



बैंक ऑफ़ बड़ौदा
Bank of Baroda

**RFP for Selection of Vendor for Supply,
Installation and Maintenance of Building
Network Infrastructure and providing IT
Facility Management Services at
Administrative Building, Alkapuri, Baroda,
Gujarat**

Bank of Baroda
Baroda Corporate Centre
Baroda Sun Tower
IT Department
C-34, G-Block
Bandra Kurla Complex
Bandra (East), Mumbai - 400 051

10th July 2017
RFP Reference: BCC:IT:PROC:109:54

[A] Important Dates:

#	Particulars	Timeline
1	RFP Issuance Date	10 th July 2017
2	RFP Coordinator Name, Contact details (Bank)	1. Mr. Deepak Mehra, Manager (IT) 2. Contact No. - 022-66983232 / 3256 3. Email: rfp.it.procurement@bankofbaroda.com 4. Postal Address: Asst. General Manager (IT Procurement), Bank of Baroda, C-34, G-Block, Baroda Sun Tower, 7 th Floor, BKC, Mumbai-400051
3	Last Date of Written request for Clarifications Before the Pre-bid Meeting	5:00 PM on 14 th July 2017
4	Pre-bid Meeting	3:30 PM on 17 th July 2017 at Bank of Baroda, Baroda Sun Tower, Bandra Kurla Complex, Mumbai – 400051
5	Last Date of Submission of RFP Response (Closing Date)	3:30 PM on 31 st July 2017 at Bank of Baroda, Baroda Sun Tower, Bandra Kurla Complex, Mumbai - 400051
6	Eligibility & Technical Bid Opening Date	4:00 PM on 31 st July 2017 at Bank of Baroda, Baroda Sun Tower, Bandra Kurla Complex, Mumbai - 400051
7	Commercial Bid Opening	The commercial bids of only those vendors who qualify in technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible vendors.
8	Application Money	Rs. 25,000/- (Rupees Twenty Five Thousand only)
9	Bid Security (Earnest Money Deposit)	Rs. 10,00,000/- (Rupees Ten Lakh Only)

[B] Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means 'Bank of Baroda'
2. Recipient, Respondent, Vendor, Bidder, Facility Management Service Provider (FMSP) means the respondent to the RFP document
3. RFP means the Request For Proposal document
4. Proposal, Bid means "Response to the RFP Document"
5. Tender means RFP response documents prepared by the vendor and submitted to Bank of Baroda

Confidentiality:

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the vendors or any person acting on behalf of the vendors strictly adhere to the instructions given in the document and maintain confidentiality of information. The vendors will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank In the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.

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1. Introduction

1.1 Introduction and Disclaimer

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Bank of Baroda (“the Bank”) to select a vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

The RFP document is not recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful vendor as identified by the Bank, after completion of the selection process as detailed in this document.

1.2 Information Provided

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

1.3 For Respondent Only

The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.

1.4 Confidentiality

The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to the Bank. The Bank may update or revise the RFP document or any part of it. The Recipient accepts that any such revised or amended document will be subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated

in any way with the Bank or any of its customers or suppliers without the prior written consent of the Bank.

1.5 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

1.6 Costs Borne by Respondents

All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.

1.7 No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.

1.8 Recipient Obligation to Inform Itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

1.9 Evaluation of Offers

Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.

The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied

on any idea, information, statement, representation, or warranty given in this RFP document.

1.10 Errors and Omissions

Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than last date of receiving clarifications as specified in Section 2.6.

1.11 Standards:

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

1.12 Acceptance of Terms

A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.

2. RFP Response terms

2.1 Lodgment of RFP Response

2.1.1 Application Money

Application Money as mentioned in “[A] Important Dates – Application Money” by way of Bankers Cheque / Demand Draft / Pay Order favoring Bank of Baroda, payable at Mumbai, which is non refundable, must be submitted separately along with RFP response. The Bank may, at its discretion, reject any vendor where application money has not been furnished with RFP response.

2.1.2 RFP Closing Date

RFP Response should be received by the officials as indicated in “[A] Important Dates – Last Date of Submission of RFP Response (Closing Date)” as per the details given in this Section.

2.2 Registration of RFP Response

Registration of RFP response will be affected by the Bank by making an entry in a separate register kept for the purpose upon the Bank receiving the RFP response in the above manner. The registration must contain all documents, information, and details required by this RFP. If the submission to this RFP does not include all the documents and information required or is incomplete or submission is through Fax mode, the RFP is liable to be summarily rejected.

All submissions, including any accompanying documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.

2.3 Late RFP Policy

RFP responses received after the deadline for lodgment of RFPs may be registered by the Bank and may be considered and evaluated by the evaluation team at the absolute discretion of the Bank. Respondents are to provide detailed evidence to substantiate the reasons for a late RFP submission. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Respondent who lodges a late RFP response for any reason whatsoever, including RFP responses taken to be late only because of another condition of responding

2.4 RFP Validity period

RFP responses must remain valid and open for evaluation according to their terms for a period of at least 180 days from the RFP opening date. The Bank shall have the right at its sole and absolute discretion to continue the assignment/contract on the selected

vendor for future requirement for various items/activities as described in the RFP after expiry of current assignment period.

2.5 Contract period

The Contract with the selected vendor for the following will be valid for a period of 5 years from the date of purchase order.

- a) IT Facility Management Services - The delivery will be deemed completed only when all the resources contracted by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between the Bank and the Vendor.
- b) Building Network Hardware (Core Switch, Access Switch and Firewall) - The products to be procured as part of Network Infrastructure for setting up Building Network like Core Switch, Access Switch and Firewall are to be supplied with 3 years warranty and 2 years AMC. The deliverables will be deemed delivered only when all the items contracted by the Bank are provided in good condition, installed, implemented, tested and accepted along with the associated documentation provided to the Bank as per the requirements of the contract executed between the Bank and the Vendor.

The Bank will have the right to renegotiate these prices at the end of the contract period.

2.6 Requests for Information

Recipients are required to direct all communications for any clarification related to this RFP to RFP Coordinator.

All questions relating to the RFP, technical or otherwise, must be in writing and addressed to the addresses given in point “[A] Important Dates” above. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications. All queries / clarifications requested must be addressed in the format as per Annexure 06 – Comments Format only.

The Respondent must communicate the same in writing on or before last date of receiving request for clarification as per details given in RFP. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Respondents in the manner specified. However, the Bank will not answer any communication initiated by the Respondents later than date given in “[A] Important Dates – Last Date of Written Request for Clarifications Before the Pre-bid Meeting”

However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent’s response.

Respondents should invariably provide details of their email address (es) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an

advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.

The Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

2.7 Notification

The Bank will notify the Respondents in writing as soon as practicable after the RFP Evaluation Complete date, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.

2.8 Disqualification

Any form of canvassing / lobbying / influence / query regarding short listing, status etc will be a disqualification.

2.9 Language of Tender

The Tender prepared by the Vendor, as well as all correspondence and documents relating to the Tender exchanged by the Vendor and the Bank and supporting documents and printed literature shall be in English language only.

2.10 Formats of Bids

The vendors should use the formats prescribed by the Bank in the tender for submitting both technical and commercial bids.

The Bank reserves the right to ascertain information from the banks and other institutions to which the vendors have rendered their services for execution of similar projects.

2.11 Timeframe

The timeframe provided in point “[A] Important Dates” above is for the overall selection process. The Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process. The time schedule will be strictly followed. Interested parties are expected to adhere to these timelines. However, the Bank reserves the right to change the aforementioned timelines.

2.12 RFP Response Submission Details

Eligibility Cum Technical and Commercial bids shall be submitted in separate sealed sub-envelopes super scribing:

- a) **“ELIGIBILITY CUM TECHNICAL BID FOR BANK OF BARODA – RFP FOR SELECTION OF VENDOR FOR SUPPLY, INSTALLATION AND MAINTENANCE OF BUILDING NETWORK INFRASTRUCTURE AND PROVIDING IT FACILITY MANAGEMENT SERVICES AT ADMINISTRATIVE**

BUILDING, ALKAPURI, BARODA, GUJARAT – TENDER REFERENCE NO. SUBMITTED BY ON AT MUMBAI, DUE DATE

VENDOR DETAILS:

NAME, EMAIL ADDRESS, CONTACT NUMBER"

on the top of the sub-envelope containing the eligibility and technical bid. The envelope should also have the Application Money Demand Draft / Banker's Cheque as per 2.1.1 and the EMD as per 2.13. This sub-envelope should have hard copy and CD of Eligibility and Technical Bid Content. A masked copy of the entire price bid and Bill of Materials after masking the prices should accompany the Technical Bid.

- a) **"COMMERCIAL BID FOR BANK OF BARODA – RFP FOR SELECTION OF VENDOR FOR SUPPLY, INSTALLATION AND MAINTENANCE OF BUILDING NETWORK INFRASTRUCTURE AND PROVIDING IT FACILITY MANAGEMENT SERVICES AT ADMINISTRATIVE BUILDING, ALKAPURI, BARODA, GUJARAT - SUBMITTED BY ON AT MUMBAI, DUE DATE"**

VENDOR DETAILS:

NAME, EMAIL ADDRESS, CONTACT NUMBER"

on the top of the sub-envelope containing the Commercial Bid. This sub-envelope should have the hard copy and CD for Commercial Bid.

These two separate **sealed sub-envelopes** should be put together in another **sealed master envelope** super scribing **"BID FOR BANK OF BARODA – RFP FOR SELECTION OF VENDOR FOR SUPPLY, INSTALLATION AND MAINTENANCE OF BUILDING NETWORK INFRASTRUCTURE AND PROVIDING IT FACILITY MANAGEMENT SERVICES AT AT ADMINISTRATIVE BUILDING, ALKAPURI, BARODA, GUJARAT - TENDER REFERENCE NO. SUBMITTED BY ON AT MUMBAI, DUE DATE"**

The RFP response document should be submitted to the Bank in duplicate in paper copies i.e. two sets of envelope (One containing original and the other having the duplicate set) clearly mentioning **ORIGINAL/DUPLICATE** in each envelope set

Technical Bid

- ▶ Annexure 01 – Bid - Table of Contents (list of document enclosed)
- ▶ Covering letter certifying eligibility criteria compliance (Eligibility criteria as defined in Annexure 02)
- ▶ Annexure 02 - Duly filled up Eligibility Criteria Compliance. Supporting credential letters or copies of documentation from clients or purchase order copies certifying eligibility criteria compliance.
- ▶ Application Money, Bid Security money (Earnest Money deposit) and Bid Security Letter as per Annexure 03. The RFP response without accompanying the Demand Draft / Banker's Cheque / Bank Guarantee towards Application Money / Bid Security are liable to be rejected

- ▶ Annexure 04 - Bid Security Form (if Earnest Money deposit in the form of a bank guarantee)
- ▶ Annexure 05 - Undertaking from the Vendor
- ▶ Annexure 07 - Conformity with Hardcopy letter
- ▶ Annexure 08 - Conformity Letter
- ▶ Annexure 09 – Letter of Undertaking from OSD / OEM (Separate letter from individual OSDs / OEMs for all Hardware and Software)
- ▶ Annexure 10 – Undertaking on Information Security
- ▶ Executive Technical Summary: The Executive Summary should be limited to a maximum of five pages and should summarize the content of the response. The Executive Summary should initially provide i) An overview of Vendor's organization and position with regards to providing IT Facility Management Services ii) A summary of the Vendor's services regarding supply, Installation and Maintenance of Building Network Infrastructure that will be provided as a part of this procurement iii) Brief description of the unique qualifications of the Vendor iv) A summary on capabilities such as resources and past experience of providing such services v) Response to the scope of work in Annexure 12 explaining the services wherever required. Information provided in the Executive Summary is to be presented in a clear and concise manner.
- ▶ Technical Proposal: The proposal based on Technical requirement as per Annexure 16A – 16D and Annexure 12 should be submitted with pages properly numbered, each page signed and stamped. The Technical Proposal should be bound in such a way that the sections of the Proposal cannot be removed and separated easily
- ▶ Copy of the tender document along with the addendum duly putting the seal and signature on all the pages of the document for having noted contents and testifying conformance of the terms and conditions.
- ▶ Annexure 15 - Masked price bid (masked price bid is a copy of the price bid without any prices. Please note that the masked price bid should be exact reflection of the commercial bid which would be submitted by the vendor as part of the commercial offer except that the masked price bid should not contain any financial information.
- ▶ One Compact Disk (CD) containing the soft copy of the Annexures and the scanned copies of submitted supporting documents.

Commercial Bid

- ▶ Covering letter on submission of Commercial bid
- ▶ Annexure 14 - Commercial Bid
- ▶ Annexure 07 - Conformity with Hardcopy letter
- ▶ One Compact Disk (CD) containing the soft copy of Commercial Bid should be provided

IMPORTANT POINTS TO BE NOTED

- a) The sealed bid envelopes with sub-envelopes should be delivered to the RFP Coordinator at the postal address mentioned in point “[A] Important Dates – RFP Coordinator Name, Contact Details (Bank)”. The Bank has established a RFP coordinator to provide a venue for managing vendor relationship and other requirements through the Bank’s decision making body for clarification. All the queries and communication must be addressed to the RFP coordinator / contact personnel from the Bank.
- b) The RFP response documents should be submitted to the Bank in duplicate in paper copies i.e. two sets of envelope (One containing original and the other having the duplicate set). All envelopes should be securely sealed and stamped. Any discrepancy between the original & duplicate, the original document will prevail.
- c) If any envelope is found to contain technical and commercial bid in a single sub-envelope or commercials are provided along with the technical bid, then that offer will be rejected outright.
- d) The proposal should be prepared in English in MS Word / Excel / Powerpoint format.
- e) All letters must be addressed to the following:
The General Manager
CTO & Head- Projects & CRM
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051
- f) Only one submission of response to RFP by each Respondent will be permitted.
- g) All responses would be deemed to be irrevocable offers / proposals from the Respondent and may if accepted by the Bank form part of the final contract between the Bank and selected Respondent.
- h) The response should be organized and all the pages of the proposal including annexure and documentary proofs should be numbered and be signed by the authorized signatory.
- i) Unsigned responses would be treated as incomplete and are liable to be rejected.

2.13 Earnest Money Deposit

The vendors will have to submit the Earnest Money Deposit (EMD – Bid Security) while submitting their bid at the rate stipulated by the bank in point “[A] Important Dates – Bid Security (Earnest Money Deposit)”. The earnest money deposit is required to protect the Bank against the risk of Vendor’s conduct.

The Earnest Money Deposit shall be denominated in the Indian Rupees only and shall be in the form of a Demand Draft favoring “Bank of Baroda” payable at BKC, Mumbai or a bank guarantee of an equal amount issued by a Commercial Bank located in India

(other than Bank of Baroda), which is valid for 8 months, in the form provided in the RFP (Annexure 04 - Bid Security Form). Any bid not secured in accordance with the above will be rejected by Bank of Baroda as non-responsive.

The earnest money deposit of a vendor may be forfeited or the bank guarantee in lieu of EMD may be invoked by the Bank if the vendor withdraws its bid during the bid validity period.

Unsuccessful Vendor's - Earnest money deposit or bank guarantee will be returned by the Bank within two weeks from closure of the RFP. No interest shall be paid on earnest money deposit to unsuccessful Vendors.

Successful Vendor – Earnest money deposit or bank guarantee will be discharged upon the vendor furnishing the performance guarantee. The EMD of the successful vendor may be forfeited or the bank guarantee in lieu of EMD may be invoked by the Bank if the vendor fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the vendor refuses to accept and sign the contract within 1 month of issue of contract order / letter of intent for any reason whatsoever.

MSEs (Micro and Small Enterprise (MSE)) are exempted from paying the application money and Earnest Money deposit (EMD) amount for which the concerned enterprise needs to provide necessary documentary evidence. For MSEs Government of India provisions shall be considered while evaluating the tender.

2.14 Commercial Bid

The Commercial Offer should give all relevant price information and should not contradict the Technical Offer in any manner. There should be no hidden costs for items quoted. The offer must be made in Indian Rupees only and the offer should include all applicable taxes and other charges, if any. The suggested format for submission of Commercial offer is mentioned in Annexure 14. The Bank is not responsible for the arithmetical accuracy of the bid. The vendors will have to ensure all calculations are accurate. The Bank at any point in time for reasons whatsoever is not responsible for any assumptions made by the Vendor. The Bank at a later date will not accept any plea of the vendor or changes in the commercial offer for any such assumptions.

3. Project Details

3.1 Introduction and Project Overview

Bank of Baroda is one of the largest Public Sector Bank (PSU) in India with a branch network of over 5500+ branches in India and 100+ branches/offices in overseas including branches of our subsidiaries, distributed in 25 countries.

Bank of Baroda is floating the RFP to select a vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

3.2 Purpose

Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at C-26, G-Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051 (hereinafter referred to as the “Bank”) which expression unless repugnant to the context or meaning thereof shall mean and include its successors and assigns), intends to issue this bid document, hereinafter called RFP, to eligible Vendors, hereafter called as ‘Bidders or Vendors’, to participate in the competitive bidding for selection of vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

The Bank, for this purpose, invites proposal from Vendors who are interested in participating in this RFP who fulfill the eligibility criteria mentioned under Annexure 02 and are also in a position to comply with the technical requirement as mentioned in Annexure 12 and Annexure 16A – 16D. The participating vendor must agree all our terms & conditions mentioned under this RFP.

3.3 Project Scope

Bank will award the contract to the successful vendor and the vendor should deliver the service with the scope as briefed below (Detailed scope in Annexure 12):

- a) Supply, Installation and Maintenance of Building Network Infrastructure (Core Switch, Access Switch and Firewall)
- b) IT Facility Management Service
- c) Installation and Maintenance of Internet Proxy Solution & Antivirus Solution.

3.4 Service Levels and Uptime Guarantee

For details, please refer to Annexure 13 that provides the service levels for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

4. Evaluation process

A two stage process is adopted for selection of the vendor:

- ▶ Stage 1 – Eligibility Cum Technical Bid
- ▶ Stage 2 – Commercial Bid

During evaluation of the Tenders, the Bank, at its discretion, may ask the Vendor for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

4.1 Eligibility & Technical Bid

Eligibility criterion for the Vendor to qualify this stage is clearly mentioned in Annexure 02 – Eligibility Criterion Compliance to this document. The vendor would need to provide supporting documents as part of the eligibility proof.

The technical bids of only those vendors who qualify in the eligibility criteria will be evaluated. The Technical Proposal will be evaluated for technical suitability (Annexure 12 & Annexure 16A-16D).

Vendors who meet these criteria would only qualify for the commercial bid opening.

4.2 Commercial Bid Evaluation

The commercial bids of only those vendors who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the eligible vendors. The commercial bid would be evaluated based on a “Total Cost of Ownership” (‘TCO’) basis. The key considerations of the TCO would be the total payouts for entire project through the contract period of 5 years, discounted at 10% to arrive at the present value of the future cash outflows. The evaluation will be done as follows:

- The discounted rate will be calculated on yearly basis based on the formula $A/(1+i/100)^n$ where A= Total Value in each Year; i=10% and n =Year.
- The Present Value will be calculated for all components where the payment is recurring year on year. The Present Value for the component will start from the year of purchase of that component / start of the services (AMC) and shall be calculated till the end year of the contract. Further n - number of period will be ‘0’ in the year of purchase of that component / start of the services and subsequently increased by 1 for subsequent years.
- Any component / service for which the payment is a One Time Cost the NPV cost of the equipment / service for that year will be considered and the relevant year’s NPV cost will be added as part of the Present Value calculation for that year. Further the payment of the OTC component / service not being recurring in nature

hence the present value for that component / service will be considered in the year of purchase only and not in subsequent years.

5. Terms and conditions

5.1 General

5.1.1 General Terms

- 5.1.1.1 The Bank expects the vendor to adhere to the terms of this tender document and would not accept any deviations to the same.
- 5.1.1.2 Unless expressly overridden by the specific agreement to be entered into between the Bank and the vendor, the tender document shall be the governing document for arrangement between the Bank and the vendor.
- 5.1.1.3 The Bank expects that the vendor appointed under the tender document shall have the single point responsibility for fulfilling all obligations and providing all deliverables and IT facility management services required by Bank.
- 5.1.1.4 Unless agreed to specifically by the Bank in writing for any changes to the issued tender document, the vendor responses would not be incorporated automatically in the tender document.

5.1.2 Rules for Responding to this RFP

- 5.1.2.1 All responses received after the due date / time as mentioned in “[A] **Important Dates – Last Date of Submission of RFP Response (Closing Date)**” would be considered late and would be liable to be rejected.
- 5.1.2.2 All responses should be in English language. All responses by the vendor to this tender document shall be binding on such vendor for a period of 180 days after opening of the bids
- 5.1.2.3 All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the vendors and may be accepted by the Bank to form part of final contract between the Bank and the selected vendor. Vendors are requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.
- 5.1.2.4 The bids once submitted cannot be withdrawn / modified after the last date for submission of the bids unless specifically permitted by the Bank. In case, due to unavoidable circumstances, the Bank does not award the contract within six months from the last date of the submission of the bids, and there is a possibility to award the same within a short duration, the vendor would have the choice to maintain the EMD or bank guarantee in lieu of EMD with the Bank or to withdraw the bid and obtain the security provided.
- 5.1.2.5 Either the Indian agent on behalf of the principal / OEM or Principal / OEM itself can bid but both cannot bid simultaneously for the same item/ product in this tender. If an agent submits bid on behalf of the Principal/ OEM, the

- same agent can not submit a bid on behalf of another Principal/ OEM in this tender for the same item/ product.
- 5.1.2.6 The vendor may modify or withdraw its offer after submission, provided that, the Bank prior to the closing date and time receives a written notice of the modification or withdrawal prescribed for submission of offers. No offer can be modified or withdrawn by the vendor subsequent to the closing date and time for submission of the offers.
- 5.1.2.7 The vendor is required to quote for all the resources and components mentioned in the Annexure 12 & Annexure 16A-16D and all other requirements of this RFP. In case the vendor does not quote for any of the resources and components, the response would be deemed to include the quote for such unquoted components/service. It is mandatory to submit the details in the formats provided along with this document duly filled in, along with the offer. The Bank reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.
- 5.1.2.8 In case of discrepancy in soft copy and hard copy of the bids, the vendors agree that Bank can consider hard copy as final and it will be binding on the vendor. The Bank in this case may also reject the offer outright.
- 5.1.2.9 Based on the Bank's requirements as listed in this document, the vendor should identify the best-suited model and resource which would meet the Bank's requirements and quote for the same. In case the vendor quotes more than one model and resource and they have not specified which particular model and resource quoted by them needs to be considered, then the response would be considered as improper and the whole tender submitted by the vendor is liable to be rejected. The vendor is expected to provide the best option and quote for the same.
- 5.1.2.10 Vendor must furnish requirements as per the formats provided in the RFP document.
- 5.1.2.11 In the event the vendor has not quoted for any mandatory or optional items as required by the Bank and forming a part of the tender document circulated to the vendor's and responded to by the vendor, the same will be deemed to be provided by the Vendor at no extra cost to the Bank.
- 5.1.2.12 In the event the Bank has not asked for any quotes for alternative prices, and the vendor furnishes the alternative price in the vendor's financial bid, the higher of the prices will be taken for calculating and arriving at the Total Cost of Ownership. However payment by the Bank will be made at the lower price. The Bank in this case may also reject the offer outright.
- 5.1.2.13 In the event optional prices are not quoted by the vendor, for items where such prices are a must and required to be quoted for, the highest price quoted by any of the participating vendor will be taken as the costs, for such alternatives and also for arriving at the Total Cost of Ownership for the purpose of evaluation of the Vendor. The same item has to be supplied by

the Vendor free of cost

- 5.1.2.14 The Bank is not responsible for any assumptions or judgments made by the vendor for arriving at any type of costing. The Bank at all times will benchmark the performance of the vendor to the RFP and other documents circulated to the vendor and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the vendor must make good the same at no extra costs to the Bank, in order to achieve the desired service levels as well as meeting the requirements of these documents. The Bank shall not be responsible for any assumptions made by the vendor and the Bank's interpretation will be final.
- 5.1.2.15 The Bank ascertains and concludes that everything as mentioned in the tender documents circulated to the Vendor and responded by the vendors have been quoted for by the vendor, and there will be no extra cost associated with the same in case the vendor has not quoted for the same.
- 5.1.2.16 All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the vendor to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The vendor cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.
- 5.1.2.17 The vendor at no point in time can excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions and other schedules as mentioned in the tender document circulated by the Bank. Vendor shall be fully responsible for deviations to the terms & conditions etc. as proposed in the tender document.
- 5.1.2.18 If related parties (as defined below) submit more than one bid then both /all bids submitted by related parties are liable to be rejected at any stage at Bank's discretion:
- a) Bids submitted by holding company and its subsidiary
 - b) Bids submitted by two or more companies having common director/s
 - c) Bids submitted by two or more partnership firms / LLPs having common partners
 - d) Bids submitted by two or more companies in the same group of promoters/management
 - e) Any other bid in the sole discretion of the Bank is in the nature of multiple bids.

5.1.3 Price Bids

- 5.1.3.1 The vendor is requested to quote in Indian Rupee (INR). Bids in currencies other than INR would not be considered. The date for opening of price bids would be communicated separately to the successful Vendors post the

- completion of the technical evaluation
- 5.1.3.2 The prices and other terms offered by vendors must be firm for an acceptance period of 180 days from the opening of the commercial bid.
- 5.1.3.3 Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 5.1.3.4 In case of any variation (upward or down ward) in Government levies / taxes / cess / duties etc. which has been included as part of the price will be borne by the Vendor. Variation would also include the introduction of any new tax / cess/ duty, etc provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes introduced instead of GST and levies associated to GST or any new taxes introduced after the submission of vendor's proposal shall be passed on or adjusted to the Bank. If the Vendor makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Necessary documentary evidence should be produced for having paid any tax/cess/duty, if applicable, and or other applicable levies.
- 5.1.3.5 If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess / charge GST and if the Bank has to pay the same for any of the items or supplies made here under by the Vendor, for any reason including the delay or failure or inability of the Vendor to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Vendor along with the documentary evidence. If the Vendor does not reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Vendor from the Bank along with the interest calculated at commercial rate.
- 5.1.3.6 Terms of payment as indicated in the Purchase Contract that will be issued by the Bank on the selected Vendor will be final and binding on the vendor and no interest will be payable by the Bank on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the vendor should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows "Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against the Bank and that the Invoice would be governed by the terms contained in the Contract concluded between the Bank and the vendor". Vendor should ensure that the

project should not suffer for any reason.

- 5.1.3.7 The Bank will consider the Total Cost of Ownership (TCO) over a five year period. However the contract would be valid for a period of 5 years from the date of purchase, and any residual payment during that period would be adjusted on a prorata basis.

5.1.4 Price Comparisons

- 5.1.4.1 The Price offer shall be on a fixed price basis and should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors during the course of the contract and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 5.1.4.2 The successful vendor will be determined on the basis evaluation mentioned in Clause 4 above.
- 5.1.4.3 Normalization of bids: The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that vendors 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 ask all the technically short-listed vendors to resubmit the technical bids once again for scrutiny. The Bank can repeat this normalization process at every stage of technical submission or till the Bank is satisfied. The vendors agree that they have no reservation or objection to the normalization process and all the technically short listed vendors will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The vendors, by submitting the response to this RFP, agree to the process and conditions of the normalization process.
- 5.1.4.4 The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the vendor should necessarily include the following:
- 5.1.4.5 Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response).
- 5.1.4.5.1 Minimum of three years onsite comprehensive Product and Service warranty covering all parts and service visits to our office in Administrative Building, Alkapuri, Baroda, Gujarat. The Warranty should include all costs that the original manufacturer would charge the vendor and also include repair and

maintenance of all HW parts other than on account of replacement due to abnormal site conditions of Force Majeure;

- 5.1.4.5.2 Yearly preventive maintenance (if required) in consultation with the Banks team of all the equipments needs to be conducted which should interalia include cleaning of inside and outside of all equipments during warranty period. Preventive Maintenance will include replacement of worn-out parts etc. Vendor will have to maintain HW after the warranty period, for a minimum period of 2 years. In case equipment is taken away for repairs, the Vendor shall provide a standby equipment (of equivalent configuration), so that the work of the Bank is not affected. The Vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the warranty period at their support office across the country. The Vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the warranty period at their support office.
- 5.1.4.5.3 Transportation, forwarding and freight charges of all equipment to the site
- 5.1.4.6 The Vendor is expected to provide for services which are required to be extended by the Vendor in accordance with the terms and conditions of the contract.
- 5.1.4.7 The Vendor must provide and quote for the product and services as desired by the Bank as mentioned in this RFP. Any products / services not proposed to be provided by the Vendor will result in the proposal being incomplete, which may lead to disqualification of the Vendor.
- 5.1.4.8 End of Sales / End of support: The Vendor has to ensure that any equipment supplied as part of this RFP should not have either reached or announced end of sales on the date of such supply or end of support for at least 5 year from the date of issue of purchase order. In the event if any equipment supplied by the vendor reaches end of support, within the contract period from the date of supply, the vendor has to replace the equipment at no additional cost to the Bank.

5.2 Bid Security and Performance Guarantee

5.2.1 Bid Security / Earnest Money Deposit

- 5.2.1.1 Vendors are required to give an earnest money deposit of an amount as mentioned in “[A] Important Dates – Bid Security (Earnest Money Deposit)” by way of Demand Draft/Pay Order drawn on BKC, Mumbai payable to “Bank of Baroda” or a Bank Guarantee of an equal amount issued by a Commercial Bank (other than Bank of Baroda) located in India, valid for 6 months in the form provided in the RFP (Annexure 04 – Bid Security Form). The Demand Draft should be of a Commercial Bank only (other than Bank of Baroda) and will be accepted subject to the discretion of the Bank
- 5.2.1.2 Offers made without the Earnest money deposit will be rejected.
- 5.2.1.3 The amount of Earnest money deposit would be forfeited in the following

scenarios:

- 5.2.1.3.1 In case the vendor withdraws the bid prior to validity period of the bid for any reason whatsoever;
- 5.2.1.3.2 In case the vendor refuses to accept and sign the contract as specified in this document within 1 month of issue of contract order/letter of intent for any reason whatsoever; or
- 5.2.1.3.3 In case the Vendor fails to provide the performance guarantee within 30 days from the purchase order date, for any reason whatsoever.

5.2.2 Performance Guarantee

- 5.2.2.1 The successful vendor shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 11 to the extent of 10% of the total contract value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a nationalized Bank only, other than Bank of Baroda.
- 5.2.2.2 In the event of non-performance of obligation or failure to meet terms of this Tender the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the vendor. Any amount pending for payment due to non achieving of milestone/s set under the agreement or any other reason solely attributable to the vendor should be included in the remaining amount of the contract value.
- 5.2.2.3 The Bank reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected vendor, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.
- 5.2.2.4 If the Performance guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the vendor, will be forfeited.

5.3 Others

- 5.3.1 The project will be deemed accepted only when all the deliverables resources are in place as per Bank's requirement.
- 5.3.2 Responses to this RFP should not be construed as an obligation on the part of the Bank to award a purchase contract for any services or combination of services. Failure of the Bank to select a vendor shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- 5.3.3 By submitting a proposal, the vendor agrees to promptly contract with the Bank for any work awarded to the vendor. Failure on the part of the awarded vendor to execute a valid contract with the Bank will relieve the Bank of any obligation

to the vendor, and a different vendor may be selected based on the selection process.

- 5.3.4** The terms and conditions as specified in the RFP and addendums (if any) thereafter are final and binding on the vendors. In the event the vendor is not willing to accept the terms and conditions of the Bank, the vendor may be disqualified. Any additional or different terms and conditions proposed by the vendor would be rejected unless expressly assented to in writing by the Bank and accepted by the Bank in writing
- 5.3.5** The vendor must strictly adhere to the delivery dates or lead times identified in their proposal and as agreed by the Bank. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the Vendor's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this tender document) due to the Vendor's inability to meet the established delivery dates or any other reasons attributing to the vendor then that vendor will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the differential excess amount spent by the Bank for procuring similar deliverables and services.
- 5.3.6** The vendor shall represent and acknowledge to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this RFP. The vendor represents that the proposal to be submitted in response to this RFP shall meet the proposed RFP requirement. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the vendor at no additional cost to the Bank. The vendor also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the vendor of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the vendor to fulfill all the terms and conditions of this RFP. The modifications, which are accepted by the Bank, shall form a part of the final contract.
- 5.3.7** The Vendor shall represent that the services provided and/or use of the same by the Bank shall not violate or infringe the rights of any third party or the laws or regulations under any governmental or judicial authority. The Vendor further represents that the documentation to be provided to the Bank shall contain a complete and accurate description of the deliverables and services (as applicable), and shall be prepared and maintained in accordance with the highest industry standards. The Vendor represents and agrees to obtain and maintain validity throughout the specified term, of all appropriate registrations, permissions and approvals, which are statutorily required to be obtained by the vendor for performance of the obligations of the vendor. The vendor further

agrees to inform and assist the Bank for procuring any registrations, permissions or approvals, which may at any time during the Contract Period be statutorily required to be obtained by the Bank for availing services from the vendor.

- 5.3.8** All terms and conditions, payments schedules, time frame for expected service levels as per this tender will remain unchanged unless explicitly communicated by the Bank in writing to the vendor. The Bank shall not be responsible for any judgments made by the vendor with respect to any aspect of the Service. The vendor shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels etc. as mentioned in this tender document.
- 5.3.9** The Bank and the vendor covenants and represents to the other Party the following:
- 5.3.9.1** It is duly incorporated, validly existing and in good standing under as per the laws of the state in which such Party is incorporated.
- 5.3.9.2** It has the corporate power and authority to enter into Agreements and perform its obligations there under. The execution, delivery and performance of terms and conditions under Agreements by such Party and the performance of its obligations there under are duly authorized and approved by all necessary action and no other action on the part of such Party is necessary to authorize the execution, delivery and performance under an Agreement.
- 5.3.10** The execution, delivery and performance under an Agreement by such Party:
- 5.3.10.1** Will not violate or contravene any provision of its documents of incorporation;
- 5.3.10.2** Will not violate or contravene any law, statute, rule, regulation, licensing requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound;
- 5.3.10.3** Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever;
- 5.3.10.4** To the best of its knowledge, after reasonable investigation, no representation or warranty by such Party in this Agreement, and no document furnished or to be furnished to the other Party to this Agreement, or in connection herewith or with the transactions contemplated hereby, contains or will contain any untrue or misleading statement or omits or will omit any fact necessary to make the statements contained herein or therein, in light of the circumstances under which made, not misleading. There have been no events or transactions, or facts or information which has come to, or upon reasonable diligence, should have come to the attention of such Party and which have

not been disclosed herein or in a schedule hereto, having a direct impact on the transactions contemplated hereunder.

- 5.3.11** The vendor shall undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.
- 5.3.12** The Bank would not assume any expenses incurred by the vendor in preparation of the response to this RFP and also would not return the bid documents to the Vendors
- 5.3.13** The Bank will not bear any costs incurred by the vendor for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.

5.4 Other RFP Requirements

- 5.4.1** This tender document may undergo change by either additions or deletions or modifications before the actual award of the contract by the Bank. The Bank also reserves the right to change any terms and conditions of the tender document and its subsequent addendums as it deems necessary at its sole discretion. The Bank will inform all vendors about changes, if any.
- 5.4.2** The Bank may revise any part of the tender document, by providing a written addendum at stage till the award of the contract. The Bank reserves the right to issue revisions to this tender document at any time before the award date. The addendums, if any, shall be published on Bank's website only.
- 5.4.3** The Bank reserves the right to extend the dates for submission of responses to this document.
- 5.4.4** Vendors shall have the opportunity to clarify doubts pertaining to the tender document in order to clarify any issues they may have, prior to finalizing their responses. All questions are to be submitted to RFP Coordinator mentioned in "[A] Important Dates – RFP Coordinator", and should be received by the nominated point of contact in writing through email before the scheduled date as indicated in the schedule of timeframe. Responses to inquiries and any other corrections and amendments will be published on Bank's website in the form of addendum to tender document or through electronic mail; the preference for distribution would be with the Bank. The vendor, who posed the question, will remain anonymous.
- 5.4.5** Preliminary Scrutiny – The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all vendors and the Bank reserves the right for such waivers and the Bank's decision in the matter will be final.
- 5.4.6** Clarification of Offers – To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarification

of their offer. The Bank has the right to disqualify the vendor whose clarification is found not suitable to the proposed project.

- 5.4.7** No Commitment to Accept Lowest bid or Any Tender – The Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Vendor, and / or to listen to any representations unless there is change in the terms and conditions of purchase
- 5.4.8** Erasures or Alterations – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct information of the services being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.
- 5.4.9** Price Discussion – It is absolutely essential for the Vendors to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the right to do price discovery and engage the successful vendor in discussions on the prices quoted.
- 5.4.10** Right to Alter Quantities – The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Vendors about changes, if any. The Vendor agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Vendor agrees that the prices quoted by the Vendor would be proportionately adjusted with such additions or deletions in quantities
- 5.4.11** Details of Sub-contracts, as applicable – If required by the Bank, vendor’s should provide complete details of any subcontractor/s used for the purpose of this engagement. It is clarified that notwithstanding the use of sub contractors by the vendor, the vendor shall be solely responsible for performance of all obligations under the tender document irrespective of the failure or inability of the subcontractor chosen by the vendor to perform its obligations. The vendor shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits for its employees and sub-contractors.
- 5.4.12** If the Bank is not satisfied with the specifications as specified in the tender document and observes major deviations, the bids of such vendors will not be short-listed for further evaluation. No further discussions shall be entertained with such vendors in respect of the subject bid.
- 5.4.13** There will be an acceptance meeting by the Bank of the resources. In case of discrepancy in facilities provided, the Bank reserves the right to cancel the entire purchase contract. The meeting will be arranged by the Vendor at the site in the presence of the officials of the Bank. The contract tenure for the

Managed Services will commence after acceptance of the resources by the Bank.

- 5.4.14** The Vendor getting the contract shall install the hardware and software at Bank's office in Administrative Building, Alkapuri, Baroda, Gujarat. Vendor should ensure that the HW and software delivered to the Bank including all components and attachments are brand new.
- 5.4.15** Vendor shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc or such other statutory infringements under any laws including the Copyright Act, 1987 in respect of services provided by them in the Bank from whatsoever source, provided the Bank notifies the Vendor in writing as soon as practicable when the Bank becomes aware of the claim. However, (i) the Vendor has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Vendor, except where the Bank is required by any authority/regulator to make a comment/statement/representation.
- 5.4.16** Undertaking from OSD / OEM (Annexure 09) – The Vendor should furnish a letter from original equipment manufacturer/ Original software developer (OEM / OSD) authorizing the Vendor to quote for OEM's / OSD's product in response to the RFP from the Bank. The said letter should also offer to extend the required warranty and support from the OEM / OSD in respect of the items stipulated in the RFP.
- 5.4.17** Undertaking on Information Security (Annexure 10) - The Vendor should furnish a letter both from the original equipment manufacturer (wherever applicable) and also from the Vendor's end providing an undertaking on Information Security of Authenticity for HW and software supplied. This undertaking from both OEM and the vendor is on Information security as per regulatory requirement.
- 5.4.18** The Vendor shall perform its obligations under this Tender as an independent contractor, and may engage subcontractors to perform any of the Deliverables or Services with prior permission from Bank. Neither this Tender nor the Vendor's performance of obligations under this Tender shall create an association, partnership, joint venture, or relationship of principal and agent, master and servant, or employer and employee, between the Bank and the Vendor or its employees, subcontractor; and neither Party shall have the right, power or authority (whether expressed or implied) to enter into or assume any duty or obligation on behalf of the other Party.
- 5.4.19** The Vendor shall solely be responsible for all payments (including any statutory payments) to its employees and / or sub contractors and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the

Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Vendor alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Vendor will make all required payments and deposits of taxes in a timely manner.

5.4.20 The services will not be accepted as complete if any facility or deliverable as required is not available or not up to the standards projected by vendor in their response and the requirement of this tender.

5.5 Terms of Reference

5.5.1 Delivery:

A. Building Network Hardware (Core Switch, Access Switch, Firewall)

Network HW should be delivered within 6 weeks from the date of purchase order. Vendor will have to pay late delivery charges to Bank of Baroda @ 1% of the delayed product value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the delayed product value. If delay exceeds the maximum percentage of 5%, Bank of Baroda reserves the right to cancel the entire order. Vendor will be responsible for ensuring proper packing, delivery and receipt of the Network HW at the site(s). Sealed packs will be opened in the presence of Bank of Baroda officials

All necessary accessories as part of the Network HW should be delivered together with the hardware.

Any component (hardware or software) has not been delivered or if delivered is not operational, will be deemed / treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of products is not acceptable and payment would be released as per terms only after full delivery and installation.

B. IT Facility Management Services:

The Bank expects the vendor to provide Resources / Services to the Bank as per the requirements of this tender within 4 weeks from the date of order placement.

Inability of the vendor to provide Resources as per specifications within defined timelines shall invoke Late Deployment Charges clause. Late Deployment charges for delay in providing services as per Annexure 13 @ 1% of the total order value of the delayed resources inclusive of all taxes, duties, levies etc., per week or part thereof subject to a maximum of 5% of the total contract value of the delayed resources inclusive of all taxes, duties, levies etc.

If delay exceeds the maximum percentage of 5%, Bank of Baroda reserves the right to cancel the order. The resource cost for the delayed period of the deployment will not be payable to the vendor.

5.5.2 Installation:

Installation of Network Hardware (Core Switch, Access Switch, Firewall) including unpacking of cartons / boxes, mounting of the hardware equipment's and installation of Antivirus Solution and Internet Proxy Solution will be the responsibility of Vendor. Vendor will have to install the Network Hardware (Core Switch, Access Switch, Firewall), Antivirus Solution and Internet Proxy Solution and hand it over to Bank for acceptance testing within a maximum of 1 week from the date of receipt of the Network Hardware (Core Switch, Access Switch, Firewall), Antivirus Solution and Internet Proxy Solution at our office and Bank's notification for installation of the Network Hardware (Core Switch, Access Switch, Firewall), Antivirus Solution and Internet Proxy Solution.

Vendor will have to pay late installation charges to Bank @ 1% of the product cost for the delayed item per day or part thereof subject to maximum of 5%, for delay in installation, if the delay is caused owing to reasons attributable to Vendor

Bank reserves the right to shift part or the entire Network Hardware (Core Switch, Access Switch, Firewall), Antivirus Solution and Internet Proxy Solution setup to new location/s and warranty and AMC will continue to be in force at the new location also.

5.5.3 Affixing Asset Tags on Building Network Hardware (Core Switch, Access Switch, and Firewall) Equipment's:

It will be the responsibility of Vendor to affix the Asset tags on each Network Hardware and Firewall Hardware being supplied to Bank and also share the details with the Bank team. The Asset Tags so printed by Vendor must have the company's logo of Vendor along with other details like call logging no., mail id etc. The asset tag details for the Network Hardware (Core Switch, Access Switch, and Firewall) would be mutually decided by the Bank and Vendor. Complete asset inventory including replacement of Network Hardware (Core Switch, Access Switch, and Firewall) on account of failure is the responsibility of Vendor and the details of the inventory to be mutually decided by the Bank and Vendor.

5.5.4 Warranty:

The entire Network Hardware (Core Switch, Access Switch, and Firewall) and Antivirus Solution covering all components will remain under, onsite, comprehensive maintenance warranty for a period of three years. The service support during warranty period shall be for all Network Hardware (Core Switch, Access Switch, and Firewall), Antivirus Solution and accessories supplied.

Vendor will have to provide a post-installation warranty as per the terms mentioned below:

- Comprehensive Warranty for 36 Months from the date of installation or 37 months from the date of the delivery whichever is earlier.

Vendor will have to upgrade the Network Hardware OS (in case of requirement) during warranty period at no cost to Bank. Patch updation, security patch updates etc to be done (as and when required) preferably quarterly / half yearly in coordination with the Bank's team.

In event of any equipment / part is replaced or any defect in respect of any equipment / part is corrected for more than one instance of any quarter during the base warranty period of 3 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire network hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects.

In case of significant failures of specific component entire Network Hardware (Core Switch, Access Switch, and Firewall) has to be replaced with new ones in proactive manner. The proactive action has to be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. Vendor is required to ensure that this kind of situation never arises

5.5.5 Annual Maintenance Contract (AMC) after expiry of warranty period

The Bidder will enter into an AMC agreement with the Bank at the discretion of the Bank, after the expiry of warranty period to support the Network Hardware (Core Switch, Access Switch and Firewall) for a minimum period of – 2- (two) years at the rate quoted in “Commercial Proposal”. The minimum AMC (after the warranty period) to be quoted by the vendor in the commercial proposal is 4% per annum on the base price of Network Hardware (Core Switch, Access Switch, and Firewall).

5.5.6 Payment Terms

The vendor must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the vendor, in case of delays or defaults on the part of the vendor. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the vendor in the price bid against such activity / item.

The payment will be released as follows:

- A. IT Facility Management Services –** Payable quarterly at the end of each quarter against receipt of satisfactory support report of previous quarter from the Bank's Project / Operation Manager.
- B. Delivery of Network Hardware (Core Switch, Access Switch, and Firewall)**
 - 70% of the total cost on delivery of Network Hardware plus 100% of GST (wherever applicable) at actuals. The required documents to be provided along with original invoice:
 - a) Original delivery Challans dully stamped and signed by the Bank Official.
 - 20% of total cost on successful installation of the Network Hardware. The required documents to be provided along with original invoice:
 - a) Original installation report dully stamped and signed by the Bank Official.

SNR case - Wherever installation could not be carried out by the successful vendor due to the Bank's dependencies like Site not ready etc. even after 60 days beyond the date of delivery then the payment would be released, upon the successful vendor's submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority concerned on the Bank's dependencies like site is not ready etc. However, in such a case the successful vendor has to give an undertaking to complete installation within a week of being informed that the site is ready.

- Balance amount of 10% will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 17 Bank Guarantee for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months.

C. Installation of Antivirus Solution and Internet Proxy Solution

- 70% of the Installation Charges of Antivirus Solution and Internet Proxy Solution plus 100% of GST at actuals on installation of Antivirus Solution and Internet Proxy Solution. The required documents to be provided along with original invoice:
 - a) Original Installation Report duly stamped and signed by the Bank Official.
- Balance amount of 30% will be released after 3 months of successful installation of Antivirus Solution and Internet Proxy Solution.

D. AMC / ATS – Payable quarterly in advance against receipt of satisfactory service report of previous quarter from the Bank's Project / Operation Manager

There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendor. Payment will be released by Bank as per above payment terms on submission of mentioned supporting documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected vendor within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 15 days from the date the dispute stands resolved.

6. General Terms and Conditions

6.1 Dispute Resolution

The Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers / directors of the Bank and the vendor, any disagreement or dispute arising between them under or in connection with the contract.

If the Bank project manager / director and vendor project manager / director are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the vendor and Bank respectively.

If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the vendor and Bank, the Bank and the vendor have been unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator shall act as the chairman of the proceedings. Arbitration will be carried out at Bank's office that placed the order. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings

The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party or its assets.

6.2 Governing Laws

The subsequent contract shall be governed and construed and enforced in accordance with the laws of India applicable to the contracts made and to be performed therein, and both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Mumbai shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

6.3 Notices and other Communication

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be sent personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, facsimile/fax

transmission (with hard copy to follow for email/fax), addressed to the other party at the addresses, email and fax number given in the contract.

Notices shall be deemed given upon receipt, except that notices sent by registered post in a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by facsimile transmission or email, on business date immediately after the date of successful facsimile/email transmission (that is, the sender has a hard copy of a confirmation page evidencing that the facsimile was completed in full to the correct fax number or email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided in this section.

6.4 Force Majeure

The vendor shall not be liable for forfeiture of its performance security, liquidated damages, penalties or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events are Acts of God or of public enemy, acts of Government of India in their sovereign capacity, strikes, political disruptions, bandhs, riots, civil commotions and acts of war.

If a Force Majeure situation arises, the vendor shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the vendor shall continue to perform vendor's obligations under this Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and vendor shall hold consultations in an endeavor to find a solution to the problem.

6.5 Assignment

The vendor agrees that the vendor shall not be entitled to assign any or all of its rights and or obligations under this Tender and subsequent Agreement to any entity including vendor's affiliate without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this RFP along with the subsequent

Addendums published shall be considered to be assigned to the new entity and such an act shall not affect the rights of the vendor under this RFP.

6.6 Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this tender document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this tender document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

6.7 Confidentiality

The Parties acknowledge that in the course of performing the obligations under this Tender and subsequent Agreement, each party shall be exposed to or acquire information of the other party, which such party shall treat as confidential. Neither party shall disclose the Confidential Information to a third party.

“Confidential Information” means any and all information that is or has been received by the “Receiving Party” from the “Disclosing Party” and that:

- ▶ Relates to the Disclosing Party; and
- ▶ is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or
- ▶ Is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants.
- ▶ Without limiting the generality of the foregoing, Confidential Information shall mean and include any information, data, analysis, compilations, notes, extracts, materials, reports, specifications or other documents or materials that may be shared by the Bank with the vendor.
- ▶ “Confidential Materials” shall mean all tangible materials containing Confidential Information, including, without limitation, written or printed documents and computer disks or tapes whether machine or user readable.
- ▶ Information disclosed pursuant to this clause will be subject to confidentiality for the term of contract plus two years. However, where Confidential Information relates to the Bank’s data or data of the Bank customers, including but not limited to the Bank customers’ or the Bank employees’ personal data or such other information as the Bank is required by banking secrecy or such other laws to protect for an indefinite period, such Confidential Information shall be protected by the receiving party for an indefinite period or until such time when the receiving party no longer has access

to the Confidential Information and has returned or destroyed all Confidential Information in its possession.

- ▶ Nothing contained in this clause shall limit vendor from providing similar services to any third parties or reusing the skills, know-how and experience gained by the employees in providing the services contemplated under this clause, provided further that the vendor shall at no point use the Bank's confidential information or Intellectual property.

The Parties will, at all times, maintain confidentiality regarding the contents of this Tender and subsequent Agreement and proprietary information including any business, technical or financial information that is, at the time of disclosure, designated in writing as confidential, or would be understood by the Parties, exercising reasonable business judgment, to be confidential.

The Parties will keep in confidence and not disclose to any third party any and all Confidential Information available to the Parties, whether such information is given in writing or, is oral or visual, and whether such writing is marked to indicate the claims of ownership and/or secrecy or otherwise. Except as otherwise provided in this Tender, the Parties shall not use, nor reproduce for use in any way, any Confidential Information. The Parties agrees to protect the Confidential Information of the other with at least the same standard of care and procedures used to protect its own Confidential Information of similar importance but at all times using at least a reasonable degree of care.

If the vendor hires another person to assist it in the performance of its obligations under this RFP, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under this Tender and subsequent Agreement to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the Confidential Information in the same manner as the vendor is bound to maintain the confidentiality. The prior permission of bank is mandatory for any assignment by vendor to any other parties.

The Receiving Party shall, at all times regard, preserve, maintain and keep as secret and confidential all Confidential Information and Confidential Materials of the Disclosing Party howsoever obtained and agrees that it shall not, without obtaining the written consent of the Disclosing Party:

- ▶ Disclose, transmit, reproduce or make available any such Confidential Information and materials to any person, firm, Company or any other entity other than its directors, partners, advisers, agents or employees, sub contractors and contractors who need to know the same for the purposes of maintaining and supporting the hardware / software provided as a part of the contract. The Receiving Party shall be responsible for ensuring that the usage and confidentiality by its directors, partners,

advisers, agents or employees, sub contractors and contractors is in accordance with the terms and conditions and requirements of this Tender; or

- ▶ Unless otherwise agreed herein, use of any such Confidential Information and materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects.

In maintaining confidentiality hereunder the Receiving Party on receiving the confidential information and materials agrees and warrants that it shall:

- ▶ Take at least the same degree of care in safeguarding such Confidential Information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent such inadvertent disclosure
- ▶ Keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party
- ▶ Limit access to such Confidential Information and materials to those of its directors, partners, advisers, agents or employees, sub contractors and contractors who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees, sub contractors and contractors so involved to protect the Confidential Information and materials in the manner prescribed in this document.
- ▶ Upon discovery of any unauthorized disclosure or suspected unauthorized disclosure of Confidential Information, promptly inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information and materials, in whatsoever form, including any and all copies thereof
- ▶ The Receiving Party who receives the confidential information and materials agrees that on receipt of a written demand from the Disclosing Party
 - a) Immediately return all written Confidential Information, Confidential materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control
 - b) To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party
 - c) So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control
 - d) To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her

knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with

- e) The rights in and to the data / information residing at the Bank's premises, including at the DRC even in the event of disputes shall at all times solely vest with the Bank

This shall not be applicable and shall impose no obligation on the receiving party with respect to any portion of Confidential Information which:

- a) was at the time received or which thereafter becomes, through no act or failure on the part of the receiving party, generally known or available to the public;
- b) is known to the receiving party at the time of receiving such information as evidenced by documentation then rightfully in the possession of the receiving party;
- c) is furnished by others to the receiving party without restriction of disclosure;
- d) is thereafter rightfully furnished to the receiving party by a third party without restriction by that third party on disclosure;
- e) has been disclosed pursuant to the requirements of law or by any court of competent jurisdiction, the rules and regulations of any recognised stock exchange or any enquiry or investigation by any governmental, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure
- f) was independently developed by the receiving party without the help of the Confidential Information.

On termination of the Tender and subsequent Agreement, each party must immediately return to the other party or delete or destroy all Confidential Information of the other party and all notes and memoranda (including copies of them) containing Confidential Information of the other party in its possession or control save for that training materials and Documentation that has been provided to the Bank which is contemplated for continued realization of the benefit of the Services. Notwithstanding the foregoing, Vendor may retain a copy of such information (but which shall not include customer data and Confidential Information) as may be necessary for archival purpose. Where Confidential Information relates to the Bank's data or data of the Bank customers, including but not limited to the Bank customers' or the Bank employees' personal data or such other information as the Bank is required by banking secrecy or such other laws to protect for an indefinite period, such Confidential Information shall be protected by the receiving party for an indefinite period or until such time when the receiving party no longer has access to the Confidential Information and has returned or destroyed all Confidential Information in its possession.

The Confidential Information and materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure under

the contract shall not confer on the Receiving Party any rights whatsoever beyond those contained in the contract.

Without prejudice to any other rights or remedies which a Party may have, the Parties acknowledge and agree that damages would not be an adequate remedy for any breach of the clause and the remedies of injunction, specific performance and other equitable relief are appropriate for any threatened or actual breach of any such provision and no proof of special damages shall be necessary for the enforcement of the rights under this Clause. Further, breach of this Clause shall be treated as 'Material Breach' for the purpose of the contract.

The confidentiality obligations shall survive the expiry or termination of the agreement between the vendor and the Bank.

6.8 Termination

Bank shall have the option to terminate this RFP and / or any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing. It is clarified that the Vendor shall not terminate this RFP & the subsequent Agreement for convenience.

However the Bank will be entitled to terminate this RFP and any subsequent agreement, if Vendor breaches any of its obligations set forth in this RFP and any subsequent agreement and

- ▶ Such breach is not cured within thirty (30) Working Days after Bank gives written notice; or
- ▶ if such breach is not of the type that could be cured within thirty (30) Working Days, failure by Vendor to provide Bank, within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or

This Tender and subsequent Agreement shall be deemed to have been terminated by either Party one day prior to the happening of the following events of default:

- ▶ The other Party becomes unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
- ▶ A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the other Party and such appointment continues for a period of twenty one (21) days;
- ▶ The other Party is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation upon terms previously approved in writing by the other Party; or
- ▶ The other Party becomes the subject of a court order for its winding up.

The Vendor understands the largeness of this Project and that it would require tremendous commitment of financial and technical resources for the same from the Vendor for the tenure of this Tender and subsequent Agreement. The Parties therefore agree and undertake that an exit at any point in time resulting due to expiry or termination of this Tender and subsequent Agreement for any reason whatsoever

would be a slow process over a period of three (3) months, after the completion of the notice period of three (3) months. During this period, the Vendor shall continue to provide the Deliverables and the Services in accordance with this Tender and subsequent Agreement and shall maintain the agreed Service levels.

Immediately upon the date of expiration or termination of the Tender and subsequent Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.

Without prejudice to the rights of the Parties, upon termination or expiry of this Tender and subsequent Agreement, Bank shall pay to Vendor, within thirty (30) days of such termination or expiry, of the following:

- ▶ All the undisputed fees outstanding till the date of termination;

Upon the termination or expiry of this Tender and subsequent Agreement:

- ▶ The rights granted to Vendor shall immediately terminate.
- ▶ Upon Bank's request, with respect to (i) any agreements for maintenance, disaster recovery services or other third-party services, and any Deliverables not owned by the Vendor, being used by Vendor to provide the Services and (ii) the assignable agreements, Vendor shall, use its reasonable commercial endeavours to transfer or assign such agreements and Vendor Equipment to Bank and its designee(s) on commercially reasonable terms mutually acceptable to both Parties.
- ▶ Upon Bank's request in writing, Vendor shall be under an obligation to transfer to Bank or its designee(s) the Deliverables being used by Vendor to perform the Services free and clear of all liens, security interests, or other encumbrances at a value calculated as stated.

6.9 Publicity

Any publicity by the vendor in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

6.10 Solicitation of Employees

The selected vendor, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

6.11 Inspection of Records

All vendor records with respect to any matters covered by this RFP shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's

auditors would execute confidentiality agreement with the vendor provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

6.12 Visitorial Rights

The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the vendor's premises without prior notice to ensure that data provided by the Bank is not misused. The vendor shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.

6.13 Compliance with Laws

Compliance with all applicable laws: The vendor shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

Compliance in obtaining approvals/permissions/licenses: The vendor shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the vendor.

This indemnification is only a remedy for the Bank. The vendor is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity shall exclude indirect, consequential and incidental damages.

6.14 Order / Contract Cancellation

The Bank will provide the selected vendor a remedy period of 90 days to rectify a default or given situation. The Bank will provide in writing the nature of the default to the selected vendor through a letter or mail correspondence. The 90 day time period

will commence from the day the Bank has sent such correspondence to the selected vendor.

The Bank reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the Bank alone:

- ▶ Delay in implementation beyond the specified period that is agreed in the contract that will be signed with the successful vendor.
- ▶ Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process.
- ▶ The amount of penalties has exceeded the overall cap of 5% of the total purchase order value inclusive of all taxes, duties, levies etc.
- ▶ Failure of the vendor make good the situation within the remedy period
- ▶ The selected vendor commits a breach of any of the terms and conditions of the RFP / contract.
- ▶ The selected vendor becomes insolvent or goes into liquidation voluntarily or otherwise
- ▶ An attachment is levied or continues to be levied for a period of 7 days upon effects of the tender.

In case of order cancellation, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank with interest @ 15% per annum from the date of each such payment. These payments to be returned would refer to those deliverables that will have to be reversed or redone post the termination of the vendor.

6.15 Indemnity

The Vendor shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- ▶ Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Vendor under this RFP; and/or
- ▶ an act or omission of the Vendor and/or its employees, agents, sub contractors in performance of the obligations under this RFP; and/or
- ▶ claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Vendor, against the Bank; and/or
- ▶ claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Vendor to its employees, its agents, contractors and sub contractors

- ▶ breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Vendor under this RFP; and/or
- ▶ any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- ▶ breach of confidentiality obligations of the Vendor contained in this RFP; and/or
- ▶ Negligence or gross misconduct attributable to the Vendor or its employees or sub-contractors.

The Vendor shall at its own cost and expenses defend or settle at all point of time any claim against the Bank that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the Bank:

- ▶ notifies the Vendor in writing as soon as practicable when the Bank becomes aware of the claim; and
- ▶ cooperates with the Vendor in the defence and settlement of the claims.

However, (i) the Vendor has sole control of the defence and all related settlement negotiations (ii) the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Vendor, except where the Bank is required by any authority/regulator to make a comment/statement/representation.

If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the Vendor, after due inspection and testing and at no additional cost to the Bank, shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Bank to continue the use of the software / equipment, as required by the Bank as per the terms and conditions of this Tender and subsequent Agreement and to meet the service levels; or 3) refund to the Bank the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Bank in the event of the failure of the Vendor to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Bank.

The Vendor shall not be liable for defects or non-conformance resulting from:

- ▶ Software, hardware, interfacing, or supplies for the services not approved by Vendor; or
- ▶ any change, not made by or on behalf of the Vendor, to some or all of the deliverables supplied by the Vendor or modification thereof, provided the infringement is solely on account of that change ;

Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP and subsequent agreement by the Vendor.

6.16 Corrupt and Fraudulent Practices

6.16.1 As per Central Vigilance Commission (CVC) directives, it is required that Vendors / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

- ▶ “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- ▶ “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among vendors (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

6.16.2 The Bank reserves the right to reject a proposal for award if it determines that the vendor recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

6.16.3 The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

6.17 Violation of Terms

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

6.18 Transportation and Insurance

All the costs should include cost, insurance and freight (c.i.f). However, the Vendor has the option to use transportation and insurance cover from any eligible source. Insurance cover should be provided by the vendor till the acceptance of the HW by the Bank. The vendor should also assure that the goods would be replaced with no cost to Bank in case insurance cover is not provided.

6.19 Authorized Signatory

The selected vendor shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected vendor shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The vendor shall furnish proof of signature identification for above purposes as required by the Bank.

6.20 Service Level Agreement and Non Disclosure Agreement

The selected vendor shall execute a) Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the Bank and b) Non Disclosure Agreement (NDA). The selected vendor shall execute the SLA and NDA within two months from the date of acceptance of letter of appointment or as intimated by the Bank.

6.21 Right to Reject Bids

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- ▶ It is not in conformity with the instructions mentioned in the RFP document.
- ▶ It is not accompanied by the requisite Application Money and Earnest Money Deposit (EMD).
- ▶ It is not properly or duly signed.
- ▶ It is received through Telex / telegram / fax
- ▶ It is received after expiry of the due date and time.
- ▶ It is incomplete including non- furnishing the required documents.
- ▶ It is evasive or contains incorrect information.
- ▶ There is canvassing of any kind.
- ▶ It is submitted anywhere other than the place mentioned in the RFP

6.22 Limitation of Liability

Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Order Value.

Vendor's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of vendor, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by vendor as part of procurement under the RFP.

Under no circumstances BOB shall be liable to the selected vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.

It is expressly agreed between the Parties that for any event giving rise to a claim, Bank shall have the right to make a claim (including claims for indemnification under the procurement in this RFP) against vendor.

6.23 Grievance Redressal

Any vendor who claims to have a grievance against a decision or action with regards to the provisions of this RFP may file a request to General Manager, CTO & Head-Projects & CRM at gm.itprojects.bcc@bankofbaroda.com. It may please be noted that the grievance can be filed by only that vendor who has participated in Procurement proceedings in accordance with the provisions of this RFP.

6.24 Provident Fund

Bidder need to ensure that their all employees are covered under PF. Vendor need to submit PF coverage letter for their employees issued by the Employees Provident Fund Organization as part of their bid response

7. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

Annexure 01 - Bid - Table of Contents

Eligibility Cum Technical Bid to contain the following

Section #	Section Heading	Proforma Given
1	Covering letter certifying eligibility criteria compliance	Vendor to provide
2	Eligibility criteria compliance with vendor comments	Annexure 02
3	Credential letters / Purchase orders / Supporting documents	Vendor to provide
4	Application Money Demand Draft	Vendor to provide
5	Bid Security Letter	Annexure 03
6	Bid Security (Earnest Money Deposit) Or Bid Security Form (Earnest Money Deposit in the form of Bank Guarantee)	Vendor to provide DD Or Annexure 04
7	Undertaking Letter	Annexure 05
8	Conformity with Hard Copy	Annexure 07
9	Conformity Letter	Annexure 08
10	Letter of Undertaking from OSD / OEM	Annexure 09
11	Undertaking of Information Security	Annexure 10
12	Executive Technical Summary	Vendor to provide
13	Copy of the tender document along with the addendum duly sealed and signed on all the pages of the document.	Vendor to provide
14	CD containing soft copy of the Annexures and the scanned copies of supporting documents.	Vendor to provide
15	Masked price bid (Please note that the masked price bid should be exact reflection of the commercial bid except that the masked price bid <u>should not contain any financial information</u>)	Annexure 15
16	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	Vendor to provide
17	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank.	Vendor to provide

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Date:

Commercial Bid envelope to contain the following

Section #	Section Heading	Proforma Given
1	Covering letter on submission of Commercial Bid	Vendor to provide
2	Conformity with Hard Copy	Annexure 07
3	Commercial Bid	Annexure 14
4	CD containing soft copy of the commercial bids	Vendor to provide

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Date:

Annexure 02 – Eligibility Criteria Compliance

Eligibility Criteria Compliance for Selection of Vendor for providing Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat

S. No	Eligibility Criteria	Complied (Yes / No)	Supporting Required
A	General		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years.		Documentary Proof to be attached (Certificate of Incorporation)
2	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1 st April 2016 till date.		Letter of confirmation (self certified letter)
3	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.		Letter of confirmation from bidder.
4	The Bidder to provide an undertaking on his letter head that all the technical features highlighted as part of Technical Scope are covered in totality in the proposal submitted by the bidder.		Letter of confirmation from bidder
5	Bidder must be in Core business of providing Building Network Infrastructure and IT Facility Management services at least for a period of last three years.		Letter of acceptance for compliance.
6	Bidder must have facilitated as part of the IT Facility Management Services the following: a) Desktop Management b) Network Administration c) Helpdesk Management		Documentary Proof

S. No	Eligibility Criteria	Complied (Yes / No)	Supporting Required
7	In case of Network Hardware a letter from OEM regarding the unconditional acceptance of terms and condition related to support for their products during warranty and subsequent AMC period if vendor fails to do so.		Unconditional acceptance Letter from OEM is mandatory
8	Bidder must be an authorized partner with the highest level of partnership with the OEM at least for the last 3 years under Network category.		Certificate from OEM to be submitted
B	Financial		
1	Bidder must have registered a turnover of Rs. 100 Crore or above (from Indian operations only) in each year during the last three completed financial years – 2014-15, 2015-16 and 2016-17 (Not inclusive of the turnover of associate companies)		Audited Financial statements for the financial years 2014-15, 2015-16 and 2016-17*. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.
2	Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2014-15, 2015-16 and 2016-17* OR Bidder must be a cash profit making entity (Net profit + depreciation) (from Indian operations only) continuously for the last three years, that is financial years – 2014-15, 2015-16 and 2016-17* AND must have a net worth** of Rs. 100 Crores in each of the last three financial years.		Audited Financial statements for the financial years 2014-15, 2015-16 and 2016-17* Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.
C	Technical		
1	Bidder must be ISO 9001 certified or above, ISO 20000 & ITIL Certified for IT services management.		Copy of Valid Certificates
2	OEM should have received ISO 9001:2008 & 14001:2004 certifications for manufacturing facility from where the equipments will originate for the		Copy of Valid Certificates

S. No	Eligibility Criteria	Complied (Yes / No)	Supporting Required
	Products which are proposed as Network Hardware.		
D	Experience & Support Infrastructure		
1	The Bidder must have executed the following: a) Minimum 5 orders for supply, installation and maintenance of Building Network Infrastructure and b) Minimum 2 orders for providing IT Facility Management services with each order of managing minimum 300+ networked desktops at one building / location (LAN) in the last 3 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprises in India.		Documentary Proof for implementation of order / contract execution copy.
2	Bidder must have facilitated the IT Infrastructure & Building Management System / Network Infrastructure / similar services as part of the IT Facility Management services		Letter of acceptance for compliance
3	Must have direct support team in Baroda, Gujarat.		Letter of confirmation (self-certified letter) along with detail of support team.
4	Bidder must have technically qualified engineers who have expertise and certification to support the installations of Network Hardware.		Letter of confirmation (self-certified letter)

Note:

* If 2016-17 Financial Statements of any Bidder is unaudited then Bank would consider the Audited Financial Statements of 2013-14 along with an undertaking letter from the Bidder that the 2016-17 Statements are not audited.

** Networth is to be calculated as: Capital Funds (Paid up Equity Capital + Paid up preference Shares + Free Reserve) – (Accumulated Balance of loss + Balance of deferred revenue expenditure + Other intangible assets)

All dates if not specified to be applicable from the date of the RFP.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat

Annexure 03 – Bid Security Letter

1. WHEREAS, (hereinafter referred to as "Vendor") has submitted its proposal and response dated.....(hereinafter referred to as "Bid") for and all the requirements described in the Request for Proposal No. along with its amendments/annexures and other ancillary documents (hereinafter referred to as "RFP") as issued by Bank of Baroda.
2. We having our registered office at(hereinafter called the 'VENDOR') are offering security deposit of Rs./- (Rupees only) vide [demand draft / pay order / issued by a scheduled/Commercial bank] bearing No. dated [drawn on/ issued by] (hereinafter referred to as "Bid Security") favouring 'Bank of Baroda for consideration of the Bid of the above mentioned Vendor.
3. The Vendor specifically acknowledges and agrees that the Vendor has furnished his Bid on the understanding and condition that, if the Vendor:
 - a) Withdraws its Bid during the period of Bid validity specified by the Vendor on the Tender Documents or
 - b) Having been notified of the acceptance of its Bid by Bank of Baroda during the period of validity: -
 - i. Fails or refuses to execute the contract form if required; or
 - ii. Fails or refuses to furnish the Security Deposit / Performance Guarantee, in accordance with the instruction to Vendors.

Bank of Baroda has the right to forfeit the entire Bid Security amount merely on the occurrence of one or more of the foregoing events without demur or a written demand or notice to the Vendor.
4. The Bid Security shall be returned to unsuccessful Vendors within thirty (30) days from the date of the award of contract to a successful Vendor. The Bid Security shall be returned to the successful Vendor upon furnishing of Performance Security in accordance with the instructions of the Vendor.
5. The Vendor undertakes that it will not cancel the Bid Security referred to above till the Vendor is returned the Bid Security from Bank of Baroda in accordance with the foregoing conditions.
6. The Vendor represents and warrants that the Vendor has obtained all necessary approvals, permissions and consents and has full power and authority to issue this Bid Security and perform its obligations hereunder, and the Vendor has taken all corporate, legal and other actions necessary or advisable to authorise the execution, delivery and performance of this Bid Security. The absence or deficiency of authority or power on the part of the Vendor to issue this Bid Security or any irregularity in exercise of such powers shall not affect the liability of the Vendor under this Bid Security.

Dated this.....day of.....

Place: _____

Date: _____

Seal and signature of the Vendor

Annexure 04 – Bid Security Form

(FORMAT OF BANK GUARANTEE (BG) IN LIEU OF EARNEST MONEY DEPOSIT)

To
The General Manager
CTO & Head- Projects & CRM
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

WHEREAS _____ (hereinafter called “the Vendor”) has submitted its bid dated _____ (date of submission of bid) for providing _____ in response to Request for Proposal (RFP) No. _____ (hereinafter called “the Bid”) issued by Bank of Baroda.

KNOW ALL PEOPLE by these presents that WE _____ (name of bank) of _____ (name of country) having our registered office at _____ (address of bank) (hereinafter called “the Bank”) are bound unto Bank of Baroda (hereinafter called “the Purchaser”) in the sum of _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____, 20____.

THE CONDITIONS of this obligation are:

1. If the Vendor withdraws its Bid during the period of bid validity specified by the Vendor on the Bid Form; or
2. If the Vendor, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity :
 - a) fails or refuses to execute the mutually agreed Contract Form if required; or
 - b) fails or refuses to furnish the Performance Security, in accordance with the Terms and Conditions of the Contract;

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 90 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding any other term contained herein

- a) this guarantee shall be valid only up to _____ (Insert Guarantee

End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and

b) the total liability of Bank under this guarantee shall be limited to Rs. _____/- (Rupees _____ only).

Place:

SEAL

Code No.

SIGNATURE.

NOTE:

1. VENDOR SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN MUMBAI.

Annexure 05 – Undertaking from the Vendor

(This letter should be on the letterhead of the Vendor duly signed by an authorized signatory)

To

The General Manager
CTO & Head- Projects & CRM
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

1. Having examined the Tender Documents including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Tender Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.
2. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Document.
3. We agree to abide by this Tender Offer for 180 days from date of bid opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. a) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
b) Commission or gratuities, if any paid or to be paid by us to agents relating to this Bid and to Contract execution, if we are awarded the Contract are listed below.
 - i. Name and Address of the Agent
 - ii. Amount and Currency in which Commission paid / payable
 - iii. Purpose of payment of Commission (If commission is not paid / not payable indicate the same here)
6. We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.

7. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Annexure 06 – Comments Format

[Please provide your comments on the Terms & conditions in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Curriculum Vitae, Experience in related projects etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/suggestion/ deviation that you propose as shown below.]

Name of the Respondent:

Contact Person from Respondent in case of need.

Name :

Tel No:

e-Mail ID:

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1				
2				
3				
4				
5				
6				
7				
8				
9				

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Date



Annexure 07 – Conformity with Hardcopy Letter

(This letter should be on the letterhead of the Vendor duly signed by an authorized signatory)

To

The General Manager
CTO & Head- Projects & CRM
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No..... hereinafter referred to as "**RFP**") issued by Bank of Baroda ("**Bank**") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Annexure 08 – Conformity Letter

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

To

The General Manager
CTO & Head- Projects & CRM
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

Further to our proposal dated, in response to the Request for Proposal (Bank's tender No.hereinafter referred to as "RFP") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank shall form a valid and binding part of the aforesaid RFP document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Annexure 09 - Letter of Undertaking from OSD / OEM

(This letter should be on the letterhead of the OSD / OEM / Manufacturer duly signed by an authorized signatory)

To

The General Manager
CTO & Head- Projects & CRM
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

We (Name of the OSD / OEM) who are established and reputable manufacturers / developers of having factories / offices at and do hereby authorize M/s (who is the vendor submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for providing managed services support for the product/s manufactured / developed by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

We undertake to perform the obligations as set out in the RFP in respect of such services and hereby extend our support and services through M/s..... during the 5 year contract period (3 years warranty + 2 years AMC) as per terms and conditions of the RFP.

We assure you that in the event of M/s not being able to fulfill its obligation in respect of the terms defined in the RFP then (OEM / OSD Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.

Dated this.....by20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat



Annexure 10 – Undertaking of Information Security

(This letter should be on the letterhead of the bidder as well as the OEM/ Manufacturer duly signed by an authorized signatory on Information security as per regulatory requirement.)

To

The General Manager
CTO & Head- Projects & CRM
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat.

We hereby undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Annexure 11 – Performance Guarantee

BANK GUARANTEE

(FORMAT OF PERFORMANCE BANK GUARANTEE)

To

The General Manager
CTO & Head- Projects & CRM
Bank of Baroda, Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

WHEREAS M/S (Name of Vendor) a Company registered under the Indian Companies Act, 1956 and having its Registered Office at , (Please provide complete address) (hereinafter referred to as “Vendor”) was awarded a contract by Bank of Baroda (the Bank) vide their Purchase Order no. dated (hereinafter referred to as “PO”) for
.....

AND WHEREAS, in terms of the conditions as stipulated in the PO and the Request for Proposal document No. Dated for
..... (hereinafter referred to as “RFP”), the vendor is required to furnish a Performance Bank Guarantee issued by a Public Sector Bank in India in your favour for Rs...../- towards due performance of the contract in accordance with the specifications, terms and conditions of the purchase order and RFP document (which guarantee is hereinafter called as “BANK GUARANTEE”).

AND WHEREAS the Vendor has approached us for providing the BANK GUARANTEE.

AND WHEREAS at the request of the Vendor, WE, , a body corporate in terms of the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 having its Office at
..... and a branch inter alia at India have agreed to issue the BANK GUARANTEE.

THEREFORE, WE, (name of Bank and it's address)
through our local office at India furnish you the BANK
GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We do hereby expressly, irrevocably and unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time and at all times to the extent of Rs./-(Rupees only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the Vendor of any of the terms and conditions contained in the PO and RFP and in the event of the Vendor committing default or defaults in carrying out any of the work or discharging any obligation under the PO or RFP document or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs......./-(Rupees only) as may be claimed by you on account of breach on the part of the Vendor of their obligations or default in terms of the PO and RFP.
2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the vendor has committed any such breach/ default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. Any such demand made by Bank of Baroda shall be conclusive as regards the amount due and payable by us to you.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the Vendor after expiry of the relative guarantee period provided always that the guarantee shall in no event remain in force after (date) without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. You will have the fullest liberty without our consent and without affecting our liabilities under this Bank Guarantee from time to time to vary any of the terms and conditions of the PO and RFP or extend the time of performance of the contract or to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forbear to enforce any of the terms and conditions of the said PO and RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters

aforesaid or by reason of any time being given to the vendor or any other forbearance, act or omission on your part or any indulgence by you to the vendor or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs./-(Rupees..... only) as aforesaid or extend the period of the guarantee beyond the said (date) unless expressly agreed to by us in writing.

5. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the vendor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the vendor.
6. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the vendor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.
7. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the vendor from time to time arising out of or in relation to the PO and RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
8. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
9. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto before given to you by us (whether jointly with others or alone) and now existing uncanceled and this Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
10. The Bank Guarantee shall not be affected by any change in the constitution of the vendor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will enure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
11. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
12. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the vendor in any suit

or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment here under and the vendor shall have no claim against us for making such payment.

13. Notwithstanding anything contained herein above;

- a) our liability under this Guarantee shall not exceed Rs./- (Rupeesonly)
- b) this Bank Guarantee shall be valid and remain in force upto and including the date and
- c) we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of this guarantee.

14. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

Dated this the day of, 20.....

For and on behalf of

Branch Manager

Seal and Address

Annexure 12 – Technical Requirement (Project Scope)

A. Project Scope

Bank will award the contract to the successful vendor and the vendor should deliver the service with the scope as briefed below:

- a) Supply, Installation and Maintenance of Building Network Infrastructure (Core Switch, Access Switch, Firewall)
- b) IT Facility Management Service
- c) Installation and Maintenance Internet Proxy Solution and Antivirus Solution.

B. Detailed Scope of work :

1. Network Infrastructure Scope:

The brief Scope of Work of the successful bidder is to Supply, Install and Maintain Building Network Infrastructure - Core Switch, Access Switch, Firewall at Bank's office in Administrative Building, Alkapuri, Baroda, Gujarat. The services covered as part of the vendor includes, but not limited to the following:

- Supply, Install and Maintain the Building Network Infrastructure - Core Switch, Access Switch, Firewall at Bank's office in Administrative Building, Alkapuri, Baroda, Gujarat.
- Designing the Network Architecture including physical network infrastructure and logical design (VLAN etc) as per Bank's need.
- Proper tagging of Cables as well as following proper coloring schemes for the different ports so as to avoid any ambiguities in the future. Bidder shall co-ordinate with Bank for necessary LAN cabling at the Rack Level at each floor wherever the switch is being installed.
- Installation of cables, power chords and labeling of all cables, cords etc. is bidder responsibility.
- Bidder's scope includes laying new cables with proper tagging by following the colour codes between the Jack panel and switches. Any cables to be procured needs to be informed by the bidder which will be done by the Bank.
- The Bidder shall co-ordinate with OEM to support for configuration issues, hardware replacement etc.
- The Bidder shall provide patches / upgrades of IOS during warranty and AMC period without any extra cost to Bank.
- The resolution time for switch related issue shall be 4 hours. There should be 24 x 7 x 365 support for any technical issue for all the supplied products through this RFP.

- Vendor / OEM will provide all the updates and upgrades including version upgrades (including their reinstallation) for the period of contract. The proposed Network Hardware - Core Switch, Access Switch, Firewall should be fully compatible and configurable with existing Hardware/ Software of the Bank.
- Bidder shall configure / set up the rules of the software of Network Hardware - Core Switch, Access Switch, Firewall desired by the Bank.
- The hardware / software packages to be offered should be legally valid, licensed and with latest version along with the complete set of manuals along with the media.
- Installation & Configuration of Router's provided by the bank is bidder responsibility.

2. Antivirus Solution & Internet Proxy Solution Scope

Bank will provide the license for Antivirus Solution & Internet Proxy Solution. The successful bidder is required to install, implement and support Antivirus Solution & Internet Proxy Solution at Bank's office in Administrative Building, Alkapuri, Baroda, Gujarat. The services including, but not limited to following should be provided:

- Bidder is required to install, implement and support Antivirus Solution & Internet Proxy Solution at Bank's office in Administrative Building, Alkapuri, Baroda, Gujarat.
- Bidder shall configure / set up the rules of the software as desired by the Bank (including their reinstallation) for the period of contract.
- Bidder is required to install, implement and support Antivirus (Client – Server Based) at Bank's office in Administrative Building, Alkapuri, Baroda, Gujarat.
- Bidder needs to install the antivirus software in the Internet based Desktops, Laptops and Servers at Bank's office in Administrative Building, Alkapuri, Baroda, Gujarat.

3. IT Facility Management Service Scope:

The bidders are required to deploy – 5 – Technical Persons for the job of Facilities Management Services and – 1 – Person for Help Desk Management services for Video Conferencing, LAN & IT System deployed at Bank's office in Administrative Building, Alkapuri, Baroda, Gujarat.

Location	Job Profile	No. of Engineer	Certification	Exp. Req.	Timing
Bank's office in Administrative	Help Desk	1	xxx	6 Months	10 AM - 6 PM

Building, Alkapuri, Baroda, Gujarat	Network cum Desktop Engineer	1	Minimum CCNA	2 Years	10 AM - 6 PM
	Desktop Engineer	4	Diploma in Comp. HW	2 Years	9AM – 5PM, 10 AM - 6 PM, 11AM – 7PM

I. Nature of Work of Engineers & Helpdesk person

All the mentioned IT-computer Hardware i.e. desktops, servers, printers, scanners, etc., and its related equipment (i.e. Video Conferencing Equipment, Audio Video Systems, Network Equipment, BMS equipment, UPS, EPBAX, etc) are under Warranty / AMC with the respective vendor who has supplied.

The primary responsibility of engineers is to support for resolving operational issues only and any hardware related issues to be taken up with the respective Warranty / AMC vendors and to ensure closing the same within the stipulated time period.

The Primary responsibility of helpdesk person is to attend the calls by users / vendors and assign the same to the respective vendors and make a follow up with the respective vendors for closing the call on day to day basis.

i. Asset Management:

- Create hardware asset database using Microsoft excel or any tool provided by the Bank for recording information like configuration details, serial number, asset code, warranty etc. Complete hardware inventory covering for Servers, Desktops, Laptops, Printers, Plotters, Scanners, UPS, Tablet PCs, Networking equipment etc.
- Record all installation of new machines.
- Create Software inventory with information such as License, Version Numbers and Registration Details. Identify unlicensed software installations. Know who is running prohibited software.
- Software License Management
- Register all software procured by department with respective OEMs.
- Notifying Department on licensing contract renewal.
- Record of movement of asset within and out of the BOB locations. Generation of gate-pass for movement of asset out of the building. Updating the asset database. Generation of exception report when returnable asset are not returned back within the stipulated time.

ii. Application Management

- Installation, upgradation and troubleshooting of all applications.

- Installation of application patches, OS patches. (for application compatibility)
- L1 support for all the applications including third party applications like word, excel, MS-Outlook or any other.
- Beginning of Day & End of Day activity for various applications / systems.
- Co-ordinate with different application vendors for resolving application problems.
- Miscellaneous application installation and coordination with users for necessary assistance.

iii. Desktop Management Service

- OS and Desktop login related problem solving.
- HDD formatting / CD Drive access related issues.
- Upgradation of various softwares / applications on the desktop where CDs and licenses would be provided by Bank.
- View and control virus on network

iv. Network Management Service

- Configuration, troubleshooting and management of all network component. (Core Switches, Access Switches hub, Firewall etc.)
- Protocol migration to any other protocol, as and when required.
- Regular Backup of Configuration of all routers and switches.
- Network troubleshooting.
- Monitoring health of lease lines and reporting the status to Bank and coordinating with bandwidth service provider. .
- Liaison and co-ordination with service provider in case of problem and form new lease line procuring.
- Monitoring of Network equipment.
- WAN / LAN Management
- Network bandwidth monitoring and Network Performance Management.
- Traffic monitoring, performance analysis and fine tuning.
- Performing network repairs and upgrades wherever required
- Corrective and preventive measures to be incorporated in consultation with Bank for better network manageability

- Provide services for link / devices augmentation / deletion, relocation / connection / disconnection etc., as and when required.
- Maintaining the documentation of IPs, Network configuration, Routers, Switches, Modems and all other Network components.
- Schedule Updation of Network equipment OS. Installation of patch.

v. Server Management:

- Ensuring the integrity of all servers
- Proactive disk space management

vi. OS Administration:

- Installation of operating system upgrades and patches.
- Reloading OS on servers.
- Creating new file systems.
- OS troubleshooting..

vii. Backup and restore

- Assisting Bank staff for taking daily / weekly backup operations.
- Labeling media for identification and retrieval.
- Assisting in keeping proper storage and handling of tapes to prevent data loss.
- Conducting regular restoration exercises with backed up data to confirm validity.

viii. Vendor Management Service:

- Maintaining database of various vendors with details like contact person, telephone no., escalation matrix, response time and resolution time commitments
- Call logging with vendors, maintain downtime register of various IT, Telecom, Security Systems, AV Systems< VC Systems implemented by various vendors.
- Coordinating with vendors to get the problems resolved.
- Keeping track of hardware and software maintenance contract entered into by Bank with various vendors.
- Analyzing the performance of different vendors and their maintenance contract with Bank.

- Follow up with vendors regarding IT spare parts, consumables like cartridges etc.

ix. MIS reports and Metrics

- Daily call log
- Average response time
- Listing of assets deployed
- On call service details
- Escalated call status reports

II. General

- Maintaining desktop / client OS software, Network management, etc as and when required and provide services, such as relocation of PCs, or adding or removing accessories, attachment or other devices / peripherals. Support for Anti-virus scanning, e-mail, Internet access, and LAN connectivity.
- Configuration of print server and resolving all printing problems of users.
- Arranging / downloading from Internet and loading of drivers of peripherals, as and when need arise.
- Configuration / reconfiguration of client machines to ensure optimum network connectivity and applications/service availability to all users.
- Client configuration of MS Office clients.
- Installing, reloading, reconfiguring of any desktop / office automation software - mail clients, browsers, applications, clients of any application etc., as and when required.
- Re-establishing the network connectivity and application availability after any hardware/software failure.
- In case of hard disk failure, the bidder shall make all attempts possible to retrieve the data and transfer to the new hard disk. The Hard disk should be of same make and have capacity, specification equal to or higher than the original hard disk.
- Making its own arrangement to get all system software bug fixes, patches, and upgrades from Internet or the concerned software principals.
- Anti-virus updating across the desktops and also updating of Patches from a central location.

- Ensuring end-end connectivity of Voice, Data network for providing Internet access on LAN by liasoning with service provider (like Tata Communications, Bharti, MTNL, Reliance etc).
- Arranging issue specific periodic Training of IT, Telecom, Security Systems implemented by various vendors for officers from Bank.
- The engineers will operate all the IT, Telecom, Security Systems, AV Systems, video conferencing systems, etc. implemented by various vendors.
- The engineer will support all the IT, Telecom, Security Systems, AV systems, Video conferencing systems, etc., and resolve the operational issues if any immediately
- Vendor will also neither disclose nor use any information gathered during the execution of Facilities Management Services.

III. Other Scope

- The scope of work mentioned above is current requirement, which may change subsequently.
- Bidder would keep five resident engineers and one helpdesk who are fully conversant with the various systems operational in this building.
- Resident engineers are to support for resolving operational issues and any hardware related issues to be taken up with the respective Warranty / AMC vendors and to ensure closing the same within the stipulated time period.
- Help desk person is to attend the calls by users / vendors and assign the same to the respective vendor and make a follow up with the respective vendor for closing the call on day to day basis.
- Network Engineer should be able to do desktop support along with network support.
- Help Desk Person should have knowledge of both domain, (i.e. Network as well as Desktop) so he can interpreted the problem.
- All IT Facility Management Engineers should have following qualification other than above mentioned certification:
 - Should be Graduate.
 - Should have certification as per mentioned above.
- Bidder can only suggest IT Facility Management Engineer, before final appointment suggested FM Engineer will have to go through interview with Bank's officials. If any stage of interview Bank finds that particular Engineer is not suitable for work, Bank may decline his candidature and ask Bidder for another Engineer.

- Bank will have right for final appointment of FM Engineer.
- Before final appointment of Engineer, Bidder needs to submit scan copy of his / her documents. (confirming his / her education qualification, Identity and address)
- In case of exigency the engineer has to stay back until the issue is resolved or may have to report early as the case may be.
- Within the contract period if Bank finds that particular FM Engineer is unpunctual, Misbehaving with Bank's officials, not performing, not fulfilling Bank's requirement, Breaking Bank's policy or intends to harm Bank, Bank will have right to ask for replacement of particular Engineer.
- Due to any reason if any FM Engineer leaves the organization, (Bank or Bidder Company)
 - FM Engineer will have to serve 1 month notice period same should be mentioned in their appointment letter.
 - Bidder Company will have to provide replacement as per process mentioned above.
 - FM Engineer will have to hand over all responsibility to new FM Engineer including passwords and information that ensures smooth functioning of Bank's Infrastructure.
 - New FM Engineer will have to take security measures immediately (i.e. changing password etc.)

Training: Periodic Training should be arranged by the Vendors for officers from Bank by the resident engineer at our office in Administrative Building, Alkapuri, Baroda, Gujarat.

IV. Penalty & Additional charges

Bidder has to provide standby engineer / help desk personal immediately in case of a resident engineer / help desk person is not reporting / available continuously for more than

- 4 hours in a day (Under normal circumstances) Or
- 1 day in case of unplanned / emergency leave of any engineer.

In such a case the Bidder should immediately provide the Bank with an equivalent standby resident engineer or helpdesk person for that engineer and helpdesk person respectively.

In case if Bidder fails to provide a standby resident engineer/ Helpdesk person and if the minimum uptime percentage is not met the bidder has to pay penalty charges as stated / calculated in Annexure 13 – Service Levels – FM Services.

The penalty charges will be calculated on quarterly basis and will be adjusted towards the subsequent quarter invoices to be submitted by the bidder. In case if there is no pending invoice to be paid by the bank to the bidder, the bidder has to submit a pay order / cheque payable at Mumbai in favor of Bank of Baroda for the same within 15 days from the notice period from the Bank.

In case Bank requires the services of resident engineer on Bank holidays, the specified Engineer will have the provision to take a compensatory leave on a Bank working day subject to the Bank's go ahead / approval.



Annexure 13 – Service Level Definitions for Network Infrastructure and IT Facility Management Service

A. SLA for Network Infrastructure (Core Switch, Access Switch, Firewall), Antivirus Solution and Internet Proxy Solution (Individually)

Bidder will have to guarantee a **minimum uptime of 99.5%**, calculated on a monthly basis. Application availability along with the requisite hardware / appliance (as provided by the vendor) will be 99.5% on 24x7x365. The penalty will be calculated as per the details given below.

Uptime percentage	: 100% less Downtime Percentage
Downtime percentage	: Unavailable Time divided by Total Available Time, calculated on a monthly basis.
Total Available Time	: 24 hrs per day for seven days a week
Unavailable Time	: Time involved while the services is inoperative or operates inconsistently or erratically.

Uptime Percentage	Penalty Details
A >= 99.5%	No Penalty
99.0% =< A < 99.5%	2% of the product cost
98.5% =< A < 99%	5% of of the product cost
A < 98.5%	Penalty at an incremental rate of 1% (in addition to a base of 5%) of of the product cost for every 0.1% lower than the stipulated uptime

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The SLA charges will be subject to an overall cap of 10% of the product cost and thereafter, Bank has the discretion to cancel the contract. In case if there is no pending invoices to be paid by the Bank to the bidder, the bidder has to submit a pay order / cheque payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank.

Availability Service Level Default

- Availability Service Level will be measured on a monthly basis individually for each Network Infrastructure (Core Switch, Access Switch, Firewall), Antivirus Solution and Internet Proxy Solution.
- A Service Level Default will occur when the vendor fails to meet Minimum uptime (99.5%), as measured on a monthly basis for each Network

Infrastructure (Core Switch, Access Switch, Firewall), Antivirus Solution and Internet Proxy Solution.

- Tag Access – 24 x 7 x 365
- Response Time – 2 hrs within logging the call either telephonic or onsite
- NW Equipment Replacement – 8 x 5 x NBD (Next Business Day)

B. SLA for IT Facility Management Services

Bidder will have to guarantee a minimum uptime of 99% per resource (i.e. attendance of each of the resources), calculated on a monthly basis.

Uptime percentage will be calculated as (100% less Person non attendance Percentage)

Personal non attendance percentage will be calculated as *(Unavailable Time divided by Total Available Time)*, calculated on a monthly basis.

Total Available Time is 8 hrs per day per person for six / five days a week (Sundays and 2nd & 4th Saturday's are excluded). In case in any month there are Bank holidays then the same also would be excluded.

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The yearly SLA charges will be subject to an overall cap of 10% of the Yearly Resource cost and thereafter, the contract may be cancelled. In case if there is no pending invoices to be paid by the Bank to the bidder, the bidder has to submit a pay order / cheque payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank.

Availability Service Level Default

- Availability Service Level will be measured on a monthly basis.
- A Service Level Default will occur when the vendor fails to meet Minimum uptime (99%), as measured on a monthly basis.

In case any engineer / help desk personal is not available continuously for more than 4 hours a day (Under normal circumstances) Or 1 day in case of unplanned / emergency leave of any engineer then the Bidder should immediately provide the Bank with an equivalent standby engineer or helpdesk persons for that engineer and helpdesk person respectively.

If Bidder fails to meet the uptime guarantee in any month then the Bidder will have to pay the following compensation adjusted with every subsequent quarter payment:

(Minimum Uptime Percentage – Uptime Percentage) x Current Year's Monthly Contract value

Annexure 14 – Commercial Bid Format

TABLE 1

HW Particulars	Qty	Unit Rate (Rs)	Amt (Rs)	AMC (%)	AMC Amt (Rs) (2 Yrs)	Total (Rs)	GST %	GST AMT
Core Switch (As per Technical Specifications Annexure – 16 A)	2	0	0	0	0	0	0	0
Access Switch – Chasis (Should include all modules other than 48 Port RJ 45 Line Card) (As per Technical Specifications Annexure – 16 B)	8	0	0	0	0	0	0	0
Access Switch Module (48 Port – RJ45 Line Card) (As per Technical Specifications Annexure – 16 B)	26	0	0	0	0	0	0	0
Firewall (As per Technical Specifications Annexure – 16 C)	2	0	0	0	0	0	0	0
Implementation – Network Infrastructure (Core Switch, Access Switch & Firewall) (Scope as per Annexure 12)	xx	0	0	X	X	0	0	0
Implementation – Anti Virus Solution (Scope as per Annexure 12)	xx	0	0	X	X	0	0	0
Implementation – Proxy Server Solution (Scope as per Annexure 12)	xx	0	0	X	X	0	0	0
SFP Module - 10 G Fiber Multimode (As per Technical Specifications Annexure – 16 D)	64	0	0	0	0	0	0	0
QSFP to QSFP active optical cables 10M (As per Technical Specifications Annexure – 16 D)	2	0	0	0	0	0	0	0
SFP Module - 1G Copper (As per Technical Specifications Annexure – 16 D)	10	0	0	0	0	0	0	0
Any Other Charges (if any Please specify)	x	0	0	X	X	0	0	0
(A) Total Cost for 5 Years (i.e. 3 Years Warranty & 2 Years AMC) exclusive of Goods & Service Tax (in Rs.)						0	xxx	

RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat

TABLE 2

Service charges for Engineers	Qty	Year 1		Year 2		Year 3		Year 4		Year 5		TOTAL AMT (in Rs.)	GST %	GST AMT (in Rs.)
		Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt	Unit Rate	Amt			
Network cum Desktop Engineer	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Desktop Engineer	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Help Desk	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		x	0	x	0	x	0	x	0	x	0	xxx		xxx
(B) Total Cost for 5 Years exclusive of Goods & Service Tax (in Rs.)												0		xxx
Total Cost (TABLE 1 (A) + TABLE 2 (B)) for 5 Years exclusive of Goods & Service Tax (in Rs.)														0

Note:

- For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All Deliverables to be supplied as per RFP requirements provided in the tender
- The Service Charges need to include all services and other requirement as mentioned in the RFP
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost
- All prices to be in Indian Rupee (INR) only
- Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals.
- Vendor has to mandatorily declare the applicable Goods & Service Tax Percentage (GST %) and Goods & Service Tax Amount in the commercial bid format. The applicable Goods & Service Tax will not be part of Total Cost of Ownership (TCO) calculation.**
- All hardware and Software items should be as per technical specifications mentioned in Annexure 16 A – 16 D.

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name



Annexure 15 – Masked Commercial Bid Format

TABLE 1								
HW Particulars	Qty	Unit Rate (Rs)	Amt (Rs)	AMC (%)	AMC Amt (Rs) (2 Yrs)	Total (Rs)	GST %	GST AMT
Core Switch (As per Technical Specifications Annexure – 16 A)	2	0	0	0	0	0	0	0
Access Switch – Chasis (Should include all modules other than 48 Port RJ 45 Line Card) (As per Technical Specifications Annexure – 16 B)	8	0	0	0	0	0	0	0
Access Switch Module (48 Port – RJ45 Line Card) (As per Technical Specifications Annexure – 16 B)	26	0	0	0	0	0	0	0
Firewall (As per Technical Specifications Annexure – 16 C)	2	0	0	0	0	0	0	0
Implementation – Network Infrastructure (Core Switch, Access Switch & Firewall) (Scope as per Annexure 12)	xx	0	0	X	X	0	0	0
Implementation – Anti Virus Solution (Scope as per Annexure 12)	xx	0	0	X	X	0	0	0
Implementation – Proxy Server Solution (Scope as per Annexure 12)	xx	0	0	X	X	0	0	0
SFP Module - 10 G Fiber Multimode (As per Technical Specifications Annexure – 16 D)	64	0	0	0	0	0	0	0
QSFP to QSFP active optical cables 10M (As per Technical Specifications Annexure – 16 D)	2	0	0	0	0	0	0	0
SFP Module - 1G Copper (As per Technical Specifications Annexure – 16 D)	10	0	0	0	0	0	0	0
Any Other Charges (if any Please specify)	x	0	0	X	X	0	0	0
(C) Total Cost for 5 Years (i.e. 3 Years Warranty & 2 Years AMC) exclusive of Goods & Service Tax (in Rs.)						0	xxx	

TABLE 2														
Service charges for Engineers	Q ty	Year 1		Year 2		Year 3		Year 4		Year 5		TOTAL AMT (in Rs.)	GST %	GST AMT (in Rs.)
		Unit Rat e	Amt	Uni t Rat e	Am t	Unit Rate	Am t	Unit Rat e	Amt	Unit Rat e	Am t			
Network cum Desktop Engineer	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Desktop Engineer	4	0	0	0	0	0	0	0	0	0	0	0	0	0
Help Desk	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		x	0	x	0	x	0	x	0	x	0	xxx		xxx
(D) Total Cost for 5 Years exclusive of Goods & Service Tax (in Rs.)												0		xxx
Total Cost (TABLE 1 (A) + TABLE 2 (B)) for 5 Years exclusive of Goods & Service Tax (in Rs.)														0

Annexure 14 – Commercial Bid Format

Note:

- For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.
- The vendor needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.
- If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- All Deliverables to be supplied as per RFP requirements provided in the tender
- The Service Charges need to include all services and other requirement as mentioned in the RFP
- The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost
- All prices to be in Indian Rupee (INR) only
- Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals.
- Vendor has to mandatorily declare the applicable Goods & Service Tax Percentage (GST %) and Goods & Service Tax Amount in the commercial bid format. The applicable Goods & Service Tax will not be part of Total Cost of Ownership (TCO) calculation.**
- All hardware and Software items should be as per technical specifications mentioned in Annexure 16 A – 16 D.

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

RFP for Selection of Vendor for Supply, Installation and Maintenance of Building Network Infrastructure and providing IT Facility Management Services at Administrative Building, Alkapuri, Baroda, Gujarat



Bank of Baroda

Annexure 16 A – 16 D – Technical Specification (Attached as a separate document)



Annexure 17 - Bank Guarantee for early release of retention money

BANK GUARANTEE

(FORMAT OF BANK GUARANTEE)

To

The General Manager
CTO & Head- Projects & CRM
Bank of Baroda
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Dear Sir,

WHEREAS (Name of Vendor) a Company registered under the Indian Companies Act, 1956 and having its Registered Office at, (Please provide complete address) (hereinafter referred to as "Vendor") was awarded a contract by Bank of Baroda (BOB) vide their Purchase Order no. dated (hereinafter referred to as "PO") for

<details of equipment that supplied to be filled in table>

and it has been agreed that a payment of Rs./- (Rupees only) will be made to the vendor representing balance 10% of the consideration amount against the security of a Bank Guarantee from a Scheduled Commercial Bank.

2. Now this deed of guarantee witnesseth that in consideration of BOB agreeing to release a sum of Rs./- (Rupees only) representing balance 10% of the consideration amount payable to the vendor in terms of, the said agreement, we (Bank) having our head office at and amongst other places, a branch at (hereinafter referred to as the guarantor) do hereby expressly, irrevocably and unreservedly agree and undertake that :

a) In the event of vendor committing breach of any of the undertakings or committing default in fulfilling any obligation arising out of said agreement, we (bank) shall on demand, pay BOB without any demur Rs./- (Rupees only) and notwithstanding any right the vendor may have against BOB or any disputes raised by the vendor or any suit

or proceedings pending in any competent Court of Law in India or otherwise or before any arbitrator, and BOB's written demand shall be conclusive evidence to us that such amount is payable by us under the said contract and shall be binding in all respects on the Guarantor.

3. The Guarantor shall not be discharged or released from the aforesaid undertaking and guarantee by any agreement, variations made between BOB and the vendor, indulgence shown to the vendor by BOB, with or without the consent and knowledge of the Guarantor or by any alterations in the obligations of the vendor by any forbearance whether as to payment, time performance or otherwise.

4. (a) This guarantee shall remain valid until (date which is 3 months after expiry of warranty period), or until discharged by BOB in writing.

(b) This guarantee shall be a continuing guarantee and shall not be revocable except with the previous written consent of BOB and save as aforesaid it will be in force until the vendor complies with its obligations hereunder.

(c) This Guarantee shall not be affected by any change in the constitution of the vendor by absorption with any other body or corporation or dissolution or otherwise and this guarantee will be available to or enforceable against such body or corporation.

5. In order to give effect to this guarantee, BOB will be entitled to act as if the guarantor were the principal debtor and the guarantor hereby waives all and any of its rights of suretyship.

6. This guarantee shall continue to be in force notwithstanding the discharge of the vendor by operation of law and shall cease only on payment of the full amount by the guarantor to BOB of the amount hereby secured.

7. This Guarantee shall be in addition to and not in substitution for any other guarantee or security for the vendor given or to be given to BOB in respect of the said contract.

8. Any notice by way of request and demand or otherwise hereunder may be sent by post or any other mode of communication to the guarantor's address as aforesaid, and if sent by post, it shall be deemed to have been given at the time when it would be delivered in due course by post and in proving such notice when given by post it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of BOB that the envelope was so posted shall be conclusive.

9. These presents shall be governed by and construed in accordance with Indian Law. Notwithstanding anything contained herein:

a) Our liability under this Bank Guarantee shall not exceed Rs./- (Rupees only)

b) This Bank Guarantee shall be valid up to (date which is 3 months after expiry of

warranty period) and

c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (three months after the date of expiry of the warranty).

d) The guarantor has under its constitution powers to give this guarantee and Shri. _____ (signatories) Officials / Managers of the Bank who has/have signed this guarantee has/have powers to do so.

Dated this day of..... 201 at

For and on behalf of..... (Bank).

Authorised Signatory in favour of the Bank

Designation