



**REQUEST FOR PROPOSAL [RFP]**  
**FOR**  
**“SUPPLY, INSTALLATION, IMPLEMENTATION AND**  
**MAINTENANCE OF IT ASSETS AND VENDOR MANAGEMENT**  
**SOLUTION**  
**FOR**  
**CANARA BANK”**

Issued by: Canara Bank,  
Procurement Group, 1<sup>st</sup> Floor,  
DIT Wing, Naveen Complex,  
14, MG Road, Bengaluru -560 001  
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**A. BID SCHEDULE & ABBREVIATIONS**

a. **BID SCHEDULE**

Sl. No.	Description	Details
1.	RFP No. and Date	RFP 02/2020-21 dated 27/04/2020
2.	Name of the Wing	Department of Information Technology
3.	Brief Description of the RFP	Supply, Installation, Implementation and Maintenance of IT Assets and Vendor Management Solution for Canara Bank
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: <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a>
5.	Date of Issue of RFP	27/04/2020, Monday
6.	Tender Fee (Non-refundable)	Rs.2,360 ( including 18% GST)
7.	Earnest Money Deposit (Refundable)	Rs.5,00,000/-
8.	Performance Bank Guarantee/Bid Security	10% of Total Order Value
9.	Purchase Preference Policy (MSE, Startup, Make in India)	Applicable
10.	Last Date and Time for Submission of Bids	20/05/2020, Wednesday upto 3.00pm
11.	Date, Time & Venue for opening of Part A-Conformity to Eligibility Criteria.	20/05/2020, Wednesday at 3.30pm Venue: Canara Bank, Second Floor, Conference Hall, DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.
12.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date.
13.	Pre-bid Meeting Date & Time	1. Pre-bid meeting will be held on 08/05/2020, Friday at 3.30 pm <u>Venue:</u> Canara Bank, Second Floor, Conference Hall,

		<p>DIT Wing-HO (Annex), Naveen Complex, 14 M G Road, Bengaluru 560001.</p> <p>2. Pre bid queries should be submitted as per Appendix-D.</p> <p>3. Pre-bid Queries to E-mail <a href="mailto:hoditapm@canarabank.com">hoditapm@canarabank.com</a> must reach us on or before 06/05/2020, Wednesday at 3.00pm. Subject of the email should be given as "Pre Bid Queries for RFP 02/2020-21 dated 27/04/2020". Queries reaching afterwards will not be entertained.</p>
14.	Other Details	<p>1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.</p> <p>2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a></p> <p>3. No suggestions or queries shall be entertained after pre-bid meeting.</p>
<p>This document can be downloaded from following website <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a> and <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>. 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 &amp; any communication etc. will be uploaded in the Bank's website only (i.e. <a href="http://canarabank.com/english/announcements/tenders">http://canarabank.com/english/announcements/tenders</a>). 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 (<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.

b. Abbreviations used in this Document:

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

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## **B. 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. Syndicate Bank has amalgamated with Canara Bank with effect from 01/04/2020. The amalgamated Bank i.e., Canara Bank is having pan India presence of more than 10,391 branches, 24 Circle Offices and 176 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 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 and Maintenance of IT Assets and Vendor Management Solution for Canara Bank".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to the RFP.
- 2.4. 'Solution' means providing "IT Assets and Vendor 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 intends to procure IT Assets and Vendor Management Solution. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for procurement of IT Assets and Vendor Management Solution for Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

### **4. Objective**

- 4.1. Bank proposes to implement IT Assets and Vendor Management Solution from a Service Provider/System integrator who can offer a suitable, technical and cost effective solution.
- 4.2. The Bank is looking at a highly professional relationship with the service provider who shall implement the IT Assets and Vendor Management Solution. The service provider shall provide required hardware/appliance, software, training and other services for implementing, managing and maintenance of IT Assets and Vendor Management solution.



- 4.3. The Service Provider 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. Bank will provide Hardware, Windows Server 2019 Standard/ RHEL Enterprise Server Operating System and Database (If proposed solution supports Oracle Database, the same will be provided by bank as Bank is having ULA (Unlimited License Agreement) for Oracle database).
- 5.3. The Selected bidder should provide sizing of the hardware, Operating Systems, standard middleware, if any, required for the implementation of the solution for both the locations Primary Site (DC) and DR to run the proposed application and other environmental or related software along with technical proposal. As Bank is having ULA agreement with Oracle, Bidder need not quote for oracle Database licenses. It covers Oracle enterprise DB license with Oracle RAC. The same will not be considered as a part of TCO Calculations. However, if the solution is not compatible with Oracle Database, Bidder has to quote for the Database Licenses also as a part of IT Assets and Vendor Management Solution. The bidder will also be responsible for any Upgradation/maintenance/patch management for delivered Solution/software during contract period.
- 5.4. The successful bidder must design the solution with high availability & secure infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.
- 5.5. 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 IT Assets and Vendor Management Solution for Canara Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. This tender consists of following requirements:

Sl. No.	Item details	Requirement
a.	IT Assets Management Solution	1,15,000 IP based end points and unlimited non-IP based end points/assets
b.	Vendor Management Solution	Enterprise-Wide License with unlimited users

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

## 8. Eligibility Criteria

- 8.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and Providing IT Assets and Vendor Management Solution to Canara Bank shall hereinafter be referred as "Solution".
- 8.2. Interested Bidders, who can provide IT Assets and Vendor Management Solution to Canara Bank 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

The Broad Scope of work shall include but not be limited 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

## 10. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Specifications narrated in **Annexure-7** and adhere to the guidelines issued by RBI and other Regulatory bodies. 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 training for each solution offered in the proposed solution from OEM directly at Bank's premises for at least 3 days.
- 11.2. The core team have to trained both in technical matters, troubleshooting's as well as functions, features and solution.
- 11.3. The training proposed for the staff members of Canara Bank will make them familiar with solution environment. Training at various level, from administrative to end user level, has to be provided by bidder at their central training center in Bangalore.
- 11.4. Bidder has to provide the user manual and Technical documentation both in hard and soft copies (\*.doc/x, \*.pdf) to the bank.
- 11.5. Bidder has to provide training to the 10 number of Bank employees for each solution.
- 11.6. Trainer should be well experienced and must have industry certification.
- 11.7. Location of the training must be in Bangalore only.
- 11.8. Bidder should provide the training material and hands-on during the training.



**C. Deliverables & Service Level Agreements (SLAs)**

**1. Delivery, Installation, Integration and Commissioning**

- 1.1. Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of IT Assets and Vendor Management Solution while placing the order.
- 1.2. **Delivery Schedule are as follows:**
  - 1.2.1. **Supply & Installation of IT Assets and Vendor Management Solution:** Within **Eight (8) weeks** from the date of acceptance of Purchase Order or **Nine (9) weeks** from the date of issue of Purchase Order whichever is earlier.
- 1.3. **Implementation Schedule:**
  - 1.3.1. **Implementation of Solution:** The successful bidder should ensure implementation, configuration, Integration, commissioning of the delivered IT Assets and Vendor Management Solution throughout the bank within **Twelve (12) weeks** from the date of installation of IT Assets and Vendor Management Solution.
- 1.4. Bank reserves the right to change/modify locations for supply of the Solutions. In the event of any change/modification in the locations where the Solutions are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the Solutions are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.
- 1.5. The Installation will be deemed as incomplete if any component of the Solution is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of Solution.
- 1.6. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of Solutions to different locations and the Vendor is required to make the arrangements for delivery of Solutions to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.
- 1.7. Commissioning of the Solutions will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.
- 1.8. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.



## 2. Security

- 2.1. The Bidder has to use standard procedures like hardening, dedicated configuration in order to comply security standards including cyber security.
- 2.2. The Bank will not provide any remote session and direct internet connectivity to the equipment in terms of support which may leads to the vulnerability of the system.
- 2.3. The Bank may conduct security audit in the proposed solution after complete implementation.
- 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. Any kind of change like update, upgrades etc. in the system after complete installation will not lead into any commercial during contract tenure.
- 2.6. Bidder should take adequate security measures to ensure confidentiality, integrity and availability of the information.
- 2.7. 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.
- 2.8. 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.

## 4. Uptime

- 4.1. The bidder shall guarantee a **24x7x365** availability with monthly uptime of **98.00%** for the solution as specified in **Annexure-7 and Scope of Work**, during the period of the Contract and during 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, Installation, configuration, Integration and commissioning of Solution/Software would be as under:**

5.1.1. Non-compliance of the Supply/delivery & Installation of IT Assets and Vendor Management Solution as per clause 1.2.1 will result in the imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of IT Assets and Vendor Management Solution (exclusive of Taxes) as mentioned in serial number 5 of Table-A in Annexure-14 (Bill of Material) location/office address wise.

5.1.2. However, the total Penalty/LD to be recovered under clause 5.1.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.

**5.2. Penalties/Liquidated damages for delay in implementation of IT Assets and Vendor Management Solution would be as under:**

5.2.1. Non-compliance of the implementation, configuration, Integration, commissioning of IT Assets and Vendor Management Solution as per clause 1.3.1 will result in imposing penalty of 0.50% on delay in delivery per week or part thereof plus GST by the Bank on the invoice value of the Solution (exclusive of Taxes) as mentioned in Table-B in Annexure-14 (Bill of Material) location/office address wise.

5.2.2. However, the total Penalty/LD to be recovered under above clause 5.2.1 shall be restricted to 5% of the total value of the order (exclusive of Taxes) plus GST.

**5.3. Penalties/Liquidated damages for not maintaining uptime:**

5.3.1. 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
98.00% to 100%	No penalty
97.00% to 97.99%	0.25% on Invoice Value* for every hour or part thereof.
96.00% to 96.99%	0.50% on on Invoice Value* for every hour or part thereof.
95.00% to 95.99%	0.75% on on Invoice Value* for every hour or part thereof.
Less than 95.00%	1.00% on on Invoice Value* for every hour or part thereof.

\*Invoice value of solution excluding AMC/ATS as per Table-A of Bill of Material.

5.3.2. The maximum penalty levied under Clause 5.3.1 shall not be more than the 5% of order value (all software and Solution) (plus GST) per Quarter during warranty period.



5.3.3. The Maximum penalty levied under Clause 5.3.1 shall not be more than 25% of AMC/ATS amount payable for One Quarter (plus GST) per Quarter during AMC/ATS period.

5.3.4. 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).

5.3.5. 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.

5.4. **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 branch/office 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.

5.5. **Penalties/Liquidated Damages for non-performance:** If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify 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.

5.6. 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.

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

5.8. 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 Required Hardware for IT Assets and Vendor Management Solution with required OS, Database License and other Licenses will be as under:

Sl. No.	Payment Stage	% of Payment
1.	Delivery & Installation of IT Assets and Vendor Management Solution as per clause 1.2.	40% of the Invoice Value for IT Assets and Vendor Management Solution.



2.	Implementation, Configuration, Integration and Commissioning of IT Assets and Vendor Management Solution as per clause 1.3.	50% of the Invoice Value for IT Assets and Vendor Management Solution.
3.	After Completion of Warranty Period (i.e. three year). Warranty period will start from the date of acceptance of solution by the Bank.	10% of the Invoice Value of IT Assets and Vendor Management Solution. Or On submission of Bank Guarantee for equivalent to warranty payment.
4.	AMC/ATS for IT Assets and Vendor Management Solution.	Quarterly in Arrears Or Yearly in Advance on submission of Bank Guarantee for equivalent to payment
5.	Onsite Resource	Payment will be quarterly in arrears after deducting applicable penalties and Liquidated damages as per clause 5 of Section C of this RFP.

6.2. Payment schedule for Implementation will be as under:

Payment Stage	% of Payment
One time Development, Implementation and Customization Charges	100% of the Implementation charges will be paid on the Completion of implementation and acceptance by the Bank.

6.3. Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN 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.

6.4. 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.

6.5. Bank will not pay any amount in advance.

6.6. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, 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 Resource & Support

7.1. The Bidder has to provide complete support and support will be required for end to end installation, implementation and maintenance of the proposed solution during contract period and Bidder will be responsible for resolving the issues on 24\*7\*365.

7.2. The Bidder has to provide one onsite resource for one year having OEM Certification for the proposed solution with minimum 3 years of Implementation & Hands-on experience & Support. The onsite support will commence after successful project sign-off/acceptance.

7.3. Support should include advising and implementing controls for the risk advised by regulators/Govt. of India.



- 7.4. 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.
- 7.5. Bank will carry out Vulnerability assessment and penetration testing (VAPT) of all the IT infrastructure as on required, Bidder has to remediate the vulnerabilities if any reported by VAPT auditor without cost.
- 7.6. 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.
- 7.7. The Bidder should ensure in resolving any security observations as per the IS policy of the Bank.
- 7.8. However, penalty shall be applicable as per uptime clause.
- 7.9. Response Time and Meantime to Restore [MTTR]
  - 7.9.1. Response Time shall be 2 hours and MTTR shall be 4 hours.
  - 7.9.2. Time specified above is from lodging of complaint.

## 8. Software, Drivers and Manuals

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

## 9. Warranty:

- 9.1. The Bidder warrants that the Software/Solution will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").
- 9.2. The Bidder has to provide comprehensive On-site replacement warranty for Three (03) Years.
- 9.3. The warranty will cover all supplied components includes software and will start after project acceptance & Signoff.
- 9.4. 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 (03) Years from the Date of Acceptance of the Solution.
- 9.5. 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 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.
- 9.6. 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.

- 9.7. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Software/Solution functions in accordance with the Contract for a reasonable period of time.
- 9.8. Despite any other provision, the Bank, may return a defective 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.
- 9.9. 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.
- 9.10. 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.

**10. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) (if contracted):**

- 10.1. At the time of submission of bids, the Bidder has to quote AMC/ATS for Software/Solution (including OS), software, License Items for Two (02) years after completion of Three (03) years warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 10.2. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of Solution, software, License supplied with the bidder after completion of respective warranty periods.
- 10.3. Support for maintenance of solution (including Solution Software, OS and software license) supplied should be available for a minimum period of Four (04) years, covering all parts, maintenance and support, after expiry of warranty period.
- 10.4. The Bank will pay AMC/ATS charges for Solution (including Solution, 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.
- 10.5. 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:
  - 10.5.1. Rectification of Bugs/defects if any.
  - 10.5.2. Ensuring uptime of 99.90%
  - 10.5.3. Maintenance of Hardware/Software/License supplied.
- 10.6. 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 Solution, 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.

**11. Scope Involved During Warranty and ATS Period (if contracted)**

During the period of contract up to completion of Warranty and also during Annual Technical Support (if contracted), the bidder shall do the following:

- 11.1. During the period of contract upto completion of Warranty and also during Annual Technical Support [if contracted], the bidder should inform Bank about all release/version change of patches/ upgrades/ updates of Solution /Software/ OS/ middleware etc. as and when released by the selected bidder/OSD.
- 11.2. If any software, License and Solution updates provided by the OSD 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].
- 11.3. Any corruption in the software/License/ Solution shall be rectified during the full period of the contract including Warranty and AMC/ATS, if contracted, at no extra cost to the Bank.
- 11.4. The vendor shall make availability of spare parts/services, components etc. as and when required, and complete maintenance of the Solution/software during warranty period and AMC/ATS (if contracted).
- 11.5. The support shall be given in person only.
- 11.6. 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.
- 11.7. 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.
- 11.8. Escalation matrix should be provided for support, technical, project etc.

**12. Mean Time Between Failures (MTBF)**

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

**13. Subcontracting**

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

**14. 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.



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

## **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.

3.3.3. In Annexure-7, against each of the specifications under Technical and Functional Specifications, there is a Bidder's response column (BR) where the bidder has three options viz., Available (AV) / Customizable (CZ) / Not Feasible

(NF) to indicate their response. All features mentioned as available "AV" should be demonstrated during the demo/POC and if the bidder fails to demonstrate any one feature mentioned as "AV", then the bid will be rejected without evaluating other features. Customizable (CZ) features should be delivered before the UAT phase of implementation. Available (AV) will carry 5 Marks, Customizable (CZ) will carry 2 marks and Not Feasible (NF) will not carry any marks. However, all mandatory items/features to be delivered before UAT, irrespective of the bidder response.

3.3.4. Based on the evaluation as per Annexure-7 and Annexure-8 (scope of RFP), each Bidder will be given certain marks. Only those Bidders scoring minimum 80% marks for IT Asset Management Solution & Vendor Management Solution respectively and fulfilling the Terms & Conditions will be declared as technically qualified bidders.

3.3.5. The Technical Bid would be rated as below as per Annexure-7. Marks will be allotted to bidder against the responses to each of the point mentioned in Annexure -7.

Parameter	Maximum Score	Minimum Score
IT Assets Management Solution as per Annexure-7 (A)	665	532
Vendor Management Solution with Enterprise vide license as per Annexure-7 (B)	205	164
<b>Total</b>	<b>870</b>	<b>696</b>

3.3.6. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.

3.3.7. The decision of Bank in this regard shall be final and no correspondence shall be entertained.

3.3.8. Bank may call for POC (Proof of concept), with the bidders. The scope for POC will be containing the scope as mentioned in this document elsewhere.

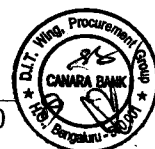
**3.4. Part C-Commercial Bid:**

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** submitted by the bidder will be evaluated based on Bill of material submitted by the Bidder.

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

4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria**.

4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of





the 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. 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.
- 4.6. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 4.7. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

## **5. Normalization of Bids**

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

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

OR

5.1.2. Revised submissions of the entire bid in the whole

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

## **6. Intimation to Qualified/Successful Bidders**

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

## **7. Correction of Error in Commercial Bid**

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

- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.
- 7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 7.6. If the bidder does not accept the correction of errors, the bid will be rejected.

#### 8. Determination of L1 Price

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

**F. Ownership & Awarding of Contract**

1.	Bid Validity Period	7.	Project Execution
2.	Proposal ownership	8.	Security Deposit / Performance Bank
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



Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website under URL: <https://canarabank.com/english/announcements/important-rfptender-documents-of-dit-wing>. Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

<b>Sections</b>	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
<b>Annexures</b>	
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
<b>Forms (Purchase Preference)</b>	
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
<b>Bid Formats</b>	
Appendix D	Format for Sending Prebid Queries.
Appendix E	Authorization Letter Format.
<b>Bank Guarantee Formats</b>	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix G	Proforma of Bank Guarantee for Contract Performance.

Appendix H	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)
<b>Pre Contract Integrity Pact</b>	
Appendix I	Pre Contract Integrity Pact.
<b>Reverse Auction Formats (Not Applicable)</b>	
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.
<b>Other Format</b>	
Appendix-K	Location Details.



**Annexure-2**  
**Eligibility Criteria Declaration**

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

**SUB: RFP for Supply, Installation, Implementation and Maintenance of IT Assets and Vendor Management Solution for Canara Bank.**

**Ref: Your RFP 02/2020-21 dated 27/04/2020**

**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
<b>CONSTITUTION</b>	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 <b>last Three years as on RFP date.</b>	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
<b>OEM/OSD/OSO</b>	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 Authorisation letter from their OEM and OSD/OSO to deal/market their product in India and it should be valid for a minimum period of Six years from the date of RFP.	





<b>FINANCIALS</b>	3.	<p>The Turnover of the Bidder should be minimum Rs.5 crores each year during the last three (3) financial years (i.e. 2016-2017, 2017-18, 2018-19).</p> <p>(However, Prior Turnover for Startups is relaxed under this RFP)</p>	<p>Bidder has to submit copies of audited Balance Sheet for last 3 Years [i.e. 2016-17, 2017-18 and 2018-19].</p> <p style="text-align: center;">AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	
	4.	<p>The Bidder should have Positive Net Worth as on 31/03/2019.</p>	<p>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	
<b>Bidder's Experience</b>	5.	<p>The Bidder should have implemented IT Assets Management Solution and it should be currently running in any one of</p> <p>i. BFSI sector organization/ listed company globally.</p> <p>OR</p> <p>ii. Government Departments / PSU organization/ Scheduled Commercial Banks in India.</p>	<p>The Bidder has to provide reference letter from the organization to this effect</p>	



	6.	The proposed Vendor Management Solution should have been implemented [not necessarily by the bidder] and currently running in any one of  i. BFSI sector organization/ listed company globally. <b>OR</b> ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India.	The Bidder has to provide reference letter from the organization to this effect	
OEM's Experience	7.	The proposed IT Assets and Vendor Management Solution should have been [not necessarily by the bidder] implemented and currently running in any one of  i. BFSI sector organization/ listed company globally with 25,000 Endpoints in single/multiple organization. <b>OR</b> ii. Government Departments / PSU/ organization / Scheduled Commercial Banks in India with 25,000 Endpoints in single/multiple organization.	The Bidder has to provide reference letter duly mentioning the solution name from the organization to 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 IT Assets and Vendor Management Solution**

SUB: RFP for Supply, Installation, Implementation and Maintenance of IT Assets and Vendor Management Solution for Canara Bank.

Ref: Your RFP 02/2020-21 dated 27/04/2020

**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. IT Assets Management Solution**

**i) Mandatory Technical Requirement:**

Sl. No	Technical Specification	Available(AV)/ Customizable(CZ)/ Not Feasible (NF)	Remark
1.	The solution should be able to manage entire life cycle of the asset viz Asset requisition, Asset procurement, Asset costs tracking, Asset auto discovery, Asset receiving, Asset inventory, Asset contract & License maintenance, Asset movement and maintenance, Asset retirement and disposal.		
2.	The solution must have IT inventory which include all the details of hardware such as Vendor, Serial Number, Chip Set, CPU information, RAM, numbers of CPUs & Cores, Detail information on Network devices, internal & peripheral disk drives, BIOS details, IP/MAC addresses, End Point/Device name, End Point/Device model, Hard Disk, Storage Devices details, all application and software including in house developed applications/programs, virtualized applications, OS versions and Service Pack information, patch information etc. -		
3.	The IT Asset Management should have ability to have a user-defined ID structure for all asset classes, and to generate new ID numbers based on a pre-defined standard.		
4.	Unique Asset ID Creation for each asset, an asset can be a logical and physical entity. The physical entity can be hardware such as PCs, Laptops, Workstation, Mobile Phone, Tablet, Server, Storage, San Switches, Tape Drive, Tape Library, Network device like switches & routers, Network Security devices like firewall, IPS &		



	WAF etc., Application software, System Software, Inbuilt OS Features, Software utilities, Firmware etc. A logical entity can be application list, services, contracts and people. The Solution should be able to capture physical location of Other Assets like Vehicles, Furniture & Fixtures, Land & buildings, Machinery etc., and relate with land & building including movement of assets from one location to another.		
5.	Post ID Creation, the Mapping of Asset ID to be done based on the user's inputs.		
6.	A discovery of assets can be agent based/agent less for IP based assets and manual data entry for Non-IP based Assets.		
7.	The Discovery should have the ability to discover all the Assets based on IP/MAC addresses, SNMP based network devices etc. The discovery tool proposed by the Bidder should be comprehensive one and should meet the requirement of the Bank.		
8.	The solution should be able to discover the asset through IP address scanning i.e., Agent less and also through Agent based scanning on desktops and servers. The solution should support scheduled scanning of all IP based Endpoints. The solution should support scanning of group of devices, specific device on demand. The solution should support manual data entry for Non-IP based Assets.		
9.	The solution should support all operating system platforms such as windows, Linux, MAC, Virtual machines, AIX & Solaris.		
10.	The solution should support all the make & model of Network equipments (Routers, Switches, SD-WAN Devices) such as Cisco, HP, Juniper, Huawei, Lavelle etc., The solution should discover all physical & Logical interfaces such as serial, Ethernet, Ether channel, Port Channel, Loopback, 4G & Tunnel with network address on each interfaces & Description on interface. The solution should discover Operating system name, Host name & version.		
11.	The solution should support SNMP pull or SNMP push feature for Network equipments. The solution should support scheduled scanning of Network devices.		
12.	The solution should work and fetch all the details of all IT assets from central location through LAN & WAN environment with Bandwidth varying from 64 Kbps and above and WAN Latency varying from 40 ms to 1500 ms.		
13.	The solution should facilitate for QR scanning and barcode scanning.		
14.	The solution should have Android & IOS based mobile App for QR scanning and Barcode scanning for identification of assets and updation of predefined fields.		
15.	The Agent should run automatically without manual intervention in Desktop, Laptop & servers.		
16.	The solution must have CMDB.		

17.	The solution must have ability to create and apply policy baseline to group of Assets (CMDB)		
18.	The solution must have Classification of IT Assets based on the predefined set of formulas		
19.	The solution should support unlimited number of Asset Types and minimum 20 number of additional fields.		
20.	The solution must create an Asset Groups tag and a sub-tag for each of the asset groups discovered (For example, if you have asset groups called Unix and Windows, you'll have a tag called Asset Groups, which will sub-tags called Unix and Windows).		
21.	The Solution must have IT inventory based on field tagging.		
22.	The solution should have multilevel approval cycle; Role based access such as Read, Write, Read-Write, addition / deletion / updation / alteration of IT Assets, Asset properties/attributes.		
23.	The solution must have advanced search facility based on different search criteria		
24.	The solution should have feature of static & dynamic grouping of assets.		
25.	The solution support grouping of Asset based on type of asset, location, Age, Vendor, Expiry date & Specification		
26.	The solution must have Vendor and Asset association along with details like contracts, SLA etc		
27.	The solution must have Model/Template for inheriting IT Asset properties/attributes & ability to modify model/templates to add additional properties/attributes		
28.	The solution must have Asset and Asset relationship, Creation of IT Asset groups/sub-groups		
29.	The solution must have define & Associate business rule with Assets		
30.	The solution must have standard template for entitlements		
31.	The solution must have asset Inventory of Bank Custom application and which can be mapped to pre punched asset.		
32.	The solution must have add information & attach documents related to contracts including Vendor Information and provision to make obsolete documents inactive		
33.	The solution must have create & manage Contracts		
34.	The solution must have should track start & end date of contracts		
35.	The solution must have all existing contracts / SLAs need to entered by the Bidder into the system.		
36.	The solution must have tracking and review of existing contracts & amendments to contract, tracking of duplicate contracts		
37.	The solution must have license and contract management		
38.	The solution must have creation, configuration & management of SLA		
39.	The solution should identify status of machines and track whether it is in its lifecycle i.e. in order, in production, spare, flagged for disposal etc		



40.	The solution must have ability to perform Identification of network-attached physical and virtualized Operating system environment (this ranges from Data Center to End-User devices) on which software executes		
41.	The solution should provide software licenses and tracking management, number of license of particular software Bank has purchased deployment & Entitlement status, option to categorize the software and hardware license.		
42.	The solution must include a software ID catalogue that identifies all commonly used application of standard publishers/software vendors & their solution.		
43.	The solution must have ability to maintain the Catalog of software and hardware from all major OEMs/Principals and should update the signature for the same on periodic basis. The update periodicity should be as per industry norms.		
44.	The solution should provide management of multiple licensing model based on user, machine, IP address, core, RAM etc.		
45.	The solution should provide license metering.		
46.	The solution should support manual import of software contracts, license and agreements.		
47.	The solution must have ability to consolidating multiple software entitlement records and other information to produce a single, accurate, organized and categorized inventory of the entitlements in effect for each independent software vendor (ISV).		
48.	The solution must have ability for capturing platform configuration information and extracting a list of all software and software consumption. Identifying the software installed on or executing on a platform (as in the case of instance-based software licenses).		
49.	The solution must have ability for Normalize software consumption data – consolidating multiple platform consumption datasets and other information to resolve duplicated or conflicting records in order to create a single, accurate, organized and categorized inventory of software consumption from data collected by multiple tools.		
50.	The solution must have ability for Reconcile software asset information – Harmonizing contract, purchase and entitlement information with normalized inventory data. This creates an Effective License Position (ELP), which is the balance between license entitlements and actual license consumption. The ELP provides a basis for compliance management, risk reduction, audit defense, contract (re)negotiations, license “true-ups” and software spending optimization.		
51.	The solution must have ability to optimize software entitlements and consumption – Tracking changes to software license structures, improving compliance with negotiated agreements in support of effective vendor management and balancing software		

	spending with usage enable the tuning of the number, type and expense of licenses needed and in use.		
52.	The solution must have ability to share software asset information – Consuming and producing information for use in other domains.		
53.	The solution must have central system of record for IT assets enables the enterprise to manage vendors and software assets throughout their life cycles		
54.	The solution must have ability to make Inventory hardware configuration (many licenses define hardware configurations).		
55.	The solution must have ability to provide consumption analytics.		
56.	The solution must have ability to provide Industry Best Practices for normalization of data		
57.	Full support of key enterprise partners including but not limited to Microsoft, Oracle, Adobe, VMware, Symantec.		
58.	The solution must support licensing management for all major Principals like Oracle, SAP, IBM, and Microsoft etc. The licensing management should also support all other major Principals not explicitly specified here.		
59.	The solution must have the functionalities provided by the solution should support discovery/management across multiple operating systems like Windows, Mac, UNIX, Linux, Mainframe OS, Virtualized environments etc, multiple databases like Oracle, DB2, SQL, MySQL, Hypervisors etc.		
60.	The solution must have ability to track changing software license structures		
61.	The solution must have ability to provide recommendation on the appropriate license type given specific scenarios		
62.	The solution must have ability to help identify unused software licenses and recommend appropriate license harvesting and reassignment		
63.	The solution must have ability to identify and manage virtual instances		
64.	The solution must have ability to location identification and comparison with entitlement information		
65.	The solution should monitor and track change in hardware, Software inventory and location.		
66.	The solution must have License transfer & reassign capability		
67.	The solution must have capability to handle expired licenses		
68.	The solution must have ability to Voluntary return of Licenses		
69.	The solution must have capability to store and link proof of entitlement along with Asset ex: PO image		
70.	The Solution should have feature to configure and monitor the various relationships of the entire asset in the network and have Asset relationships & hierarchy.		
71.	The solution should support workflow as per the requirement of the Bank.		
72.	The solution should provide individual & bulk import of contract information like PO, AMC, contract details, Value of the Asset, depreciation value, Risk category from external sources and link		



	with specific asset and have capability to store and track the renewal fees.		
73.	The proposed solution must have functionality for exporting & importing assets details in CSV, Excel, PDF formats.		
74.	The proposed solution must have functionality to import Assets details of hardware and software from CSV, Excel, pdf etc formats		
75.	Reconciliation: The solution must have <ul style="list-style-type: none"> <li>• discovered and owned Asset reconciliation</li> <li>• reconciliation of data from different sources.</li> <li>• Missing agent reconciliation</li> </ul>		
76.	The proposed solution must have ability to consolidate the outcome of discovery process, and the data currently residing in CMDB system to resolve duplicates, and conflicts.		
77.	The solution should store inventory with date & time stamp and should track the changes such as installation, uninstallation, configuration changes etc. In addition, must have the Asset History along with request.		
78.	The solution should be able to display depreciated value of Asset as on date i.e. Depreciation scheduler		
79.	The proposed solution must have methods for creating policies, entitlement documents etc and enforcing these policies/entitlements through alerts and controls		
	<b>Discovery</b>		
80.	The solution should be capable of auto discovering internal hardware details such as make, model, size of Hard disk & RAM, CPU information, Chipset make & model, number of CPU & Cores, Bios details, IP & Mac address, Internal & peripheral disk drive, mass storage devices, Connected USB devices etc.		
81.	The solution should be able to auto discover the Operating system version, Service pack information, Virtualized application, patch information, services running on Endpoint, Any third party software, In house developed application & programs, Executables installed with license details (Name & Version) on the Desktop, Laptop & servers.		
82.	The solution should support discovery details such as user name, Host name, publisher name, Software title name, Version, Total usage time, Usage count, Average run, Last run, Last usage time and must have clean, accurate ,categorized inventory of IT software Assets.		
83.	The solution should be able to auto discover (make & Model) Document Scanners, Network printers and printers, Scanners connected to desktop, Laptop & Server through USB ports.		
84.	The solution should be able to auto discover biometric scanners connected to desktop through USB.		
85.	The Solution should be able to Auto discover Passbook Kiosk, Cash deposit machines, Bulk note Acceptors & Cash dispensers connected to Network.		
86.	The solution should be able to discover & track Desktops, Laptops connected through Internet or corporate Intranet.		
87.	The solution should have accessibility through various interfaces like Web Access, Intranet Access		



88.	The solution should have integrated login portal or common dashboard and single user interface for the administrators.		
89.	The solution should have capability to support both of authentication approaches. The integration approach will have decided by the Bank during implementation.		
90.	The solution should be able to integrate with Microsoft Active Directory for credential verifications and able to import user & user rights.		
91.	The solution should be able to integrate with Bank's existing Fixed Asset management solution, ITSM, NAC, NCCM, SCCM, Bigfix, Trend micro, Symantec solution for visibility and control.		
92.	The Agent should coexist with other Endpoint Agents such as EDR Agent, DLP Agent, Remote Access Agent and NAC Agent, without causing resource conflict.		
93.	The solution should have integration with Bank Single Authentication System.		
94.	The solution must have ability to integrate with proposed vendor management, and Contracts modules to provide additional information which will enhance the accuracy of reporting		
	<b>Alerts, Notifications &amp; Reports:</b>		
95.	The solution should integrate with email and SMS to notify events/alerts to the respective users as per the Bank's requirement.		
96.	The solution should generate custom report in tabular format.		
97.	The solution should have Query Builder for Reports / Query based Reports		
98.	The solution should have summary reports from CMDDB.		
99.	The Solution should support summary reports, Query based report in spreadsheet, PDF format, web format.		
100.	The solution should generate report based on DP code, Region wise, Branch wise & Asset wise.		
101.	The solution should provide reports such as which machines meet minimum hardware standard for upgrading Hardware, software etc.		
102.	The solution should provide exporting report to .csv, .xlsx, .xls, .pdf		
103.	The solution should provide reports on change in inventory, date & of change, change in location, missing period, Original cost price, Depreciated, Warranty/AMC expiry, Criticality, Risk etc.		
104.	The report scheduler auto generation and distribution analyse trends, performance level, real times updates on reports, save and store customized reports.		
105.	Dashboard for senior Management with standard information, customized on demand.		
106.	The system should be capable of generating different reports based on relevant information from different areas covered under the scope of this RFP.		
107.	The system should generate audit trail and audit logs reporting.		

108.	The solution should have ability to freely changes form, fields, workflows, escalations and authorization structures and reports according to Bank processes without affecting the future tool updates and integration with 3rd party solutions.		
109.	The solution should able to generate report based on of Asset in order, in production, in spare, flagged and disposal.		
110.	The solution should be able to generate alerts through E-mail, whenever there is movement of asset, missing asset, changes in inventory, Expiry of AMC/Warranty change in the asset based on the scheduling viz weekly, monthly, yearly as per the Bank requirement.		
111.	The solution must have user wise utilization & association of IT Assets report.		
112.	The solution must have identification of over and under deployment of Asset		
113.	The solution must have license transfer alerts notification and renewal notifications		
114.	The solution must have ability to provide reports that analyze the balance of licenses purchased to actual license consumption		
115.	The solution must have ability to provide reports to balance software spending with usage		
116.	The solution must have ability to provide robust reporting that will help with planning, modeling and mappings of applications		
117.	The solution must have ability to provide compliance Report		
118.	The solution should provide real-time pop up notification in the web management console/dashboard and desktop notification when the application is running in background from the notification tray. 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.		
	<b>Software requirement.</b>		
119.	The solution should be enterprise class from single/multiple OEMs. In case of multiple OEMs both solutions viz IT asset management & vendor management solution be integrated.		
120.	The Hardware / Software should be placed in different security zones of the Bank viz DMZ & MZ for accessing the solution through internet & Intranet with common Database.		
121.	The solution should support at least 1,00,000 Endpoints, and 15,000 Network devices from day one. The solution should be scalable up to 2,00,000 Endpoints and 30,000 Network devices during the Contract period without enhancement of Hardware.		
122.	The Agent should be able to connect to primary/Secondary Server dynamically.		

ii) Desirable Technical Requirement:

Sl. No.	Specification	Available (AV) / Customizable (CZ) / Not Feasible (NF)	Remarks
1.	The Agent Should be lightweight (not more than 50 MB) and CPU utilization on the Endpoint should not be more than 2%.		
2.	The Solution should support encrypted communication between agent and central server.		
3.	The solution must have the ability cloud-based and mobile platforms and services.		
4.	The Solution must have ability platform configuration information, and extract all software including its components/features (like IIS etc.) residing within those platform, along with usage information.		
5.	The proposed solution must have ability to make Inventory all enterprise, Data Center, Mobile, cloud and SaaS Software.		
6.	The Solution must have ability to support the International Organization for Standardization (ISO) 19770-2 standard for Software Identification (SWID) tags.		
7.	The Solution should support all popular Browsers like Internet Explorer, Firefox, Chrome, Safari, opera etc.,		
8.	The Solution should able to generate logs/Events and it should be pushed to RSA SIEM, IT GRC Solution.		
9.	The solution should integrate with third party reporting software like crystal report.		
10.	The solution should have integration of call tracking and ticketing with the existing system.		
11.	The solution must have ability to SaaS Usage Reporting.		

B. Vendor Management Solution:

Mandatory Technical Requirement:

Sl. No.	Technical Specification	Available (AV) / Customizable (CZ) / Not Feasible (NF)	Remark
1.	The Purpose of the project is to create a framework and set of process for strategically empowering Canara Bank to take appropriate measures for controlling cost, reducing potential risks related to vendors, ensuring excellent service deliverability and deriving value from vendors in the long-run. The proposed project should support complete need of Vendor Management module as per the requirement of bank.		
2.	The proposed solution should provide web access interface to the users and should have the configuration Wizard.		
3.	The solution should also support audit trail feature and shall have database for Vendor Management Module as whole.		



4.	<b>Vendor Master Data:</b>		
4.1.	The solution should Be able to capture and retrieve vendor details as follows: i. Vendor Name ii. Vendor Address iii. E-Mail address and Phone no iv. Escalation matrix with 3-levels under Sales, Service and Finance (Respective persons mobile nos and e-Mail address),SPOC details & CEO/CFO details(Contact details with name, Mobile no. and E-mail ID) v. PAN no of vendors, GSTIN of vendors for all state and UTs(Should able to capture GSTIN of each vendor for each state separately) vi. Bank Details e.g. Account No, IFSC Code, Swift Code, IBAN & Type of account vii. Country -Pin Code		
4.2.	Support for edit at frequent interval(as and when required for data refresh) and auto-update all linked modules of applications (should not be stand-by, should percolate at billing and other modules)		
5.	<b>Financial / Billing Management:</b> The solution should		
5.1.	Support in-warding of invoice with details link invoice no, date, value, GST (CGST/ SGST/ IGST/UTGST), GSTIN of Bank, GSTIN of vendor (to be populated from vendor master data on selecting the vendor with respective state), PAN of the vendor, each component-wise value capturing/milestone and also should have provision to validate the value based on total PO value from project management module. Option to upload scan copy of invoice in Pdf.		
5.2.	Support tracking of payments released against each invoice with accounting entries (GST, GST-TDS, TDS, Net Payment, LD etc.) and date of release of payment for each project. All payments release should have validation with the value of PO, for Financial permission note uploaded in Pdf to be available.		
5.3.	have SLA management provision e.g. ability to define SLA/LD at system, organisation, or at site level.		
5.4.	Have ability to validate the budget utilization data as and when payment released and marked as released with budget management module.		
5.5.	be able to update/distinguish/mark the payments basing on project type (AMC/ ATS/ licenses/ rent/ outsourcing/ ASP/ resident engineers/ bandwidth charges etc.) and should support to update further payment type as Capital or Revenue.		
5.6.	be able to update the periodicity of payment (from and to date in case of intervening dates) or as annual/ half-yearly/ one-time/ monthly/ quarterly etc.in case of annuity payments.		
5.7.	support to update/map SAFF details/asset ID subsequently, for each asset on release of payment and capitalization under each payment/ invoice for every order.		
5.8.	be able to accept the TDS exemption if any with provision to capture the certificate number, value exempted and the period for which exemption exists. should also validate the cumulative value of exemption and throw the error if exceeds the exemption value.		

5.9.	Provide master-sheet/ dashboard based on purchase-order wise (cumulating) for tallying each purchase order payment (either one-time or revenue expenditure) and should have details of earlier payments also under each purchase order with LD, if any.		
6.	<b>Project Management</b> - The solution should		
6.1.	support capturing of financial permission & purchase order details like total value of PO, value of Capital and Revenue expense permitted, date of the financial permission note, permitting authority, date of acceptance of the orders by vendor, milestones with timelines and uploading of soft-copies of permission note and purchase order.		
6.2.	provide periodical data updation to monitor the scheduled implementation timelines and actuals of each milestone as per the scope		
6.3.	provide view of each asset brought under a particular order with tag/ HO serial no with their values		
6.4.	provide option to view LD/ Penalty, if any, due to non-performance of the vendor of any milestone under each PO wise and a consolidated vendor wise per annum		
6.5.	support to capture/ validate warranty start & end date based on final installation/ implementation date		
6.6.	have support for capturing Delivery Report, Installation Report, sign-off details/ dates and remarks and if any by end user and same has to be made available for review and report at receiving end(Place of supply/delivery)		
6.7.	be able to capture project closure sign-off details		
6.8.	have the option to find-out value of assets and date of acceptance of asset by bank (order-wise and asset-wise) at any time		
6.9.	have the option to make the obsolete asset for disposal		
7.	<b>Budget Management</b> - The solution should		
7.1.	be able to capture the yearly/ quarterly budget allocated to wing/ each User Groups		
7.2.	be able to retrieve the budget allotted and utilized data for last 2-3 years by each wing/user group.		
7.3.	Solution should support enterprise class budget management for Canara Bank.(Capital Budget, Revenue Budget etc.)		
7.4.	Under revenue budget- should be able to map the payments/budget utilised to the respective group under each wing		
7.5.	Under capital budget- should be able to categorize into hardware cost/ software cost/ license cost/ miscellaneous expenses etc.,		
7.6.	be able to validate the budget utilization from the billing/ payment module and should support in getting actual budget utilized for each group, wing, vendor, product and under revenue budget project-wise/PO wise		
7.7.	alert in case any group or wing utilization exceeds allocation		
7.8.	Be able to support future revenue budgeting/ projections for next 2-3 years basing on present revenue expenditure		
7.9.	Be able to account for provisioning and prepaid expenses(basing on captured data of revenue payments)		



8.	<b>Performance Management (Rating &amp; audit):</b> The solution should be able to put in key performance indicators (KPI's) with the provision to add/ delete the KPI's as and when required. Also should be able to define the matrix based rating for each parameter.		
a.	<b>COMPANY PARTICULARS:</b> The solution should be able to capture the following: <ol style="list-style-type: none"> <li>1. Whether any change in constitution of firm</li> <li>2. Main business of vendor</li> <li>3. Experience in years(main business)</li> <li>4. Subsidiary business</li> <li>5. Experience in years (Subsidiary business)</li> <li>6. Whether unit is MSME/start up</li> <li>7. Is firm holds any quality certifications like ISO/BIS etc.,</li> <li>8. Details of sister concerns dealing in same type of business, Present Banker</li> <li>9. Status of firm with present Banker(applicable if unit is sick/NPA only)</li> <li>i. 10. Constitution of Firm</li> </ol>		
b.	<b>BUSINESS PARTICULARS OF FIRM:</b> <ol style="list-style-type: none"> <li>i. Major clients of vendor (in nos) Details of clients (annexe if many)</li> <li>ii. 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.</li> <li>iii. Major competitors in market (details)</li> </ol>		
c.	<b>LEGAL ISSUES AND OBLIGATIONS:</b> <ol style="list-style-type: none"> <li>i. Ever blacklisted from any organization for last 5 years</li> <li>ii. Any notice received from any regulatory body</li> <li>iii. Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.</li> <li>iv. Whether all statutory dues like ESI, PF, tax, etc.,are paid upto last ABS</li> <li>v. Any major fraud/breach of policies within company noticed for last 2 years</li> </ol>		
d.	<b>BUSINESS POSITION:</b> <ol style="list-style-type: none"> <li>i. Latest Audited Balance sheet submitted</li> <li>ii. Firm business growth in upward trend (analyse last 3 yrs BS)</li> <li>iii. Firm profit in upward trend (analyse last 3 yrs BS)</li> <li>iv. Firm growth position to that of industry is acceptable</li> <li>v. Firm is credit rated</li> <li>vi. Industry position of firm (like gartner listing, etc.,)</li> </ol>		

9.	<b>Contract Management:</b> - The solution should		
9.1.	<p>i. Be able to manage the contract details/ BG details/ warranty, AMC, ATS details which includes In-warding - date of contract/BG document, effective date of BG/Contract, amount of contract/BG, vendor who submitted document (to be mapped from vendor master module), end date (if in contract), claim end date (if in BG), renewal/ extension date, extended contract end date to be able to map with permission note and purchase order details (number, date and amount of purchase order)</p> <p>ii. Review - to be able to view/ extract the details month-wise/ customized period-wise, vendor-wise, expiry-date-wise etc.</p> <p>iii. Alert/ reporting - should be able to alert pop-up a message whenever any contract is expiring in the next defined day.</p>		
9.2.	Contracts may include AMC contract for hardware and ATS contract for software and licenses, rent, outsourcing/ engaging onsite resource		
9.3.	Contract may include Bank Guarantee E.g. Performance Bank Guarantee, Advance payment Bank guarantee, EMD Bank guarantee, Warranty Bank guarantee and AMC bank guarantee		
9.4.	AMC/ATS contract should be able to map to the initial procurement contracts		

**Note:**

1. The above requirements mentioned in Annexure-7-A (i) & Annexure-7-B are mandatory. Non-compliance to any of the Functional Requirements functional mentioned in Annexure-7-A (i) & Annexure-7-B will lead to disqualification of the Bidder/s. All the requirement mentioned under Annexure-7 will be verified by the way of POC.
2. All features mentioned as available "AV" should be demonstrated during the demo/POC and if the bidder fails to demonstrate any one feature mentioned as "AV", the bid will be rejected without evaluating other features.
3. Customizable (CZ) features should be available before delivery of solution.
4. Available (AV) will carry 5 Marks, Customizable (CZ) will carry 2 mark and Not Feasible (NF) will not carry any marks. Only available and Customizable items will be considered for awarding marks.
5. Bidders must fully comply with mandatory requirements. Non-Compliance to any one of the Mandatory requirements leads to disqualification of the Bidder in Part B - Technical Proposal without further evaluation.
6. All mandatory items/features to be available on POC of the solution, irrespective of the bidder response.



**C. Quoted Equipment Details**

Sl. No.	Item Description	Qty	OEM of the product	Model/version Name	Date of Release of Product	Date of End of Sale	End of Life (EOL) detail of the offered equipment	End of Support (EoS) detail of the offered equipment
1	IT Asset Management Solution							
2	Vendor Management Solution							
3	Database Licenses (in case of non-Oracle Database)							
4	..							
5	Any other							

**Date:**

**Signature with Seal:**

**Name:**

**Designation:**





## Annexure-8 Scope of Work

SUB: RFP for Supply, Installation, Implementation and Maintenance of IT Assets and Vendor Management Solution for Canara Bank.

Ref: RFP 02/2020-21 dated 27/04/2020

1. Canara Bank wants to procure IT Assets and Vendor Management solution as per Technical specifications provided in Annexure-7.
2. The Purpose of
  - a. IT Assets Management solution is to create a framework and set of process for strategically tracking and financially Managing the physical, licensing and contractual aspects of IT Asset through their life cycle by implementing ITAM solution. The proposed ITAM solution should support complete need of ITAM requirement as per the requirement of bank.
  - b. Vendor Management Solution is to create a framework and set of process for strategically empowering Canara Bank to take appropriate measures for controlling cost, reducing potential risks related to vendors, ensuring excellent service deliverability and deriving value from vendors in the long-run. The proposed project should support complete need of Vendor Management module as per the requirement of bank.
3. The scope of the services and maintenance is to be provided for a period of 5 years from the date of acceptance by the bank. (i.e., 3-year warranty and 2 year AMC/ATS).
4. The scope of the work is for supply, Installation, Integration and Maintenance of proposed solution and other items as per quantity detailed under Bill of Material as Annexure-14 and elsewhere in the document.
5. The Bidder should take into consideration the performance of the system while pre-requesting Hardware requirement and should meet industry standard response time for the contract period from the date of implementation.
6. Bidder has to design, lay and test the solution to cater the requirements. Solution has to be deployed at Data Centre (DC) and Disaster Recovery Centre (DR) locations of the Bank and other locations as decided by Bank
7. Bidder must design the solution with secure infrastructure in Data Centre and Disaster Recovery Centre as per Industry accepted security standard and best practices.
8. Design includes separate DMZ server at DC and DRC for providing Mobile App based access to fetch inventory details through QR code scanning.
9. The solution should support seamless replication of data from DC to DR.
10. The Bidder should integrate proposed solution with bank's existing Disk-to-Disk backup, Active Directory and Patch management solution.



11. Bank will carry out Vulnerability assessment and penetration testing (VAPT) of all the IT infrastructure as on required, Bidder has to remediate the vulnerabilities if any reported by VAPT auditor.
12. The Bidder should ensure that agent installed in all the Endpoints through the Banks Patch management tool.
13. During the warranty period and AMC period, the bidder is bound to do all upgrade/update of proposed solution to next or required version without extra cost to the bank from the date of acceptance of the systems by the bank at the respective locations. The bank, however, reserves the right to enter into Annual Maintenance Contract(AMC) agreement either location-wise or from a single centralized location.
14. The warranty of the proposed solution will be applicable from the date of solution acceptance given by bank.
15. Bidder is responsible to inform if any Update/Service pack of proposed solution are available by OEM, to the bank within seven days (7 days) of such release and provide the upgrade solution (Software) within one month of such release.

All the software updates should be free of cost.

16. Bidder should keep the bank explicitly informed the end of support dates on the related products and should ensure a support during the warranty and AMC period.
17. For delivery location, the bidder has to provide items with related system software, software drivers and manuals etc.,
18. The bidder shall confirm the integrity of the software supplied i.e. software is free from bugs, malware, covert channels in code etc.,
19. The bidder should note that items being procured shall be delivered at locations as per the requirement of the bank and bidder would be required to support all such installation. Bank reserves the right to change location by giving prior notice.
20. During the installation if the bank requires any new software/OS/Utility, Bidder has to install without any cost where the licenses of the software are with bank.
21. All Installed software /firmware must be of stable version and all recommended patches should be installed by the bidder and same to be submitted to the bank on monthly basis.
22. If any additional licenses are procured by the bank through the successful bidder or any other Bidder, all such licenses are to be maintained by the bidder.
23. The Proposed solution management for implementing has to be owned by OEM.
24. The proposed solution, which covers entire scope, should be from Single/Multiple OEM. Bidder must engage OEMs and bidder professional team/services onsite to implement the whole project.

25. The software installation, configuration, integration and implementation of the solution for the entire set up to be handled by the qualified OEM personnel only along with bidder's skilled team including project Manager.
26. OEM support should include to advice and help the bank in implementing controls for the risk advised by regulators/Govt.of India.
27. Bidder has to submit escalation matrix and Keep Bank Informed, if any changes take place.
28. Bidder must provide the design of complete architecture of the provided solution along installation and administration guide, which must include High-level design and low-level design. Prepare all process documents required for implementation, operation and maintenance of the solution in the bank with the best industry Practices.
29. Deployment of solution requires Co-ordination with different project application vendors. The bidder should co-ordinate with software vendors while installing and ensure the Implementation of Solution.
30. The configuration as per the technical and other specification offered of all equipment and other items must be functional and installed from the day one.
31. Bidder is responsible in installing the newly proposed solution in the servers and hosts in bank environment.
32. It will be the responsibility of the bidder to integrate the IT Asset Management and Vendor Management solution with Bank's existing solutions, in order to have control and visibility.
33. Bidder shall conduct preventive maintenance as may be necessary from time to time to ensure that equipment is in efficient running condition to ensure trouble free functioning.
34. The proposed solution should identify software and hardware configurations from central location for complete corporate IT infrastructure spread over a network of Branches/offices which are connected via MPLS WAN links and VSAT links with bandwidth ranging from 64 Kbps to 2 Mbps. It should provide complete Hardware and software information from all type of End-Points.
35. The ITAM solution should support at least 1,00,000 Endpoints, and 15,000 Network devices from day one. The solution should be scalable up to 2,00,000 Endpoints and 30,000 Network devices over a Contract period. Bank may procure additional quantity of licenses during the tenure of the contract on a pro data basis.
36. The bidder should ensure that the Bandwidth requirement is minimal and the solution should supports throttling of bandwidth if required. The size of the agent should be minimal and should utilize minimal resources of the device.
37. The proposed solution should have ability to freely changes form, fields, workflows, escalations and authorization structures and reports according to Bank processes without affecting the future tool updates and integration with 3rd party solutions.
38. The Solution should able to capture the all attributes of all IT Assets by auto-discovery process i.e. with or without agent.



39. The solution should comply with all existing RBI and other regulatory guidelines on IT Asset & Vendor Management Solution and should have the capability to manage non-IT asset also.
40. Preparation of all process documents which are need for implementation, operation and maintenance of the entire solution of the Bank.
41. The solution deployed should follow a standard configuration and customization process and shall meet the functional, security, performance & regulatory requirement of the Bank.
42. By implementing ITAM solution, Bank should be able to maintain an up-to-date and centralized inventory of IT assets.
43. Bidder must able to generate and provide complete holistic report before handover to ensure 100% serviceability of delivered solution.
44. Bidder is responsible for collection of logs and submission of the logs for further analysis and implementing the solution to resolve the incidents if any.
45. Bank will not provide any remote session like team viewer, WebEx etc., for any kind of installation, bug fixing, update and upgrade in entire project tenure.
46. Bidder should provide training along with required training documents for four staff members of Bank on the usage of tool, day-to-day operation and troubleshooting.
47. **Project Completion and Management:**
  - 47.1 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.
  - 47.2 Project Implementation team should be conversant with local rules and conditions to resolve the issues, if any.

**We hereby comply with the Scope of Work mentioned from Point no. 01 to 47 of Annexure-8**

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 and Maintenance of IT Assets And Vendor Management Solution for Canara Bank.**

**Ref: RFP 02/2020-21 dated 27/04/2020**

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 and Maintenance of IT Assets and Vendor Management Solution for Canara Bank.

Ref: RFP 02/2020-21 dated 27/04/2020

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 of Software & Licenses Items**

[Amount in Indian Rupees]

Sl. No.	Item Details	Unit Price with 3 years Comprehensive onsite warranty and support (Excl. of Tax)	*2 years AMC/ ATS charges per unit after warranty period (Excl. of Tax)	Unit Cost with 3 Years Warranty and 2 Years AMC/ATS (Excl. of tax)	Qty	Total Cost with 3 Years Warranty and 2 Years AMC/ATS (Excl. of tax)	Tax for Column E		Total Cost with 3 Years Warranty and 2 Years AMC/ATS (Incl. of tax)
		A	B	C=A+B	D	E=C*D	F=% of Tax	G= Tax Amt.	H= E+G
1.	Vendor Management Solution with Enterprise wide license as per Annexure-7				2				
2.	IT Assets Management Solution as per Annexure-7				2				
3.	Licenses for IT Assets Management Solution as per Annexure-7				1,15,000				
4.	Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)								
5.	<b>Total Cost (Sum of column k of rows 1,2,3 and 4)</b>								

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



**Table-B**  
**Implementation Cost for IT Asset Management and Vendor Management Solution**

[Amount in Indian Rupees]

Description	Charges Per Man day [Excl. of Tax]	Tax for Column a		Total Cost [Incl. of Tax]
		Tax %	Tax Value	
	a	b	c	d=a+c
One time Implementation Cost for IT Asset Management and Vendor Management Solution				

**Table-C**  
**Additional Licenses cost for IT Assets Management Solution**

[Amount in Indian Rupees]

Sl. No.	Item Details	Unit Price with 3 years Comprehensive onsite warranty and support (Excl. of Tax)	**2 years AMC/ ATS charges per unit after warranty period (Excl. of Tax)	Unit Cost with 3 Years Warranty and 2 Years AMC/ATS (Excl. of tax)	Qty	Total Cost with 3 Years Warranty and 2 Years AMC/ATS (Excl. of tax)	Tax for Column E		Total Cost with 3 Years Warranty and 2 Years AMC/ATS (Incl. of tax)
		A	B	C=A+B	D	E=C*D	F=% of Tax	G= Tax Amt.	H= E+G
1.	Additional Licenses for IT Assets Management Solution as per Annexure-7				85,000				

**Charges mentioned in above Table-B should be valid till 3 years from the acceptance of Purchase Order. Quantity mentioned in above Table-B is indicative only. Bank will procure the same in the lots of 100 Licenses as and when required.**

**\*\*ATS for the above license should be quoted in Table-H.**

**Table-D**

**Cost for any additional requirements additional customization/ enhancement in IT Asset Management and Vendor Management Solution**

[Amount in Indian Rupees]

Description	Charges Per Man day [Excl. of Tax]	No. of man days	Total Cost [Excl. of Tax]	Tax for Column c		Total Cost [Incl. of Tax]
				Tax %	Tax Value	
	a	b	c=a*b	d	e	f=c+e
Cost for any additional requirements additional customization/ enhancement for IT Asset Management and Vendor Management Solution		500				



# Number of man days mentioned above is indicative only. However, the no. of man days may vary from time to time in total.

**Table-E**  
**Charges for Onsite Resources for One (1) Year for Canara Bank**

[Amount in Indian Rupees]

Description	Resource Cost per month [Excluding Tax]	No. of Months	Resource Cost for 12 Months [Excl. of Tax]	Tax for Column c		Resource Cost for 12 Months [Incl. of Tax]
				Tax %	Tax Value	
	a	b	c=a*b	d	e	f=c+e
Onsite Resource at Bengaluru		12				

**Table-F**  
**Total Cost for 5 Years Contract Period**

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost of Ownership [inclusive of tax]
A	Total Cost as per Table-A [Total of Column H]	
B	Implementation Cost for IT Asset Management and Vendor Management Solution [Column d]	
C	Additional Licenses cost for IT Assets Management Solution as per Table B [Column H]	
D	Total Cost for any additional requirements additional customization/enhancement in IT Asset Management and Vendor Management Solution as per Table-C [column f]	
E	Total Cost for Charges for Onsite Resources for One (1) Year for Canara Bank as per Table-D [column f]	
F	Total Cost of Ownership [Sum of A, B, C and D of Table-E ]	

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

[Amount in Indian Rupees]

Sl. No.	Description	Post Warranty AMC/ATS Charges year wise***					
		4 <sup>th</sup> Year	5 <sup>th</sup> Year	Total AMC/ATS for 2 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS for 2 Years (Incl. of Tax)
		AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)				
		a	b	c=(a+b)	d	e	f=(c+e)
1.	Vendor Management Solution with Enterprise wide licenses as per Annexure-7						
2.	IT Assets Management Solution as per Annexure-7						
3.	Licenses for IT Assets Management Solution as per Annexure-7						



**Table -H**  
**Post Warranty AMC/ATS Calculation Table for Unit Quantity fro Table-B**

[Amount in Indian Rupees]

Sl. No.	Description	Post Warranty AMC/ATS Charges year wise***					
		4th Year	5th Year	Total AMC/ATS for 3 Years (Excl. of Tax)	Tax %	Tax in Amt.	Total AMC/ATS for 3 Years (Incl. of Tax)
		AMC/ATS Charge (Excl. of tax)	AMC/ATS Charge (Excl. of tax)				
a	b	c=(a+b)	d	e	f=(c+e)		
1.	Additional Licenses cost for IT Assets Management Solution as per Annexure-7						

**\*\*\* Note:**

- The Charges mentioned in column 'c' of Table-G should tally with the charges mentioned under Column 'B' of Table-A.
- The Charges mentioned in column 'c' of Table-H should tally with the charges mentioned under Column 'B' of Table-C.

**Undertaking**

- Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- 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.
- 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.
- 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) Write up on the Work Experience / Expertise on IT Assets And Vendor Management Solution.
- 17) 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.
- 18) Bidder should provide call logging procedure and Escalation matrix.



**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 Assets and Vendor Management 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 Assets And Vendor Management 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).

