such entities, etc., and provide capability of displaying the device and link parameters in the Dashboard.		
39.	The solution should support heterogeneous network Flow monitoring and traffic analysis for any of the technology vendors but not limited to: NetFlow v5, v7, v9, NBAR2(Next Generation Network based Application Recognition) protocol and Random Sampled Netflow, s-flow version 5, IPFIX, j-flow, c-flow, and NetStream flow that complies with the standards for NetFlow v5, v7, or v9. It should have capability to alternatively capture flow data via packet capture.		
40.	The solution should provide monitoring data, updates, feeds, reports, graphs, information's, events, alerts and alarms in a single console, dashboards and reports for Network traffic composition captured from flow technologies for the traffic pattern across enterprise links.		
41.	The solution should provide the Flow-based metrics like Rate, Utilization, Byte Count, Flow Count, IP hosts, port with automatic DNS resolution, IP conversation pairs with automatic DNS resolution, Router/interface with automatic SNMP name resolution, Protocol breakdown by host, link, ToS or conversation, DSCP, PHB, Utilization by bit pattern matching of the TCP ToS field, AS number, BGP next hop address, IPv4 & IPv6 addresses of top bandwidth users, AS number, top routers, protocols, applications, users, top interfaces/resources consuming more bandwidth, unwanted bandwidth usage in network, etc.,		
42.	The solution should provide a feature to monitor and report on a minimum of 15000 unique flow per day and display utilization data for each protocol individually. This capability must be available for each monitored interface uniquely.		



43.	The solution should keep network flow of minimum 35000 unique flows per monitored interface and it should be customizable as per the requirement.		
44.	The solution should support the ability to monitor and report on traffic based on the IP ToS field using a bit pattern matching method that will allow reporting on any variation of usage within this 8 bit field including, DSCP and IP Precedence. The solution must maintain this custom ToS based information for each interface for at least 6 months at a minimum 5 minute granularity.		
45.	The solution should provide the feature to add Nodes for monitoring by either a manual entry or a batch upload through a sample customizable excel CSV sheet. The inventory details once added should also be appended or modified either by a manual entry in an individual device information or by a batch upload through the sample customizable excel CSV sheet without deleting the existing information.		
46.	The solution should provide feature to add description for any standard or customized TCP or UDP ports and IP address globally and the same should be reflected in all the dashboards or reports or whenever queried for any information. For example naming a custom tcp/udp port number with an application/service name, adding description for a physical/virtual IP address, etc.,		
47.	The solution should synchronize all the faults and threshold crossing alerts (TCA) from NMS to NCCM on real-time and all the configuration changes and auditing information should be synced with NMS from NCCM on real time basis.		
48.	The web management console should provide parameters of the link/node including but not limited to bandwidth utilization graph with Tx and Rx load, CRC, latency, errors, discards, packet loss, Interface reset, etc., for the past 1 hour and with an extended option to view the graph for 1 day, 1 week, 1 month and 3 months in the same dashboard window or by a pop-up window in the network devices displayed in the dashboard.		
49.	The web management console should provide the respective link/device related parameters by minimum Single Click of the mouse in a pop-up window.		
50.	The solution should provide option to configure the color codes with respect to node/link/interface status. Whenever any node/link/interface is changing its state, the tool should change the color of the nodes/devices in dashboard which should be configurable as per the bank requirement.		
51.	The solution should provide feature to the user to define and configure any ip address/interface in a device as primary and secondary link, based on which the color codes configured centrally should take an effect during link down situation and it should be displayed in a dashboard. (For example the user should have the privilege to define and configure a particular WAN ip address in a node/device as primary or secondary link of a branch and the same should be authorized by a super administrator centrally)		



52.	The solution should provide multi-tenant dashboard for various locations such as Data Center, Data Recovery Center, Head Office, Circle Office, Regional Office, Admin Buildings, etc., wherein the respective user should have the privilege to configure his own customizable view of dashboard like topology, Top Used links, Links with high packet loss, jitter & bandwidth consumption, link down, etc., without any dependency from the super administrator.		
53.	The solution should have algorithmic auto arrangement capabilities in topology maps. System should use standard algorithms to makes sure the map views are non cluttered and arranged to the best non-overlapping method. It should also have option to display all the hops and distance between devices in Topology Maps especially for branch gateway devices.		
54.	The solution should have Integrated Web based feature to build Network Diagram, No separate client window to configure network Diagram. The builder should be a Visio like system with all pre-loaded shapes/icons and it should support Drag & Drop based Network Diagram builder, Dynamically Upload Images, Customizable objects to support multiple vendors, capability to export maps in an XML format and upload to any other system. It should also provide provision to draw & map user specific network diagram		
55.	The solution should automatically detect the device model display the right panel view which look similar to the actual device front panel with minimum configuration. It should show all the monitored interface with status including Fan & power status.		
56.	The solution should provide the feature to monitor both physical and virtual infrastructure using flow technologies which helps in understanding the physical Network, virtual Network services and their relationships. Both physical and virtual environments should be included in dashboard, alerts and reports.		
57.	The solution should provide features like standard and customizable Dashboards and topology maps with drill down functionalities to the level of individual physical & virtual network devices, nodes, interfaces, etc., and granular context pages for high-level summary page, Infrastructure overview, Network Device/Link Health, etc., along with Technology Specific Dashboards, Geography/Zone Specific Dashboards (It should have capability to include any countries views with drill down for world > country > region > state > city), Admin/Role Specific Dashboards, Device Specific Dashboards, Vendor/OEM Specific Dashboards, etc., for greater insight and visualization.		
58.	The solution should provide option to search specific device/resource, group, node tag, vendor, model, IP address, host name, etc in a topology view and to map specific background for each level of the network, upload and change icons of devices/background of the network layers.		
59.	The solution should provide fault detection & health monitoring, Environment monitoring, network performance of Various Network elements of banks infrastructure in single dashboard. It should also provide Inventory details of network elements, SLA details/data & threshold-based alerts for real time performance monitoring, reporting and historical trending as per banks requirement.		
60.	The solution should allow have Role-Based-Access for the users to configure their own formula for the service availability, downtime, etc.		



61.	The solution should provide customized dashboard and detailed reports for top ten events of devices/nodes like links/interfaces down based on configured criticality, Link Utilization, CPU utilization, Memory Utilization, Connections used, Services hits/used, etc., with the event time-stamp as per the bank's requirement. On further drill down of mentioned top ten events of devices/nodes, it should display the triggered events from all the configured devices/nodes in ascending/descending order for greater insight and visualization.		
62.	The solution should provide multiple pages of customized dashboard for the users, which can be displayed either in a carousel window or with an option to switch between pages.		
63.	The solution should provide functionality to create threshold profiles based on multiple criterion for different parameters/resources/interfaces (for example, CPU and memory utilization more than 75%, Link utilization above 60%, Link flapping not more than 5 times within a span of 10 minutes, etc.) and should be able to apply these threshold profiles globally or on an individual/group of devices. Based on the threshold profiles configured, the solution should provide alerts, reports and graphical representation of the devices in separate dashboard with customized color codes as per the bank's requirement.		
64.	The solution should provide options in all the pages of web based management console/dashboard to search, filter and sort the link and devices/nodes by IP address, Device hostname/description, Device type, Device Model No., Device Serial No., Device Interface Name/type, etc.,		
	The solution should provide the ability to define group scorecard, multi-trend views, Calendar heat charts, baseline calculation, data context dashboard and others views to simplify and isolate issues faster.		
65.	The solution should provide the following detailed analysis using flow technologies in dashboard and reports but not limited to: Top over utilized and under utilized links (inbound and outbound) based on utilization of every link/interface being monitored by every collection device, Top protocols by volume based on utilization of every link/interface being monitored by every collection device, Top host by volume based on utilization of every link/interface being monitored by every collection device, etc.,		
66.	The solution should integrate with email, Execute Batch file, SNMP Trap to notify events/alerts to the respective users as per the Bank's requirement. And it should allow the end users/admins to access all the reports using any web browsers like Internet explorer, Google chrome, Mozilla Firefox, etc. without depending or installing any reporting software.		
67.	The solution should provide real-time pop up notification/announcement for any events/alarms/updates in the web management dashboard . The notification should be accompanied by a customizable alarm tone for different events configured based on severity (Critical/Low/Medium/High/Informational) as per the bank's requirement.		



68.	The solution should be capable of generating smart alerts based on the input given by the users. The solution should also be able to stop SLA clock for every node/device in case of any known downtimes/maintenance period. These should be a one click alarm masking capability in the system. For example if a particular device is marked as active/inactive from 08:00 hrs to 20:00 hrs, the alerts or notification for link/device up/down/flap should/not be generated during the above mentioned time window.		
69.	The solution should have capability to configure business, non-business hours or custom time polling. These configuration should be available for every device as well as every component in the device and it should have provision to disable and enable the polling of specific or group of devices.		
70.	The solution should provide escalation mechanism to ensure alternative personnel will be alerted when there is a critical situation and acknowledgement mechanism for generated alerts. The escalation should be available for any number of hierarchical sequence.		
71.	The solution should be capable of providing all the alerts and reports in the same web management console/dashboard. It should also generate daily reports automatically that provide a summary of the network as well as custom reports and that should be send automatically by an email at a pre-defined schedule to any recipient or save into any specific folder or drive.		
72.	The solution should support report generation in standard timespan such as minutes, hour/s, day/s, week/s, month/s and customizable date and time span. The online/offline reports generated for the monitored devices/nodes/links should be capable of exporting into files with PDF, Word, Excel, HTML etc. formats.		
73.	The solution should support addition of customizable logos, watermarks, header and footer in the generated reports.		
74.	The solution should allow creation of customizable report templates and the same should be available for later use.		
75.	The solution should have the ability to send alerts/events to respective users with real-time and historical analysis with trends and ad-hoc reporting.		
76.	The solution should able to integrate with AAA solution/LDAP.		
77.	The solution should provide reports of isolated branches as per the Bank's requirement, i.e., Detailed list of branches where both the primary and secondary links are down with branch name, down time, up time, event duration, IP details, etc., The solutions should provide customized field to user's/admin's for entering updates like RFO, etc., and when generating report the information about user's/admin's who entered updates should be available.		
78.	The solution should provide SLA calculation for Link down and Isolation report considering all connected WAN links of the branch together and also individual link based downtime report. The downtime calculation will be measured when all the links are down for internal reporting and link based for ISP reporting. The solution should provide the flexible configuration in UI itself as per the bank's requirement.		



79.	The solution's SLA module should have the template based configuration where each branch measurement will be different for internal and ISP reporting. User/Admin should be able to configure multiple templates for the different needs and assign the related branches to the template which will give the flexible and simple configuration for different needs. The solution should also provide the flexibility for grouping multiple resources as a single service and allows the SLA computation against the service instead of individual resource / component level SLA measurement.		
80.	The solution should have the capacity to reduce the generating of unwanted, non-business critical, alert floods that are symptomatic of many systems management tools by alerting based on a problem identified for an end-to-end, business transaction. Identifies the root cause of any network problem detected and filters out irrelevant information to let the user concentrate on solving the exact problem.		
81.	The solution should provide features to generate customizable alerts, events, alarms, real-time and historical reports in the web management console/dashboard in a graphical and tabular display for the physical and virtual devices including the following but not limited to. 1. Device environment parameters like device health, utilization and temperature of CPU, motherboard, memory & buffers, fan speed, abnormal events, hardware module/chassis status, interface status, interface throughput, Present settings and status of nodes/devices , etc., 2. Link parameters like availability, utilization including Tx & Rx load, RTO, latency, response time, jitter, errors, discards, flap, RTT, CRC, reliability, interface resets, link throughput, etc., 3. Flow-based metrics like Rate, Utilization, Byte Count, Flow Count, IP hosts, port with automatic DNS resolution, IP conversation pairs with automatic DNS resolution, Router/interface with automatic SNMP name resolution, Protocol breakdown by host, link, ToS or conversation, Utilization by bit pattern matching of the TCP ToS field, AS number, BGP next hop address, IPv4 & IPv6 addresses, etc., 4. Layer 2 information including but not limited to VLANs, VTPs, ARP, etc., 5. Values pulled using SNMP MIB's, OID's and Traps such as No. of BGP routes, Routing information and table, IPSEC tunnels, Device registered with key servers, NTP status of the nodes, etc., 6. Baseline performance metrics, Asset inventory, Provide correlation report between all major network devices to determine if there is any degradation in these devices, etc.,		



82.	<p>The solution should support separate Rule Engine based alarms apart from the generic threshold.</p> <ol style="list-style-type: none"> 1. It should support alarm suppression withhold time and aid in prevention of flooding. 2. It should provide alarm suppression capabilities so that any duplicated events can be tracked to provide just a single event notification. 3. It should capture the SNMP traps from network devices and convert into to link down alarms automatically. 4. It should have capability to configure Device Group based, Node Based, Resources/Interface based, Aggregation link based. 5. On Selection of Nodes/Resources/Aggregation links it have flexibility to filter based on fields available in node information 6. It should have an option to apply configuration on top of performance value or based on configured threshold alarms 7. It should have an option configure the breach based on min, max and average values 8. It should have an option to configure rules n repeat counters 9. It should have an options to select custom alarm and clear alarm messages for individual configured rules 10. It should have an option to send severity levels like error, warning and information 11. Notifications support based on configured rules and thresholds. 		
83.	<p>The solution should provide search options in web management console/dashboard. The following search options are just indicative but not limited to:</p> <ol style="list-style-type: none"> 1. Search for any traffic using a specific configurable destination port, or port range. The solution should list all clients and servers meeting these criteria. 2. Search for any traffic using a specific BGP next hop IP address, AS number, etc., The solution should list all network traffic meeting this criterion. 3. Search for any traffic using a specific IP address, range and subnet mask. The solution should list all network traffic meeting this criterion. 4. Search for any traffic using a specific IP ToS bit. The solution should list all network traffic meeting this criterion. 5. Search for any clients or servers communicating with more than a specific number of other unique clients or servers. 6. Search for any clients or servers that are communicating on more than a specified number of TCP or UDP ports within a specified reporting period. 7. Search for any clients or servers that are experiencing more than a specified number of TCP resets per hour within a specified reporting period. 8. Search for any IPv4 or IPv6 conversation across the entire network. 9. Search for any protocol in use by a specific host or list of hosts. 10. Search for any protocol in use on a specific interface or list of interfaces. 11. Search for every host that is accessing a specific host or list of hosts. 		



B. HARDWARE & SOFTWARE REQUIREMENTS:

S. No.	Requirement	Compliance (Yes/No)	Remarks
I.	Solution in HA at DC(1:1) & NON-HA at DRC:		
1.	The proposed solution should work in multi-tier architecture (Separate Web, App and DB Layer, If applicable) with high availability at DC (1:1) & NON-HA at DRC.		
2.	All required hardware and software used should be licensed version.		
3.	The Proposed hardware should capable to handle the projected load till project tenure with average 35%-40% resource utilization in any point of time during production workload. If any degradation in performance of the NMS solution ,bidder has to upgrade hardware/software with out any cost to the bank.		
4.	The Bidder should provide a solution to retain and access the enterprise wide monitoring data with no data roll-ups minimum for a period of three months in Data Center and Data Recovery center setup.		
5.	The Bidder should provide a bandwidth hungry free and optimal resource utilized solution. The web management console access should neither choke the bandwidth of the respective location nor the endpoint resources.		
6.	The Bidder should size the hardware, software and database to store the historical reports of the monitoring parameters such as availability, health, and performance of network devices/ nodes/ interfaces/ ports i.e. CPU, memory & buffers, errors on interface, temperature, interface/link bandwidth utilization, Device environment, Hardware module failure, Node operating conditions, LAN and WAN interfaces and network segments parameters, etc., minimum for period of six months in Data Center and Data Recovery center setup.		
7.	The Solution should provide modular and should not be framework dependent so that required modules can be added in the future to meet growing/changing needs.		
8.	The solution should be a native 64-bit application and thereby able to fully utilize the available server resources and deliver good performance.		
9.	The solution should provide the ability to move between options/screen with smooth transition and ease of operation. The transition should not delay any functionalities including but not limited to generating real-time/ historical reports, graphs, topology maps, etc.,		
10.	The solution should support minimum 300 concurrent users to access the Monitoring console.		

Date:

Signature with Seal:

Name:

Designation:



Annexure-8
Scope of Work

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

Ref: Your RFP 19/2020-21 dated 16/09/2020

Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)
1.	Bidder has to supply and install the Hardware/Appliance and software along with required licenses at Banks DC and DRC to set up Network Monitoring Solution.	
2.	Bidder has to take back-to-back OEM support for all Hardware/appliance, software, licenses etc. for contract period.	
3.	Bidder has to own the responsibility of making the solution run as desired by the Bank.	
4.	Bidder has to plan, design, integrate, implement, rollout and manage the solution for the contracted period.	
5.	Bidder has to document the detailed solution architecture, design, traffic flow etc.	
6.	If some components are missed out or not properly sized, onus is on the bidder to supply/replace it without any cost to Bank.	
7.	All necessary entitlements papers of license for both hardware and software should be provided to the Bank.	
8.	Bidder shall ensure that during implementation, the performance, security, etc. of the existing network setup is not compromised.	
9.	Bidder has to integrate the solution with LDAP/TACACS, NTP Server, PIM, Monitoring tool etc.	
10.	Bidder has to mount the devices in the existing network rack.	
11.	Bidder has to design, lay and test the solution to cater to the requirements.	
12.	Bidder has to submit escalation matrix and keep Bank informed, if any changes take place in the designed solution.	
13.	The Bidder has to engage OEM's Professional Service for Designing/Deploying/Configuring/Implementing/Integration of the Solution at DC & DRC by OEM resources only. No subcontracting for resources from Bidder and OEM is permitted. Moreover, Bidder has to engage their own resources along with Project Manager during the process.	
14.	During Project Implementation in DC and DRC, Bidder should provide onsite team size of 2 skilled resources excluding one project manager.	
15.	All product updates, upgrades & patches should be provided by the selected bidder free of cost during warranty & AMC period.	
16.	Bidder should inform Bank about all release/version change of patches/ upgrades/ updates of hardware/software/ OS/ middleware etc. as and when released by the selected bidder/OEM.	
17.	Bidder may be required to participate and comply with in various audits, regulatory requirements and certifications conducted by Bank, RBI, other agencies and various legal entities.	
18.	Bidder has to provide training for the Product Based, proposed and designed Solution from OEM directly for 10 Bank Officials in two batches at Bangalore/Mumbai as per Bank's decision.	
19.	Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty & AMC period.	
20.	Bidder has to coordinate with Bank System Integrator while implementing the project and during any point of time when ever issue is raised by the Bank.	



21.	Bidder has to prepare and supply the standard configuration/ backup/ compliance/ reporting etc. templates as per Bank's requirement	
22.	Sub-contracting of Bidder for any activity under this project is not permitted. An undertaking to this effect shall be submitted by the bidder. However, if OEM is directly participating in the bid can engage maximum one partner.	

Date

Signature with seal

Name :

Designation :



Annexure-13
Manufacturer Authorization Form

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

No. _____ dated _____

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

Dear Sir,

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

Ref: RFP 19/2020-21 dated 16/09/2020

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

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

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

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

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

Yours faithfully

(Name)

For and on behalf of

M/s



Annexure- 14
Bill of Material

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

Ref: RFP 19/2020-21 dated 16/09/2020

Notes

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

Table -A
Price details for Implementing Network Monitoring Solution in Canara Bank

[Amount in Rs.]

Sl. No.	Requirement Details		Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	4 th year AMC/ATS Charge (Excl. of tax)	5 th year AMC/ATS Charge (Excl. of tax)	Unit Price with Three years Comprehensive onsite warranty and support and with 2 Years AMC/ATS (Excl. of Tax)	Quantity	Total Cost with Three years Comprehensive onsite warranty and support and with 2 Years AMC/ATS (Excl. of Tax)	Tax for Column F		Total Cost with Three years Comprehensive onsite warranty and support and with 2 Years AMC/ATS (Excl. of Tax)
			A	B	C	D=A+B+C		E	F=DxE	G=% of tax	H=Tax Amt
1.	Hardware/ Appliance for deploying proposed solution at DC in HA (1:1).	Server-1									
		Server-2									
		Server-3									
		Any other (add more rows of required)									
2.	Hardware/ Appliance for deploying proposed solution at DRC in NON HA.	Server-1									
		Server-2									
		Server-3									
		Any other (add more rows of required)									



3.	System Software/Middleware/ Database License for deploying proposed Solution at DC (Break up details to be provided)								
4.	System Software/Middleware/ Database License for deploying proposed Solution at DRC (Break up details to be provided)								
5.	Network Monitoring licenses (perpetual) as per Technical Specifications and Scope of Work.				10000				
6.	Flow based License(Perpetual) for Network Performance monitoring as per technical specifications and Scope of work				500				
7.	Concurrent user license(Perpetual) to access monitoring console				300				
8.	Any Other Software licenses at DC (Break up details to be provided)								
9.	Any Other Software licenses at DRC (Break up details to be provided)								
10.	One time Implementation cost of IT Infrastructure Monitoring Solution as per Technical specification and Scope of Work of this RFP.				1				
11.	Total Cost of Ownership for Five years contract period (Sum of column k of rows 1,2,3,4,5,6,7,8,9 and10)								

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

Table-B
Charges for Onsite Resources

Sl. No.	Description	[Amount in Rupees]						
		Charges for one resource Per Month [Excl. of Tax]	No. of Months	No. of Resources	Charges for One resources for 24 Months [Excl. of Tax]	Tax %	Tax Value	Charges for One resources for 24 Months [Incl. of Tax]
		A	b	c	d=axbxc	e	f	g=d+f
1	Cost of Onsite Resources.		24	1				



Table-C
Charges for Pre & Post Implementation Training

[Amount in Rupees]

Sl. No.	Requirement	One Time Training Charges	Tax for Column A		One Time Training Charges
		(Excl. of Taxes)	Tax %	Tax Value	(Incl. of Taxes)
		A	b	c	d=a+c
1.	Pre- Implementation Training Charges				
2.	Post- Implementation Training Charges				
3.	Total Cost [total of column d of row 1 and row 2]				

Table - D
Charges for additional licenses for Network Monitoring Solution in Canara Bank

[Amount in Rs.]

Sl. No.	Requirement Details	Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	4 th year AMC/ATS Charge (Excl. of tax)	5 th year AMC/ATS Charge (Excl. of tax)	Unit Price with Three years Comprehensive onsite warranty and support and with 2 Years AMC/ATS (Excl. of Tax)	Quantity	Total Cost with Three years Comprehensive onsite warranty and support and with 2 Years AMC/ATS (Excl. of Tax)	Tax for Column F		Total Cost with Three years Comprehensive onsite warranty and support and with 2 Years AMC/ATS (Excl. of Tax)	
		A	B	C	D=A+B+C		E	F=DxE	G=% of tax	H=Tax Amt	I=F+H
		1.	Network Monitoring licenses(perpetual) as per Technical Specifications and Scope of Work						2000		
2.	Flow based License(Perpetual) for Network Performance monitoring as per technical specifications and Scope of work					100					
3.	Concurrent user license(Perpetual) to access monitoring console					50					
4.	Total Cost of Ownership for Five years contract period (Sum of column k of rows 1,2 & 3)										

The Prices mentioned in the above Table-D is indicative only. Bank will procure the same as when required during contract period of five years.



Table-E
Total Cost for 5 Years Contract Period

[Amount in Rupees]

Sl. No.	Details	Total Cost of Ownership [Incl. of tax]
A	Total Cost for implementing Network Monitoring Solution in Canara Bank as per Table-A [Total of Column I]	
B	Total Charges for Onsite Resources as per Table-B [Total of Column g]	
C	Total Charges for Pre & Post Implementation Training as per Table-C [Total of Column d]	
D	Total Charges for additional licenses for Network Monitoring Solution in Canara Bank as per Table-D [Total of Column I]	
E	Total Cost of Ownership [Sum of A, B, C and D of Table-E]	

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.

- 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 as per Form PP - B. (if eligible)
- 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 with supporting 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 of 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 Vendor Risk Assessment with all supporting documents as per Appendix-L attached to this RFP.
- 17) Write up on the Work Experience / Expertise on IT Infrastructure Monitoring Solution.
- 18) Bidder should have central help Desk available on 24x7x365 basis for support and complaint 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 document submitted with page numbers.
- 2) Compliance to the Technical & Functional Requirement of IT Infrastructure Monitoring Solution as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Undertaking of Authenticity for Supply, Installation, Implementation and Maintenance of IT Infrastructure Monitoring Solution for Canara Bank as per Annexure-9.
- 5) Compliance Statement as per Annexure-10.
- 6) Undertaking Letter as per Annexure-11.
- 7) Escalation Matrix as per Annexure-12.
- 8) Manufacturer Authorization form as per Annexure-13.
- 9) Masked bill of Material as per Annexure-14.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 11) 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.
- 12) Bidder has to provide detailed proposed BOM each line item wise for Solution, OS, Licenses for Five (5) 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 (not initials) 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.	Latest Audited Balance sheet submitted	Yes/No
2.	Firm business growth in upward trend (analyse last 3 yrs BS)	Yes/No
3.	Firm profit in upward trend (analyse last 3 yrs BS)	Yes/No
4.	Firm growth position to that of industry is acceptable	Yes/No
5.	Firm is credit rated	Yes/No
	If yes, rating agency & present rating	
6.	Industry position of firm (like gartner listing, etc.,) and whether firm is in better position or best position.or not in better position	

