

**REQUEST FOR PROPOSAL [RFP]**  
**FOR**  
**“SUPPLY, INSTALLATION, INTEGRATION, MAINTENANCE AND**  
**SUPPORT**  
**FOR**  
**MICROSOFT DESKTOP MANAGEMENT SOLUTION”**

**Issued by: Canara Bank,  
AP&M Group, 1<sup>st</sup> Floor,  
DIT Wing, Naveen Complex,  
14, MG Road, Bengaluru -560 001**



Bid Details in Brief

| Sl. No.                                                                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                             | Details                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                                                                                                                                                                                                                                                                                                                                                                                                                         | RFP No. and Date                                                        | RFP 31/2017-18 dated 07/02/2018                                                                                                                                                                                                                                                                                              |
| 2.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Brief Description of the RFP                                            | Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution                                                                                                                                                                                                                         |
| 3.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Bank's Address for Communication and Submission of Tender               | Deputy General Manager<br>Canara Bank, AP&M Group,<br>1st Floor, DIT Wing, Naveen Complex,<br>14 MG Road, Bengaluru -560 001<br><br>Tel - 080-25590070, 25584873<br>Fax- 080-25596539<br>Email: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a><br>Senior Manager, Asset Procurement & Management Group |
| 4.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date of Issue                                                           | 07/02/2018, Wednesday                                                                                                                                                                                                                                                                                                        |
| 5.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Last Date of Submission of Queries for Pre Bid Meeting                  | 15/02/2018, Thursday, 3.00 PM                                                                                                                                                                                                                                                                                                |
| 6.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date of Pre Bid Meeting                                                 | 16/02/2018, Friday, 3.00 PM                                                                                                                                                                                                                                                                                                  |
| 7.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Last Date of Submission of Bids                                         | 28/02/2018, Wednesday upto 3.00 PM                                                                                                                                                                                                                                                                                           |
| 8.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date and time of Opening of Part A- Conformity to Eligibility Criteria. | 28/02/2018, Wednesday, 3.30 PM                                                                                                                                                                                                                                                                                               |
| 9.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Date and time opening of Technical Bid Part-B/Commercial Bid            | Will be intimated at a later date.                                                                                                                                                                                                                                                                                           |
| 10.                                                                                                                                                                                                                                                                                                                                                                                                                                        | Application Fees (Not Refundable)                                       | Rs. 35,400/-(30,000 Application Money plus 18 % GST)                                                                                                                                                                                                                                                                         |
| 11.                                                                                                                                                                                                                                                                                                                                                                                                                                        | Earnest Money Deposit(Refundable)                                       | Rs. 50,00,000/-                                                                                                                                                                                                                                                                                                              |
| <p>This document can be downloaded from Bank's website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>. In that event, the bidders should pay the Application Fee for tender document by means of DD drawn on any scheduled Commercial Bank for the above amount in favour of Canara Bank, payable at Bengaluru and submit the same along with the Bid document.</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 (<http://canarabank.com/english/announcements/tenders> ) 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.



Abbreviations used in this Document:

|     |        |                                                                 |
|-----|--------|-----------------------------------------------------------------|
| 1.  | ADC    | Additional Domain Controller                                    |
| 2.  | AMC    | Annual Maintenance Contract                                     |
| 3.  | ATS    | Annual Technical Support                                        |
| 4.  | BG     | Bank Guarantee                                                  |
| 5.  | BOM    | Bill of Material                                                |
| 6.  | DD     | Demand Draft                                                    |
| 7.  | DIT    | Department of Information Technology                            |
| 8.  | DMS    | Desktop Management Solution                                     |
| 9.  | EMD    | Earnest Money Deposit                                           |
| 10. | GST    | Goods and Service Tax                                           |
| 11. | HO     | Head Office                                                     |
| 12. | HTTP   | Hyper Text Transfer Protocol                                    |
| 13. | HTTPS  | Hyper Text Transfer Protocol Secure                             |
| 14. | ISDN   | Integrated Services Digital Network                             |
| 15. | ITU    | International Telecommunication Union                           |
| 16. | LAN    | Local Area Network                                              |
| 17. | LD     | Liquidated Damage                                               |
| 18. | MAF    | Manufacturer Authorisation Form                                 |
| 19. | MSME   | Micro Small & Medium Enterprises                                |
| 20. | MTBF   | Mean Time Between Failure                                       |
| 21. | MTTR   | Mean Time To Restore                                            |
| 22. | NEFT   | National Electronic Funds Transfer                              |
| 23. | NI Act | Negotiable Instruments Act                                      |
| 24. | OEM    | Original Equipment Manufacturer                                 |
| 25. | OS     | Operating System                                                |
| 26. | PDI    | Pre Delivery Inspection                                         |
| 27. | PERT   | Project Execution and Review Technique                          |
| 28. | RDC    | Root Domain Controller                                          |
| 29. | RFP    | Request For Proposal [Interalia the term 'Tender' is also used] |
| 30. | RTGS   | Real Time Gross Settlement                                      |

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## A. INTRODUCTION

### 1. About Canara Bank:

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others, having DIT Office at Naveen Complex, No.14, M G Road, Bengaluru-560001. The Bank is having pan India presence of more than 6,170 branches, 21 Circle offices and 118 Regional Offices situated across the States. The Bank is working on Core Banking System using Flex cube solutions. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers.

### 2. Definitions:

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Canara Bank', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution in Canara Bank.
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution in Canara Bank.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / '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 wishes to procure Microsoft Desktop Management Solution from reputed vendors. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for **Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution** as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

### 4. Objective:

Bank intends to procure Microsoft Desktop Management Solution as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

### 5. Eligibility Criteria:

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution in the Bank shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Install, Integrate and Maintain **Microsoft Desktop Management Solution** in the Bank and meeting the Eligibility Criteria as per Annexure-3 may respond.





**6. Participation Methodology:**

- 6.1. In a tender either the partner/distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. If a partner/distributor/System Integrator bids on behalf of the OEM, the same partner/distributor/System Integrator shall not submit a bid on behalf of another OEM in the same tender for the same item/product.
- 6.3. In the event partner/distributor/System Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release/announcement, the OEM should assume complete responsibility on behalf of the partner/distributor/System Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates, upgrades and any new product releases at the Bank's premises. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-15.

**7. Existing Infrastructure:**

- 7.1. Bank is having its Data Centre (DC) at Bengaluru, Disaster Recovery Centre at Mumbai (DRC), domestic & foreign Branches/Offices and all other business units. Presently Bank has around 6170 Branches and 10000 + ATMs across India.
- 7.2. All the Branches/ATMs are connected to DC/DRC via MPLS connectivity over various last mile connectivity like MPLS, VSAT, CDMA, 3G VPN, VPNoBB, RF, etc.
- 7.3. All Application servers and database are hosted in DC & DR, which are situated in Bengaluru & Mumbai respectively.
- 7.4. The existing Microsoft Desktop Management Solution setup of the bank is a Three-Tier architecture with the Client PCs at the branches / other office locations constituting the 1st Tier, connected to the 34 different DMS servers in different geographical locations constituting the 2nd Tier and centralized DMS servers in DC and DRC constituting 3rd tier, over the Enterprise WAN.

**8. Requirement Details:**

- 8.1. Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for **Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution** for various Branches/Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of **Microsoft Desktop Management Solution** is furnished in following tables:

| Sl. No. | Item details to be supplied at DC, Bengaluru & DRC Mumbai    | Quantity                                    | Delivery Location          |
|---------|--------------------------------------------------------------|---------------------------------------------|----------------------------|
| a.      | Servers Annexure-10 (B)                                      | 21                                          | 10 at DC and 11 at DR      |
| b.      | No. of new Licenses                                          | 30000 CAL during contract period            | At Bengaluru               |
| c.      | No. of licenses for renewal                                  | 49000 CAL and renewal existing ATS for SCCM | At Bengaluru               |
| d.      | Onsite Resource Requirement                                  | 14                                          | At Bengaluru               |
| e.      | Windows Server 2016 Licenses                                 | for 21 Servers                              | At Bengaluru               |
| f.      | Microsoft Desktop Management Solution as per Annexure-10 (A) |                                             | DC, Bengaluru & DRC Mumbai |
| g.      | Training                                                     |                                             | At Bengaluru               |

8.2. Detailed technical specification/requirement for each of the above is furnished in Annexure-10. All the Hardware / Software ordered for **Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution** should have comprehensive onsite support for 5 years Contract Period (3 Years and renewable for 2 years). However, Bank at its discretion can enter into contract for further years after 5 years.

8.3. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

**9. Scope of Work:**

**9.1. The broad scope of work for the bidder under this RFP shall be**

9.1.1. Renewal of the existing Microsoft Windows based Desktop Management Solution for period of 5 years from 1<sup>st</sup> April 2018.

9.1.2. Renewal of existing 49,000 Microsoft WINDOWS Client Access Licenses (CAL) which includes Windows Server client access licenses and Microsoft System Center Configuration Manager client ML Licenses for a further period of 5 years from 1<sup>st</sup> April, 2018.

9.1.3. The present Desktop Management Solution architecture of the bank has Active Directory(AD) installed with 1 Root Domain Controller (RDC) and 1 Additional Domain Controller (ADC) each at DC and DRC with 34 additional ADC's with the Client PCs at the branches / other office locations. System Centre Configuration Manager (SCCM) server in DC and DRC.

9.1.4. Bank is proposing for a solution to remove all the 34 ADC's in different locations and to have centralized solution where both DC and DRC setup will serve all the endpoints spread across the pan India. The Both DC and DRC setup will be in active-active state and should have the individual site capacity to handle all the endpoints of the Bank in case of failure of any one of the site.

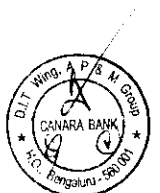
9.1.5. Proposed solution should be designed in such a way that the endpoints/users from the south & east region branches should work via DC and the endpoints/users from the north and west branches should work via DRC under normal condition.

9.1.6. For SCCM revamping currently Bank is having SCCM server in DRC. Existing SCCM is need to be migrated to new hardware with primary site in DR and secondary site in DC.

9.1.7. Revamping of existing Desktop Management Solution Architecture includes designing and providing new hardware to cater to the present as well as future requirements of Bank, with Warranty Support for minimum 3 years and AMC Support for minimum 2 years thereafter. The architecture and configurations shall be drawn in such a way that the entire solution is scalable to cater at least One Lakh Concurrent Endpoints effectively.

9.1.8. The minimum count and hardware specifications are mentioned in Annexure 10, however the bidder has to provide the count and specifications of the proposed hardware to cater the needs of the Bank for the next five years.

9.1.9. Supplying, Installing, Integrating & Maintaining Microsoft Desktop Management Solution for desktops/Endpoints, including the necessary Licenses, Hardware, Software, ATS / Warranty / AMC support. Warranty Support shall be for minimum 3 years and AMC Support for minimum 2 years thereafter. The bidder should ensure ATS for the Bank's existing 49,000 WINDOWS CAL



Licenses plus any new licenses procured during the contract period. The entire solution should be sizable to cater at least One Lakh Concurrent Endpoints.

- 9.1.10. Bidder has to provide the AMC for the existing hardware till the complete migration of the solution to new setup.
- 9.1.11. Bidder has to provide onsite support for the solution from 1st April 2018.
- 9.1.12. Entering into a rate contract with the selected bidder for the procurement of additional WINDOWS CAL Licenses as and when required and ATS charges for the existing and future licenses, during the contract period.
- 9.1.13. Providing onsite support for the Operations & Maintenance of Centralized Desktop Management Solution along with dedicated support for DMS.
- 9.1.14. Migration from Old setup to New setup should be completed without downtime.
- 9.1.15. While migrating from Old setup to New setup all the existing policies, Organization units (OUs) etc. should be migrated to New setup.
- 9.1.16. To protect all desktops hereafter referred as Desktops of the Bank by using Policy Enforcement Solution.
- 9.1.17. To distribute the application software, OS, patch and other software updates to the desktops from Central location.
- 9.1.18. To ensure that all desktops are with Antivirus solution procured by Bank and also updated with the latest version / pattern files ongoing basis.
- 9.1.19. To ensure that all desktops having various version of WINDOWS Operating system are updated with the latest updates and patches release by MICROSOFT.
- 9.1.20. To maintain the inventory details of Hardware and software Asset and generate the reports
- 9.1.21. To take entire control of Desktops remotely and fix the problem.
- 9.1.22. To bring all desktops under comprehensive centralized desktop management solution.
- 9.1.23. Solution should provide the support for the all the future WINDOWS operating System released by Microsoft during Contract period.

## 9.2. Purpose:

The Bank requires that all Desktops which are already connected or getting connected as and when required, comply with the Bank's IT security policy & RBI cyber security frame work and fully protected in respect of security and operational aspects for smooth running of Bank's core Banking application.

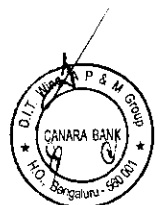
## 9.3. Requirements & Scope of Work:

The solution should have the following General Features:

- 9.3.1. The Bidder shall design, implement and maintain the Microsoft Desktop Management Solution for all existing and new Desktops, Laptops at branches, ROs, COs, HO, foreign branches and any other office locations of the Bank, with a Central Server Setup at the DC & DR locations, during the tenure of the contract.
- 9.3.2. Proposed solution should be capable to manage 1,00,000 user's and Computer.



- 9.3.3. As on date the Bank possesses 49,000 WINDOWS CAL Licenses for Windows Server client access licenses and Microsoft System Center Configuration Manager client ML Licenses. The Bidder shall enter into a rate contract for purchase of new Licenses and renewal of ATS/SA for existing & newly procured Licenses for the contract period.
- 9.3.4. The Proposed Bidder should able to manage the Banks desktop management solution, and must be able to provide standard software support for end-users for remote installation, configuration and troubleshooting of the operating system and other standard and application software's deployed at various systems in admin units and branches.
- Standard software's will include:
- Operating Systems
  - Driver software
  - Office Productivity Tools like MS-Office, Tools for bilingual solution etc.
  - Mail messaging clients
  - Other front-end applications used by CANARA BANK.
- 9.3.5. Backup and restore options from the common repository (File Services), if need be should also be carried out.
- 9.3.6. Other third party applications as may be required from time to time for CANARA BANK's operations.
- 9.3.7. The Bidder must be able to automate regular desktop management routines like automated maintenance (cleaning up file system debris, defragmenting drives, running malware scans, etc.), backup, installing patches, distributing software, managing software licenses, monitoring software usage statistics, monitoring critical system parameters like CPU, disk and memory utilization through SCCM, managing USB device usage, taking control of remote desktops etc. through the Desktop Management Solution.
- 9.3.8. The Bidder has to coordinate with the Bank / Application or AMC Vendor of the Bank for issues relating to the DMS occurring to any authorized software / application / solution of the Bank and resolve them, during the tenure of the contract.
- 9.3.9. The Bidder's resource shall coordinate with the Bank's AMC Partners and support them on resolving any issues regarding DMS/Antivirus installation/updation in the branch / office PCs.
- 9.3.10. The Bidder has to coordinate with the Bank's SOC Team / Authorized Partners for the integration of DMS Setup with the Bank's SOC / SIEM interface and should ensure proper log movements between them.
- 9.3.11. The Bidder has to coordinate with the Bank's Network Admission Control (NAC) Team / Authorized Partners for the integration of DMS Setup with the Bank's NAC solution and should ensure proper log movements between them.
- 9.3.12. The Bidder has to ensure the integration of the any new application with Active Directory as and when bank requires during the contract period without additional cost.
- 9.3.13. The Bidder shall ensure proper support including Warranty, AMC and ATS for all hardware, software and licenses with regard to the Desktop Management Solution, supplied / renewed as part of this RFP, during the period of contract. Warranty Support shall be for minimum 3 years and AMC Support for minimum 2 years thereafter.



- 9.3.14. The Bidder should inspect the equipment delivered by the OEM to ensure that the products delivered are as per the final order placed by the Bank and should conduct a detailed inspection of the inventory.
- 9.3.15. The Bidder has to ensure regular backups of the DMS Setup as per the Banks policy. The vendor shall carry out periodic checking on readability of the Backup media.
- 9.3.16. The Bidder has to attend to all VAPT / SOC / Audit observations by the Bank / Authorized Partners of the Bank and ensure compliance to those guidelines related to the DMS setup.
- 9.3.17. The Bidder shall be fully responsible for the installation, re-installation, configuration, upgradation, backup, maintenance & troubleshooting of the Central Desktop Management Solution.
- 9.3.18. The Bidder shall analyze the system capabilities of all DMS Servers and has to submit periodic system health reports with recommendations.
- 9.3.19. The Bidder shall centrally monitor and coordinate installation, configuration, upgradation, maintenance & troubleshooting of all DMS related issues in all Endpoints across the branches / offices of the Bank which are connected over the Enterprise WAN, having connectivity to the Centralized Antivirus Server.
- 9.3.20. The Bidder shall be responsible for keeping all connected Endpoints of the Bank updated with latest virus definitions and version updates.
- 9.3.21. The Bidder shall be responsible for attending Antivirus issues in coordination with different authorized vendors of the Bank.
- 9.3.22. The Bidder shall configure the solution in such a way that it suites best with the Bank's infrastructure.
- 9.3.23. Bidder to manage any newly built servers that will be recommended by the bank.
- 9.3.24. Proposed solution should be capable to configure Directory Services on Additional domain controllers which can be scalable as and when required.
- 9.3.25. The DNS architecture and Directory services should support multi-tier architecture with single forest single domain with multiple zones and currently the total number of user objects in the domain is around 49,000 + spread across Branches/Offices of the Bank and should be scalable to 1,00,000 users.
- 9.3.26. The primary and secondary DNS servers in the environment should be configured appropriately to prevent a single point of failure.

**9.4. Scope of work for Patch and software Management:**

- 9.4.1. The Bidder should be able to provide a very comprehensive solution for WINDOWS Patch / Update Management to all the desktops in the Bank through SCCM - it should provide an integrated solution to deploy software updates seamlessly across physical and virtual clients independent of location. IT administrators should be able to use the solution to distribute both security and non-security related updates/patches of Microsoft products, Antivirus, third party applications, and custom/ in-housed applications.
- 9.4.2. The bidder should design and manage centralized SCCM patch management solution optimized for Bank's network architecture with wide range of WAN latency which segregates the desktops for the patches, with granular and flexible grouping mechanism. Bidder should configure and implement all the patches without user intervention.

- 9.4.3. The WINDOWS patch management solution should provide automated patch management capabilities and it should provide multiplatform patch management through SCCM.
  - 9.4.4. The Bidder should ensure the updation of Security and Non-Security WINDOWS Patches of all available WINDOWS operating system in all the endpoints of the bank.
  - 9.4.5. The bidder should ensure that all the newly, formatted or new PCs added into Domain should be installed with the Anti-Virus client with the latest Anti-virus definition in all the desktops/Laptops. The bidder should continue to update the latest versions / patterns /security and Non-Security WINDOWS patches in all the desktops and ensure that at any point of time there is no Computer System in the Bank without antivirus client with latest definition and OS Patch and also without policy compliance.
  - 9.4.6. The bidder through the bank Desktop management solution should check all desktops while logging on the network that desktops are with latest updates and patterns. This is to ensure that entire network of the Bank is secure from Virus/spyware/ malware etc. end to end.
  - 9.4.7. The Bidder through WINDOWS patch management solution should have the facility to identify missing patches on multiple desktops and to approve patches for installing the same.
  - 9.4.8. Vulnerability identification: The Bidder with Microsoft Desktop Management solution through SCCM should be able to scan and inventory our systems for identification of applicable patches and mis-configuration.
  - 9.4.9. The bidder should ensure that all the systems of the Bank must be protected from Virus / malware / Trojans etc. The bidder has to liaison with System integrator of Antivirus solution for any Antivirus related activity.
  - 9.4.10. The Bank is presently having Symantec Anti-Virus licenses for the existing setup. However, during expansion of the same, the Bank may also procure and handover further licenses to the bidder. The bidder shall ensure that they shall port Antivirus related software/updates in all desktops/laptops and update them as well.
  - 9.4.11. The Bidder through WINDOWS patch management solution should be able to track and evaluate the appropriate software updates depending on OS and products installed in the desktops.
  - 9.4.12. The Bidder through WINDOWS patch management solution should be able to manage patches for a large number of target desktops in a variety of topologies.
  - 9.4.13. The solution should have ability to roll back patches and also able to roll back to previous version in case of the patch installation failure.
  - 9.4.14. Patch deployment wizard: A simple console wizard should be provided to assist administrators in deploying required patches to managed devices with Zero Day availability of the patches and security Updates to the desktops. Please note that the Selected Bidder is responsible to recommend the patches in time once the vulnerability is identified and the patches are ready for it by the OEM.
- 9.5. Centralized application Distribution including upgrades / Rollback / New Deployment etc. to all the distributed desktops:**
- 9.5.1. The Bidder through System Centre Configuration Manager must be capable of distributing all types of applications & OS, like .exe, .msi, .bat, .vbs, etc.

without requiring repackaging. Applications must be targeted to workstations based on multiple parameters such as IP Subnets, hardware criteria, Directory containers, groups, users, etc.

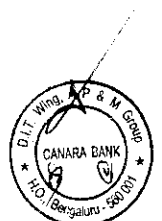
- 9.5.2. Add/Remove Programs integration: The deployed application should have capability to be registered in the destination Add/Remove Programs, providing a simple, clean interface to users wishing to install optional packages.

**9.6. Centralized Hardware / Software Inventory monitoring / Asset Intelligence:**

- 9.6.1. Hardware & Software Inventory: The Bidder through Microsoft Desktop management solution should identify Hardware inventory (Like Processor, Memory, Hard Disk, Motherboard, PCI Slots etc.) and all software installed on the workstation with their versions etc. Installed software / Applications should be available from multiple methods like file information on the workstation, Registry contents and Add/Remove Programs.
- 9.6.2. The Bidder through Microsoft Desktop management solution should collect the inventory details from all the distributed desktops and update to the central database for detailed Hardware Inventory reporting.
- 9.6.3. The Solution should be able to store the audit logs such as username, user logging details, hostname of the PC, user activity etc.
- 9.6.4. The bidder should generate the inventory details as mentioned above and it should be customizable based on the audit and Bank's requirements. The solution should have provision of enabling custom tags/details.

**9.7. Other Conditions/Requirements:**

- 9.7.1. The Bidder should ensure the deployment of Microsoft desktop management solution on desktops/laptops and it should not deteriorate their performance.
- 9.7.2. The SCCM agent on the distributed workstation should not be reflected as part of "Add / Remove program" - This is to ensure that users should not be able to easily remove the agents.
- 9.7.3. The Bidder should ensure that the reporting should be flexible and easily customizable.
- 9.7.4. There should be a complete GUI based Configuration changes utility.
- 9.7.5. The Bidder through Banks Microsoft Desktop Management Solution should have the capability of discovering machines, users, Groups and to distribute any software packages or patches to those Directory Objects.
- 9.7.6. The performance, availability and reliability of the Microsoft desktop Management tool should be manageable centrally. It should be possible from a centralized management console to monitor the health and performance counters of the Desktop management application (Along with the underlying OS, Directory and Database) like starting and stopping of all Desktop management server services, including critical dependent services such as Windows Management Instrumentation (WMI), Internet Information Server (IIS), and database. Any critical service stops, service failures, performance thresholds, status messages, and site system status should be able to raise alerts.
- 9.7.7. The Bidder through Desktop Management Solution should ensure If a system is turned off, the system should be able to determine when it was last interrupted and resume the download of patches when the system is back online.



**9.8. The Bidder through Microsoft Desktop Management Solution should have the following capabilities:**

- 9.8.1. Ability to inform users via a pop-up message box which should be Customizable prior to installation of patch/service pack and facility to re-start of computer after installation should be available.
  - 9.8.2. Ability to allow users to defer installation of patch/service pack by a period/number of time, Configurable by the administrator.
  - 9.8.3. Ability to manage all desktops/clients/agents from a central management console.
  - 9.8.4. Ability to manage multiple patches of desktops from a centralized control console
  - 9.8.5. Ability to delegate administrator roles only to Specific groups of desktop users.
  - 9.8.6. Ability to provide summary statistics of PCs in the whole organization or within a specific group or IP range.
  - 9.8.7. Ability to list all applications Installed on a particular PC.
  - 9.8.8. Ability to list all applications installed for a group of PCs.
  - 9.8.9. Ability to provide software auditing report for individual PC and group of PCs.
  - 9.8.10. All traffic transported shall be secured using encrypted channel between server and clients/agents if agent based solution.
  - 9.8.11. Ability to generate auditing reports on patches/service packs
- 9.9. The Bidder through Desktop Management Solution ensure that Policy enforcement should be deployed centrally.
- 9.10. The Bidder through Desktop Management Solution ensure that the solution should support multiple user roles (including guests and visitors) and allows different admission policies to be applied to each role
- 9.11. The Bidder through Desktop Management Solution ensure that update automatically to become aware of new versions or data files of common applications (e.g., anti-virus DAT files, OS patches, etc.)
- 9.12. The Bidder through Desktop Management Solution should custom checks for Windows Registry, files, services and applications.
- 9.13. In case non-functioning of any DC or DRC site (where Policy & management desktops are deployed), all clients should be able to access to Bank's available alternate site seamlessly without policy enforcement infrastructure and without manual intervention.
- 9.14. The selected bidder has to co-ordinate with existing network/system integrator and Anti-Virus solution implementer while implementing current project.
- 9.15. The bidder should configure software metering for tracking of usage of licenses/applications in each desktop wise.
- 9.16. The bidder should do software management/distribution as and when required by the Bank. The solution should support software distribution. It should support customizable distribution schedules. It should also provide dynamic content delivery service that enables the efficient distribution of files and bulk content to large number of targets using distributed setup or peer to peer services. It should be able to manage/distribute software to all the desktops in the Bank.





- 9.17. The bidder should do remote OS deployment and remote troubleshooting centrally.
- 9.18. The Bidder through Desktop Management Solution should support bandwidth throttling, compression of data, fractional differencing and fault tolerance to network outages for pushing the patches/software. The Bidder through Desktop Management solution should support to push the patches by taking multiple measures to most efficiently use the available bandwidth and it should provide adaptive bandwidth control facility for the transfer rate. It should support for fixing the minimum level bandwidth at system level for pushing the patches.
- 9.19. The solution should support a bandwidth aware client on the end desktops such that software distribution/security updates happen over a slow link and at the same time not inter with critical business processes or making the production processes to run slow. The solution should be able to automatically detect the capacity of the client network connection and to adjust transfer rates efficiently, allowing desktops to download software in a bandwidth sensitive manner.
- 9.20. The Bidder through Desktop Management Solution ensure that should have the provision of quarantining security non-compliant desktops' for securing the corporate network and also have the remediating procedure for it.
- 9.21. IT administrators should be able to deliver the applications, updates, patches and security fixes that the target computer requires.
- 9.22. For Desktop OS migrations and / or reinstallation scenario, the Bidder through Desktop Management Solution should provide and integrate with tools for administrators to collect user's documents, personalization and settings, which it will automatically restore to the computer after the installation.
- 9.23. Solution should be able to control the security features of all desktops.
- 9.24. The administrator should be able to select one or more software signatures to be used for scanning a target computer or a group of computers.
- 9.25. The Bidder through Desktop Management Solution should provide the capability to generate reports of the non-compliant issues and recommend corrective actions.
- 9.26. The Bidder through Desktop Management Solution should provide facility to administrator to easily customize reports or create new reports and view all history reports. The administrator should be able to generate reports for Patch management, software distribution, security patch management, antivirus management, inventory management, software metering, etc. on daily, weekly, monthly, quarterly, yearly basis.
- 9.27. Dashboard should be provided in multiple ways like administrators' view, read only views, less privilege users view, etc. and the bidder should provide the dashboard with role based permission.
- 9.28. The Bidder should able to provide details like how many desktops are updated with latest patch, pending to load patch, rollback list, patch applied, no of vulnerabilities detected, TOP 10 vulnerabilities, software installed in each desktop, list of quarantined desktops, etc.
- 9.29. The proposed solution should have facility to get entire control of desktops and enable/disable hardware/peripherals/software/services.
- 9.30. The solution able to manage all desktops/clients/agents from a central management console.
- 9.31. All traffic transported shall be secured using encrypted channel between server to desktop/client/agent or peer to peer.



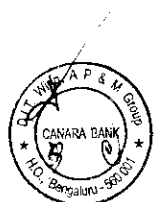
9.32. The Bidder through Desktop Management Solution should have provision of interface with Bank's existing antivirus solution for pushing patches/updates to the desktops.

**9.33. Technical deployment:**

- 9.33.1. Design, implement & revamp the logical and physical structure of Directory services, organization Unit (OU) structure as per Bank's requirements under DNS structure and Group policy or equivalent policy features etc.
- 9.33.2. Group policy, Canara Bank domain policy, Naming conventions of the user accounts/OU's/Groups should be deployed on desktops as per the Bank's specifications.
- 9.33.3. The solution Design should take into the consideration the directory services and should integrate with the desktop management solution.
- 9.33.4. The DNS architecture and Directory services should support multi-tier architecture with single forest single domain with multiple zones and the total number of user objects in the domain is around 49,000 + spread across Branches/Offices of the Bank.
- 9.33.5. Domain should have high availability and multiple redundancies to cater to 49000+ desktops and users across entire Bank. However, the solution offered by bidder with Enterprise License should support all existing as well as future desktops, servers and laptops without any restriction.
- 9.33.6. The solution should be able cater 1,00,000 user and systems for the next five years.
- 9.33.7. Schedule for replication: The solution should have DC and DRC setup and it should be sync in near real time based. However, it will be mutually discussed with selected bidder during finalization of solution.
- 9.33.8. The bidder should provide the complete desktop Group policy settings for user and computer configurations and Bank will decide on various policies such as password policy, power management policy, device policy, backup policy, software policy, access rights to the users and groups, etc., and the same should be implemented by the bidder.

**9.34. Revamping of Existing Desktop Management Architecture:**

- 9.34.1. The present Desktop Management Solution architecture of the bank has 1 RDC and 1 ADC each in DC and DRC with 34 additional ADC's with the Client PCs at the branches / other office locations. SCCM server in DC and DRC. SCOM server in DC and DRC.
- 9.34.2. The Bidder shall be responsible for devising the new architecture, software configuration and for defining additional required hardware apart from the minimum basic hardware defined by the Bank suitable enough to cover the entire scopes of the Microsoft Desktop Management Solution, as mentioned in this RFP.
- 9.34.3. The architecture and configurations shall be drawn in such a way that the entire solution is sizable to efficiently cater at least One Lakh Concurrent desktops, during the period of contact.
- 9.34.4. Revamp strategy should include the design plan, test plan, migration plan, implementation plan and remedial plan.
- 9.34.5. Application Testing: Standard applications such as Core Banking applications, Legacy applications, Mail, anti-Virus, etc. should be tested before implementation and roll-out the solution.



**9.35. Solution design should cover the following:**

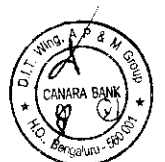
- 9.35.1. Design and implementation of the centralized patch management solution, centralized desktop/laptop/server hardware and software inventory, software metering, remote software distribution and remote troubleshooting for approx. One Lakh desktops.
- 9.35.2. Report generation as per the Banks requirements.
- 9.35.3. Display of Patch severity.
- 9.35.4. Able to provide information necessary for pre-patch impact analysis i.e., before pushing the patches, the selected bidder has to make study on the environment.
- 9.35.5. Switching over to alternate technology i.e. push or pull technology vice versa
- 9.35.6. Verification of dependencies/pre-requisites for the patches prior to installation of patch on desktops.
- 9.35.7. Status of patch deployment on desktops like patched, not patched, deployment history and timing. For non-patched desktops, the system has to do the following;
  - a. Alert administrator in charge
  - b. Prompt a message and then automatically apply the patch
  - c. Ability to deploy patches remotely
  - d. Ability to remotely force reboot after patch.
  - e. Allow patches to deploy progressively to group of computers.
- 9.35.8. Apply multiple deployment policy by Administrator.
- 9.35.9. Creation of mandatory baselines for each group of computers.
- 9.35.10. Integration of the Solution:
- 9.35.11. The Integration of all the PCs with the policy compliance and enforcement solution such as Network Admission Control etc.
- 9.35.12. Integration of the policy compliance and enforcement solution with all the policies as desired by the Bank.

**9.36. Other requirements:**

- 9.36.1. Bidder should provide a detailed description of how the updates/upgrades will be reaching the desktops/desktops to update the AV package and OS patches, with reference to size of the updates, the frequency of updates and bandwidth utilization.

**9.37. The bidder shall do the following:**

- 9.37.1. Demonstrate that all the policies which have been setup at these offices are functional
- 9.37.2. Document the findings, configuration details and the policies
- 9.37.3. Replicate the configurations and policies to the other locations
- 9.37.4. The activities are required to be carried out by the successful bidder at each location but not necessarily in the same order and not limited to the following:
  - 9.37.4.1. The bidder shall do the following;



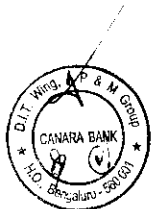
- a. Deliver the hardware, software, client agent for the policy compliance and enforcement solution and all the other related equipment's and software as required by the solution
- b. Physical installation of the all the equipment for the solution
- c. Directory services deployment for the Bank and integration of the solution with the Directory server
- d. Integration of the policy compliance and enforcement solution with all the remediation and authentication desktops.

**9.38. Scope of Onsite Support for Desktop Management Solution**

- 9.38.1. Bidder shall depute four qualified (Senior and Junior recourse) engineers to be stationed at the DIT Wing Head Office for Server support for smooth implementation of the Project. Ten qualified for Helpdesk Support for managing day to day issues related DMS.
- 9.38.2. The Services of the engineer for server and helpdesk should be available from morning 8 am to till 8 pm in the night on all the Bank working days, during the entire project implementation period and during warranty/AMC, if contracted. Bank also has the right to advise the engineer concerned to stay overtime, if their services are warranted.
- 9.38.3. In case the engineer goes on leave / absent, suitable replacements to be arranged by the bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of monthly supporting charges during the particular month. The bank shall also impose a penalty of 0.5% of the monthly supporting charges payable to the bidder.
- 9.38.4. In case of exigencies, even during off business hours' / bank holidays/ drills, the resources may be required to be present onsite.

**9.39. Qualification & Experience of Personnel Deputed for Onsite Support**

- 9.39.1. The product installation and maintenance shall be done by trained & experienced personnel having current knowledge of Operating Systems, Networking, Microsoft Active Directory, System Centre Configuration Manager and WINDOWS server.
- 9.39.2. The Vendor support person / engineer deputed to the Bank is liable to be interviewed by the Bank's Technical Team at its IT Headquarters at Bangalore for ascertaining his / her suitability and only upon the clearance from the Bank's Technical Team, he / she will be permitted to work.
- 9.39.3. Four dedicated server support resources for Desktop Management Solution, two shall be a Senior Engineer with the below mentioned Academic Qualifications and Operational Experience.  
Should have minimum BE / B Tech / MCA Degree or Equivalent with minimum 3 years of relevant experience in handling active directory and SCCM services for large organization with MCSE/SCCM certifications.  
(OR)  
Should have minimum Diploma or B.Sc. in Computer Science / E&C / IT / similar technology related stream or Equivalent with minimum 4 years of relevant experience in handling active directory and SCCM services for large organization with MCSE/SCCM certifications.
- 9.39.4. Other two will be junior resources with the below mentioned Academic Qualifications and Operational Experience.



Should have minimum BE / B Tech / MCA Degree or Equivalent with minimum 2 years of relevant experience in handling active directory and SCCM service for large organization with MCSA certification.

(OR)

Should have minimum Diploma or B.Sc. in Computer Science / E&C / IT / similar technology related stream or Equivalent with minimum 3 years of relevant experience in handling active directory and SCCM services for large organization with MCSA certification.

- 9.39.5. The 10 Helpdesk support Engineers for managing the Help desk for the Desktop Management Solution, shall be having BE /B Tech / MCA Degree or Equivalent (OR) Diploma in Computer Science / E&C / IT / similar technology related stream or Equivalent with minimum 1-year post qualification experience in IT / ITES / IT Support areas.

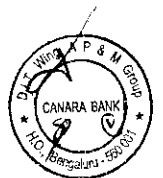
(OR)

Should have minimum Diploma in Computer Science / E&C / IT / similar technology or Equivalent with minimum 2 in Desktop Support/Antivirus / Solutions.

- 9.39.6. Any later substitution / replacement of resources is to be done in compliance to these minimum requisites. These are the minimum qualification and experience stipulated by the Bank. However, the Vendor may depute Support engineer / personnel with higher qualifications / experience.

#### **9.40. GENERAL**

- 9.40.1. Assessment of Bank's existing Hardware, Operating System Software, Network, Anti-Virus Solutions running in the Bank, other software and any other related items like infrastructure required for smooth implementation of Desktop Management Solution should be done by the bidder.
- 9.40.2. Designing and handing over the Architecture for implementation of the Solution in the Bank.
- 9.40.3. Preparing and Handing over the PERT Chart to Bank till Sign off.
- 9.40.4. Guiding the Bank for upgradation of Hardware and Network, if any.
- 9.40.5. Delivery, Installation, commissioning of Hardware and Software at HO, Cos, ROs and branches to be done as per schedule.
- 9.40.6. Installation of client software if required in all the Desktops at the Branches/offices of Bank.
- 9.40.7. Assisting the Bank in designing the configuration of Desktops. (like Computer Name etc.)
- 9.40.8. The Vendor to take always proactive, reactive, preventive and corrective maintenance steps and ensure that the functioning of the Bank is no way affected.
- 9.40.9. The Vendor has to train the staff of the Bank as under:
- a. The successful Bidder shall associate the Bank's staff during the installation, and commissioning of the Desktop Management Solution. The successful Bidder shall train Bank's staff in proper Operation, Trouble identification, Troubleshooting and routine maintenance of the Desktop Management Solution at each and every location on a mutually agreed Date & Time.



- 9.40.10. The documents to be submitted to Bank as under:
- Two Sets of all Manuals of Hardware and OS and Application Software, Original OS and Application Software and Driver CDs including client related software's.
  - All Original license related OS and Application Software to the entire project.
- 9.40.11. Weekly progress report/plan of action for the ensuing week on the Project implementation to be submitted.
- 9.40.12. Attending all the review meetings once in a fortnight.
- 9.40.13. Designate one Senior Official for single point of contact by the Bank.
- 9.40.14. The Bidder should ensure that CBS & Other related Applications should run Smoothly during implementation and after implementation of Desktop Management Solution.
- 9.40.15. The existing and proposed peripherals including Printers, Scanners and Other IT related equipment's should be configured properly. So that after implementation of the solution, the set up should not be disturbed.
- 9.40.16. The acceptance test to be conducted to the satisfaction of the Bank.
- 9.40.17. Vendor to ensure that the RISK & THREAT TO THE IT SYSTEMS OF THE BANK THROUGH VIRUSES, MALWARE & OTHER VULNERABLE ITEMS are minimized /curtailed and increase the security in IT area within our Banking System by implementing this solution.
- 9.40.18. At all points of time vendor should integrate, coordinate with all our System Integrators (SI) for smooth implementation.

**9.41. Project Completion and Management**

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

**B. BID PROCESS**

**10. Clarification to RFP and Pre-Bid Queries:**

- The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP as per format provided under **Appendix-G.**
- All communications regarding points requiring clarifications and any doubts shall be given in writing to the Deputy General Manager, Canara Bank, DIT Wing, HO (Annex), 14 MG Road, Naveen Complex, Bengaluru-01 or an email can be sent to [hoditapm@canarabank.com](mailto:hoditapm@canarabank.com) by the intending bidders before **03:00 PM on 15/02/2018 (Thursday).**
- No queries will be entertained from the bidders after the above date and time.
- The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website ([www.canarabank.com](http://www.canarabank.com)) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and

any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

10.5. No oral or individual consultation will be entertained.

**11. Pre-Bid meeting:**

11.1. A pre-bid meeting of the intending bidders will be held as scheduled below to clarify any point/doubt raised by them in respect of this RFP.

| Date       | Day    | Time   | Venue                                                                                                           |
|------------|--------|--------|-----------------------------------------------------------------------------------------------------------------|
| 16/02/2018 | Friday | 3.00PM | Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001. |

No separate communication will be sent for this meeting. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of Two (2) representatives from each Bidder to participate in the pre-bid meeting.

11.2. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

11.3. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.

11.4. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website ([www.canarabank.com](http://www.canarabank.com)) and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

11.5. Non reply to any of the queries raised by the vendors during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank.

**12. Amendment to Bidding Document:**

12.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.

12.2. Notification of amendments will be made available on the Bank's website only (i.e. [www.canarabank.com](http://www.canarabank.com)) and will be binding on all bidders and no separate communication will be issued in this regard.

12.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

**13. Bid System Offer:**

This is two bid system which has following 3 (Three) parts:

13.1. **Part A-Conformity to Eligibility Criteria:** Indicating their compliance to Eligibility Criteria. The format for submission of Conformity to Eligibility Criteria is as per Appendix-A.



- 13.2. **Part B-Technical Proposal:** Indicating the response to the Technical specification of Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution in Canara Bank. The format for submission of Technical Proposal is as per Appendix-B.
- 13.3. **Part C-Commercial Bid:** furnishing all relevant information as required as per Bill of Material as per Annexure-17. The format for submission of Commercial Bid is as per Appendix-C.
14. **Preparation of Bids:**
- 14.1. The Bid shall be typed or written in English language with font size of 12 in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature in all pages of the Bids, except for un-amended printed literature.
- 14.1.1. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, all the three envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscribed as "Offer for Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution in response to RFP 31/2017-18 dated 07/02/2018" (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the Deputy General Manager, Canara Bank, AP&M Group, DIT Wing, First Floor, Naveen Complex, 14 M G Road, Bengaluru - 560001.
- 14.1.2. All the pages of Bid including Brochures 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 paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting / cutting without authentication may be liable for rejection. Authorization letter for signing the Bid documents duly signed by Company's Authorized signatory should be submitted.
- 14.1.3. All the envelopes shall bear the name and complete postal address of the Bidder and authority to whom the Bid is submitted.
- 14.2. **Part A- Conformity to Eligibility Criteria:**
- 14.2.1. Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in Annexure-3 of RFP. Only after satisfying themselves of the eligibility, the Offer should be submitted.
- 14.2.2. The Conformity to Eligibility Criteria as per Annexure-3 among others must contain Demand Draft towards the Application Money as per the Clause 15, Signed Pre Contract Integrity Pact as per Appendix-H and EMD/ Bank Guarantee in lieu of EMD as per Appendix-D of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Appendix-A.
- 14.2.3. The Placement of Application Money, EMD and Integrity Pact in other than Part A-Conformity to Eligibility Criteria will make the bid liable for rejection.
- 14.2.4. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as "PART A-Conformity to





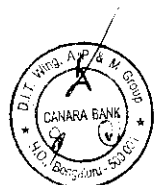
Eligibility Criteria for RFP 31/2017-18 dated 07/02/2018 for Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution”.

**14.3. Part B-Technical Proposal:**

- 14.3.1. Technical Proposal should be submitted as per the format in **Appendix-B**. Relevant technical details and documentation should be provided along with Technical Proposal.
- 14.3.2. It is mandatory to provide the technical details of the Solution required by the bank in the exact format of **Annexure-10** of this tender.
- 14.3.3. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 14.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non availability of the specifications quoted by us, invariably to process the technical offer.
- 14.3.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 14.3.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 14.3.7. The Technical Proposal should be complete in all respects and contain all information sought for, as per **Appendix-B**. **Masked Bill of Material must be attached in Technical Offer and should not contain any price information**. The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 14.3.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
  - 14.3.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
  - 14.3.8.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc.
- 14.3.9. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as **“PART B-Technical Proposal for RFP 31/2017-18 dated 07/02/2018 for Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution”**.

**14.4. Part C-Commercial Bid:**

- 14.4.1. Commercial Bid should be submitted as per the instruction in **Appendix-C**.
- 14.4.2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. Bill of Material should give all relevant price information as per **Annexure-17**. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.



- 14.4.3. Under no circumstances the Bill of Material should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Covers. The placement of Bill of Material in Part A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) covers will make bid liable for rejection.
- 14.4.4. The Bill of Material must be attached in Technical Proposal as well as Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, **except that the Technical Proposal should not contain any price information (with Prices masked)**. Any change in the Bill of Material format may render the bid liable for rejection.
- 14.4.5. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 14.4.6. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- 14.4.7. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 14.4.8. After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscribed on the top of the cover as **"PART C-Commercial Bid for RFP 31/2017-18 dated 07/02/2018 for Supply, Installation, Integration, Maintenance and Support for Microsoft Desktop Management Solution.**

**15. Application Money:**

- 15.1. This document can be downloaded from Bank's website <http://canarabank.com/english/announcements/tenders>. In that event, the bidders should pay the Application Fee of **Rs. 35,400/-(non-refundable) (30,000/- Plus GST)** for tender document by means of DD drawn on any scheduled Commercial Bank in favour of Canara Bank, payable at Bengaluru and submit the same along with **Part A - Conformity to Eligibility Criteria**.
- 15.2. Submission of the Application Money in other than "Part-A-Conformity to the Eligibility Criteria" is liable to be rejected on grounds of non-payment of the Application Money.
- 15.3. The Bidder shall bear all costs associated with the preparation and submission of the Bid and Bank will not be responsible for the costs, regardless of the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the Bidder in replying to this RFP. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

**16. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu Of EMD:**

- 16.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) of **Rs. 50,00,000/- (Rupees Fifty Lakh Only)** by way of Demand Draft drawn on any Scheduled Commercial Bank In India in favour of Canara Bank, payable at Bengaluru and should be kept along with the Part-A - Conformity to Eligibility Criteria.
- 16.2. In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for



