



**REQUEST FOR PROPOSAL (RFP)
FOR
ESTABLISHING AND MAINTAINING
WI-FI NETWORK AT CORPORATE OFFICE & HEAD OFFICE**

Last Date for Submission of bid: 17/07/2020 (03.00 PM)

**INFORMATION TECHNOLOGY DEPARTMENT,
INDIAN BANK, CORPORATE OFFICE,
254-260, AVVAI SHANMUGAM SALAI CHENNAI – 600014**



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SECTION – I

INVITATION FOR BIDS (IFB)

Indian Bank, a Premier Nationalised Bank having its corporate Office in Chennai, invites e-tender for establishing and maintaining WI-FI network at corporate office & head office.

This tendering process shall follow two-part bidding. Bid shall be submitted in two parts, i.e. Technical Bid and Indicative Price Bid followed by an online reverse auction. Lowest Quoted (L1) bidder will be finalized through online reverse auction process.

1) SCHEDULE

1)	Tender Reference Number and Date	CO/ITD/CNW/327/R1/2020-21 dated 20/06/2020
2)	Last date for seeking clarifications/queries through email @ skkarna55966@indianbank.co.in krishna.prasad2@indianbank.co.in vivek.ragupathy@indianbank.co.in	25/06/2020, 5.00 PM
3)	Pre-bid meeting	26/06/2020, 3.00 PM
4)	Last Date, Time for submission of Bids in Online Mode and documents to be uploaded online by Bidders	17/07/2020 at 03:00 PM a. Eligibility Criteria, along with all supporting documents required. b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages. c. All supporting documents and product literature in support of Technical specifications. d. Relevant brochures e. Compliance to Technical Specifications as per Part-I. f. Any other information sought by the Bank with relevant to this tender
5)	Last Date, Time for submission of Physical Documents and documents to be submitted physically by Bidders (Offline Mode)	17/07/2020 at 03:00 PM to be submitted to Chief Manager (Premises & Expenditure) Indian Bank Corporate Office Premises & Expenditure Department 254-260, Avvai Shanmugam Salai, Royapettah Chennai – 600 014

		<p>1. Earnest Money Deposit/Bid Security 2. DD towards Cost of bid document (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.): Account No.: 743848138 Account Name: INDIAN BANK,H.O.TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p> <p>Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No. 1 & 2</p>
6)	Earnest Money Deposit/Bid Security	<p>₹6,00,000/- (Rupees Six Lakhs only)</p> <p>valid for 135 days from the last date of submission of bid in the form of Bank Guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank. (Mode of Submission: Offline)</p>
7)	RFP Cost	<p>Non-refundable ₹5,000/- in the form of DD favouring "Indian Bank". (Mode of submission: Offline) Alternatively, bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.: Account No.: 743848138 Account Name: INDIAN BANK,H.O.TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p>
8)	Date of opening of Technical Bids (Online & Offline) & Conformity to Eligibility Criteria	<p>17/07/2020 at 03:30 PM Indian Bank 254-260, Avvai Shanmugam Salai Royapettah Chennai - 600 014</p>
9)	Date of opening of Indicative Commercial Bids (Online& Offline) and Online Reverse Auction	Will be intimated after technical evaluation of the bids submitted.
10)	Online Bid Submission Details	This RFP will follow e-Procurement (e-Tendering) process and the same will



	be conducted by Bank's authorized e-Procurement service provider M/s Nextenders (India) Pvt. Ltd. through website https://indianbankeprocure.etenders.in .
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This RFP document can be downloaded from the website: <https://indianbank.in/tenders/> & e-procurement portal: <https://indianbankeprocure.etenders.in/>. Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same website & e-procurement portal and no paper publication will be done for the same.

2) ACCESSIBILITY OF TENDER DOCUMENT

Interested bidders may download the tender document for establishing and maintaining WI-FI network at corporate office & head office from the website <https://indianbank.in/tenders/> & e-procurement portal <https://indianbankeprocure.etenders.in/>. Please note that your e-tender is subject to the terms and conditions mentioned in the RFP.

3) LAST DATE FOR SEEKING CLARIFICATIONS/QUERIES THROUGH EMAIL

The bidders are requested to submit any queries/clarifications to the Bank on or before 25/06/2020, 5.00 PM to the following mail ids.

skkarna55966@indianbank.co.in
krishna.prasad2@indianbank.co.in
VIVEK.RAGUPATHY@indianbank.co.in

Bidders have to ensure that cost of bid document i.e. Rs.5,000/- has already been remitted to the account as mentioned in Schedule 6, or dispatched through demand draft (Copy of demand draft to be attached), to the below mentioned address, before raising the queries through email:

Indian Bank, Head Office, 66, Rajaji Salai, 2nd Floor, Chennai- 600 001

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in website- <https://indianbank.in/tenders/> & e-procurement portal <https://indianbankeprocure.etenders.in/> and informed vide mail to the bidders who have raised queries.

4) PROCEDURE FOR SUBMISSION OF QUOTATION

- Bidders should enroll/ register before participating through website - <https://indianbankeprocure.etenders.in/>. Bids have to be submitted online only at the above mentioned website. All the documents mentioned in schedule 3 are to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted except for the documents asked to be submitted physically by bidders (Offline Mode) mentioned under schedule 4 of this tender.



5) SIGNING OF TENDER

Signature should be done electronically as per e tender system. In addition, authorized signatory should sign all the pages of the tender and other supporting documents. Power of Attorney or resolution of the Board supporting the same should be uploaded along with the e-tender.

Bank has the right to accept or reject any e-tender/cancel the e-tender at its sole discretion without assigning any reason thereof.

6) BID SECURITY (EARNEST MONEY DEPOSIT) AND COST OF BID DOCUMENT

- The Bidder should furnish, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank for a sum of **Rs.6,00,000/- (Rupees Six Lakhs only)** and valid for 135 days from the last date for submission of Bid, in the format specified in the bid document along with Part-I. Bank may seek extension of Bank Guarantee, if required. NSIC registered bidders are exempted from submission of Earnest Money Deposit.
- The Cost of Bid Document is **Rs.5,000/- (Rupees Five thousand only)** (Non-Refundable). The amount has to be paid by way of a Demand Draft (DD) favoring "Indian Bank" payable at Chennai and enclosed along with the technical bid document. The bid will be rejected if bid document fee of Rs.5,000/- in the form of DD favoring Indian Bank is not submitted. Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.:

Account No.: 743848138

Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II

IFSC Code: IDIB000H003

Branch: Harbour

- Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder, whichever is earlier.
- The successful Bidder's Bid Security will be discharged upon the Bidders signing the Contract and furnishing the Performance Security.
- The bidder will forfeit the Bid Security
 - if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.
 - Or
 - in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security.

7) BENEFITS TO MICRO AND SMALL ENTERPRISES (MSES) AS PER THE GUIDELINES OF PUBLIC PROCUREMENT POLICY ISSUED BY GOVERNMENT OF INDIA:

As per the above policy, Bank reserves the rights to procure 20% of the total requirements, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility



criteria and technical specifications of the tender, quote their price within the price band of L1+15% and agree to bring down their price to L1 price.

- If L1 bidder is an MSE, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the tender.
- In case of more than one such MSE, the supply shall be shared proportionately to tender quantity.
- Special provision for Micro & Small Enterprises owned by Scheduled Castes or Scheduled Tribes. 4% out of the 20% shall be allotted to such MSEs, if participated in the tender.
- MSEs are also exempted from payment of cost of bid document and submission of bid security.
- To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or UdyogAadhar or any other body specified by Ministry of Micro, Small and Medium Enterprises.
- Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) at the time of pre-bid meeting or upload during submission of the technical bids (only if the bidder is not attending the pre-bid meeting).

8) BENEFITS TO MAKE IN INDIA AS PER THE GUIDELINES OF PUBLIC PROCUREMENT POLICY ISSUED BY GOVERNMENT OF INDIA

This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020.

Bank will follow the above orders and guidelines on Public Procurement (Preference to Make in India) and basis of allotment will be done in terms of the same.

i. Definitions: For the purpose of this tender

a. 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the bank, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

b. 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this Order.

c. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.



d. 'Non - Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%, as defined under this Order.

e. 'L1' means the lowest tender or lowest bid or the lowest quotation received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.

f. 'Margin of purchase preference' means the maximum extent to which the price quoted by a 'Class-I local supplier' may be above the L1 for the purpose of purchase preference.

ii. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'Non-local suppliers' for different types of procurement

a. In procurement of all goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition, only 'Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.

b. In procurement of all goods, services or works, not covered by sub-para ii(a) above, and with estimated value of purchases less than Rs.200 Crore, in accordance with Rule 161(iv) of GFR, 2017, Global tender enquiry shall not be issued except with the approval of competent authority as designated by Department of Expenditure. Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurements undertaken by procuring entities, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'.

c. For the purpose of this Order, works includes Engineering, Procurement and Construction (EPC) contracts and services include System Integrator (SI) contracts.

iii. Purchase Preference

a. Subject to the provisions of this Order and to any specific instructions issued by the bank or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by bank entities in the manner specified here under.

b. In the procurements of goods or works which are covered by para ii(b) above and which are divisible in nature, the 'Class-I local supplier shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:

1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.

2. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall



be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.

c. In the procurements of goods or works which are covered by para ii(b) and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:

1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.

2. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.

3. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.

d. "Class-II local supplier" will not get purchase preference in any procurement, undertaken by bank.

iv. Margin of Purchase Preference: The margin of purchase preference shall be 20%.

v. Verification of Local Content:

a. The 'Class-I local Supplier'/'Class-II local Supplier' at the time of tender, bidding or Solicitation shall be required to indicate percentage of local content and provide Self-certification that the item offered meets the local content requirement for 'Class-I local supplier'/'Class-II local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.

b. In case of procurement for a value in excess of Rs. 10 crores, the 'Class-I Local Supplier'/'Class-II Local Supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (In respect of suppliers other than companies) giving the percentage of local content.



c. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

d. A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procuring entities.

vi. If nodal ministry is satisfied and communicates to bank that Indian suppliers of an item are not allowed to participate and /or compete in procurement by any foreign government, it may, if it deems appropriate, restrict or exclude bidders from that country from eligibility for procurement of that item as per advise of nodal ministry.

For the Purpose of above, a Supplier or bidder shall be considered to be from a country if (i) the entity is incorporated in that country, or ii) a majority of its shareholding or effective control of the entity is exercised from that country; or (iii) more than 50% of the value of the item being Supplied has been added in that country. Indian suppliers shall mean those entities which meet any of these tests with respect to India."

About Bank's Network

Indian Bank, a Public Sector Bank, has internet gateways at DC, DR, Corporate Office and Head Office.



SECTION – II

DESCRIPTION AND GUIDELINES

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1. DESCRIPTION

- 1.1 The name of the assignment is '**Establishing and maintaining of Wi-Fi Network at Indian Bank Corporate Office & Head Office**'
- 1.2 The Bid is for supply, installation, configuration and maintenance of Wi-Fi Network at Indian Bank Corporate Office & Head Office.
- 1.3 The description and the objectives of the Assignment are
 - The Bid is for supply, installation, configuration and maintenance of Wi-Fi Network with following: -
 - Provide Web based portal for user to login/authentication for Wi-Fi Access.
 - Provide Web based Management console to monitor and Manage the Wi-Fi Access.
 - Facility to define rule based accesses depending on usage, time duration, etc.
 - Facility to enable/disable specific user
 - Facility to integrate the Wi-Fi setup with Bank's SMS Gateway Server inorder to receive Wi-Fi password through OTP on registered mobile number.
 - Facility to filter the URLs, applications and provide access only to permitted applications and websites
- 1.4 Breach of general or specific instructions for bidding, general and special conditions of the contract with the bank may make a firm ineligible to participate in bidding process.

2. QUALIFICATION CRITERIA FOR BIDDERS

The bidder must satisfy the following minimum criteria –

- a) The Bidder should be the Public/Private Limited Company and should be in existence in India for the last 5 years (as on 31.03.2020).
- b) The Bidder should be a highest level partner of the OEM for supply and support of the equipment in India (Document proof has to be submitted).
- c) The Bidder should have earned Net Profit during last three financial years of the bidder.
- d) The yearly turnover of the bidder should be more than Rs. 10 crores during each of last three financial years. (2017-18,2018-19,2019-20)
- e) The Bidder should have supplied, installed and configured Wi-Fi network and supporting equipment of Access point of the make quoted in the RFP for at least 2 Banks / Financial Institutions / Government organization in India during last 3 years (01.04.2017 - 31.03.2020)
- f) The Bidder should not have been blacklisted by any Government Dept /PSU/ Banks as on date.
- g) The bidder should have support center in Chennai (Address proof to be provided).
- h) The OEM for Routers, Managed Switches, Controllers, POE switches Ap's should be in Gartner magic quadrant for Wired and Wireless LAN Access Infrastructure in leaders quadrant in last 3 years (2017,2018,2019). Gartner magic quadrant will be relaxed for OEM registered under Make in India as per the RFP clause.
- i) The OEM of Next Generation Firewall should be in Gartner magic quadrant for Enterprise Firewall in leaders/challengers quadrant in last 3 years (2017,2018,2019).
- j) The OEM of active network devices to be quoted by the bidder should have local Technical Assistance Centre (TAC) support in India through a toll free number and Returned Materials Authorization (RMA) depot in India. Where customer can directly log a complaint against any failure.

The bidder should provide access points, wireless controllers, switches from the same OEM.



Clause (h) and (i) are not applicable for Made in India products.

The bidder should submit proof for all points indicated above.

Bids, which are not meeting the above criteria, is liable for rejection

3. DELIVERABLES FROM THE BIDDERS

Equipments to be supplied

S.No	Description	Quantity @ CO	Quantity @ HO	Total Quantity
1	Wireless Access Points	42	8	50
2	Wireless Controller on HA	2	2	4
3	Firewall on HA with URL filtering & AVC	2	2	4
4	POE+ switches	14	6	20
5	Core Switches	2	2	4
6	1 G SFP Multi Mode	56	24	80
7	Network Access control server (NAC) on HA	1	1	2

NOTE:
1) Total 2 numbers of NAC will be configured (one NAC @ CO and one NAC @ HO), Both NAC will be active and 1500 clients/users profiles will be synchronized between them. Appropriate licenses will be provided from day-1 for both CO/HO with 5 years of support.
2) OEM Support:- 365x24x7x5 (5 years).
3) All the necessary cabling needs to be done from vendor.

Note:

- The Access Points, Managed Switches, Wireless Controller, Network Access control server and Firewall are to be supplied and installed at Corporate Office, Chennai and Head Office, Chennai.
- The appliance based Solution should be provided with Proprietary Operating System.
- The operating system should be secure from vulnerabilities and hardened for Firewall and caching functionality.
- The successful bidder should do an active survey after implementation and provide report showing signal strength between -50dBm to -60 dBm in all areas.
- NAC Database will be active in Corporate office and in Head Office it may be active/passive.
- Bank can use these Equipment's across both locations at any point of time.
- Bank will provide RACK space and ISP connectivity
- All the proposed equipment's should be enterprise standard.



SECTION III - INSTRUCTIONS TO BIDDERS

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1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

2. Pre-bid Meeting:

- a. A pre-bid meeting is scheduled to be held at the following address at 15.00 hours IST on 26.06.2020. Applicant's designated representatives (maximum two persons) may attend the pre-response meeting.

**Indian Bank,
Head Office, Information Technology Department,
66, Rajaji Salai
Chennai 600 001.**

In case, if bidders are unable to attend the pre-bid meeting, same will be addressed through Video Conference/Skype/Web-ex on 26/06/2020 only for the bidders who have submitted the queries within the timelines stipulated in RFP.

- b. In case the probable applicant wants to participate in the Pre-bid Meeting to be held on the date specified in this RFP, they should register themselves with the Bank by sending the **cost of RFP document i.e. Rs. 5,000/- (Rupees five Thousand Only - non-refundable)** by way of Demand Draft(DD) in favour of Bank payable at Chennai. Only those Applicants or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-response meeting. Such Applicants who have submitted DD for attending pre-response meeting are not required to submit the DD for cost of RFP Document along with technical response.
- c. The purpose of the meeting will be to clarify issues and to answer questions raised by the probable applicants.
- d. The applicant is requested to submit questions in writing at least one day in advance to the Bank before the pre-response meeting date.

Text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the RFP document, if any, will be posted in our web site and informed to the applicants who have raised queries in writing through email.

3. Amendment of bidding documents

- 3.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Documents by amendment.
- 3.2 The amendments if any, will be published in the Bank's website and will form part of the Bidding document.



4 Documents constituting the bid

The Bid prepared by the Bidder should comprise the following components:

- 4.1 Demand draft for cost of bid document.
- 4.2 Bid security (Earnest Money Deposit).
- 4.3 Any bid document not accompanied by any of the above are liable for rejection. Hard copy of the documents to be submitted. An indicative check list is provided in Section V-Form 12.

Commercial Bid to be submitted by successful bidder after completion of online reverse auction.

A. TECHNICAL BID

The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract, if its bid is accepted.

For submitting Technical bid, Bidders shall use the original Section V – format 2 published by the Bank as part of the RFP, which contains Bank's seal.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Note: All the documents and certificates as per Section V – formats 1 to 7 should be submitted along with the technical bid.

Any bid document not accompanied by the above will be rejected.

B. FINANCIAL BID – Breakup details as per format to be submitted by successful bidder after reverse auction.

- i) The price should be quoted in the format attached to this RFP, (format 10 in section-V)
- ii) The price should be firm and not dependent on any variable factors.
- iii) The final price quoted in the bid should be inclusive of all levies, duties etc. and exclusive of taxes.
- iv) No price variation will be accepted for increase in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.
- v) However, any decrease in Government levies, customs, and taxes till the date of invoice have to be passed on to the Bank.
- vi) Cost must be expressed in Indian Rupees.
- vii) TDS as per rules, if applicable, will be deducted from the amount quoted.
- viii) **No commercial information shall be furnished during submission of technical bids.**
- ix) **The bidder should have valid digital certificate to participate in the online reverse auction.**

5 Bid Security (Earnest Money Deposit)

- The Bidder should furnish, as part of its bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank other than Indian Bank, located in India, in the form provided in the Bidding Documents (format-7 in section V) for a sum of **Rs.6,00,000/- (Rupees Six Lakhs only)** and valid for forty-five (45) days beyond the validity of the bid (i.e. 135 days from the last date for submission of Bid).

Unsuccessful Bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the Bank or on completion of administrative formalities of the procurement.



- The successful bidders' bid security will be discharged upon the Bidder signing the Contract with the bank and furnishing the performance security.
- The bidder shall be liable for forfeiture of bid security:
 - a. If a Bidder withdraws its bid during the period of bid validity; or
 - b. In the case of successful bidder(s), if the Bidder(s) fails to sign the Contract with the BANK or to furnish performance security within the stipulated period.

6 Period of validity of bids

Bids should remain valid for the period of **90 days** after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity period, if required.

7 Format and signing of Bid

- All pages of the bid, except for un-amended printed literature, shall be initialled by the person or persons signing the bid.
- Any interlineations, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid.

8 Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarifications from the Bidder of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

9 Evaluation Methodology

- Bids will be short-listed based on the qualification criteria specified in the bid.
- The Bank will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- The Bank at its discretion may modify any minor criteria in the bid, which does not affect the relative ranking of any Bidder.
- Evaluation may include visit to major locations of the earlier clients of the bidder, and discussion with them.
- The comparison shall be between the price quoted and the bidder who has quoted the lowest will be awarded the contract.
- Bank reserves the right to negotiate with lowest bidder for further reduction in price under exceptional circumstances.
- No extra charges other than those quoted in the Bid will be entertained including Conveyance / Courier etc.



10 Bank's right to accept any bid and to reject any or all bids

The Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders.

11 Bid Proposal And Ownership

The Bid submitted and all supporting documentation/templates are the sole property of Indian Bank and should not be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, inter alia cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

12 Bid Pricing Information

By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP. No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

13 Disclaimer

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

14 Negotiation

The Bank reserves the right to further negotiate on the price offered, with the L1 vendor, if the price quoted is found unreasonable or in any exceptional circumstances.

15 Acceptance of Purchase Order & Signing of Contract

Within 15 (fifteen) days of acceptance of the Purchase Order, the successful Bidder shall sign and date the Contract and return it to the Bank (Format-8 in section V). Acceptance of purchase order should be submitted within 5 days of purchase order along-with authorization letter.

16 Performance Security

- Successful bidder should submit a performance security in the form of Bank guarantee (issued by a Scheduled commercial bank other than Indian Bank) (format-9 in section V) within 15 days of issue of purchase order for a value of 10% of order amount valid for 66 months with one month additional claim period.
- The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their obligations under the Contract.
- The performance security will be discharged by the Bank and returned to the Successful bidder not later than thirty (30) days following the date of completion of the Successful bidder's performance obligations under the Contract.



- Failure of the successful Bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.

17 Insurance

- The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.
- The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happens to all equipments due to non-availability of storage cum erection policy, the supplier has to bear the losses.
- In case of discrepancy in hardware/software supplied, it is successful bidder's responsibility to replace/repair the equipment immediately even without recourse to the insurance.



Section IV - Conditions of Contract

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1. DELIVERY

The appliances are to be delivered and installed within six weeks from the date of issue of purchase order.

2. PAYMENT TERMS

- 80% payment of cost of appliances with warranty for three years will be made on delivery subject to submission of necessary documents and the remaining 20% on completion of installation and commissioning of the appliances.
- Maintenance charges for each year from second year onwards will be paid every year in advance on submission of Invoice and documentary proof for renewal form OEM.

The payment will be released subject to deductions on account of liquidated damages, if any

Address for billing

Indian Bank Head Office,
Information Technology Department,
66, Rajaji Salai,
Chennai -600 001, Ph:044 25269719/2527 9828

3. LIQUIDATED DAMAGES

If the Successful bidder fails to deliver all the Equipments completely within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price of the delayed Goods for each week or part thereof of delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount. Bank may consider termination of the contract, if the Equipments are not delivered in time.

4. TERMINATION FOR DEFAULT

- 4.1 The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part :
- if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
 - if the Successful bidder fails to perform any other obligation(s) under the Contract.
 - If the Successful bidder, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of any thing of values to influence the action of a public official in the procurement process or in contract execution;

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (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 and



"unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.

- 4.2 In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful bidder shall continue performance of the Contract to the extent not terminated.

5. FORCE MAJEURE

- 5.1 The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and 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.
- 5.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Successful bidder and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 5.3 If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

6. TERMINATION FOR CONVENIENCE

- 6.1 Bank, by 30 days written notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the bank's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- 6.2 The Equipments that are delivered in working condition and ready for deployment as on date of service provider's receipt of notice of termination shall be accepted by the bank at the Contract terms and prices.

7. SETTLEMENT OF DISPUTES

- 7.1 If any dispute or difference of any kind whatsoever shall arise between the bank and the Successful bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- 7.2 If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the bank or the Successful bidder may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.



- 7.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- In case of dispute or difference arising between the Bank and the Successful bidder relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Bank and the Successful bidder; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which appointment shall be final and binding on the parties.
- If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
- Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

7.4 Notwithstanding any reference to arbitration herein,

- the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- the bank shall pay the Successful bidder any monies due to the Successful bidder.
- Submitting to arbitration may be considered as additional remedy and it does not preclude the parties seek redressal/other legal recourse.

8. LIMITATION OF LIABILITY

- Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.

This limit shall not apply to third party claims for

- IP Infringement indemnity:** Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence.



9. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai.

10. PACKING

The Successful bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

11. WARRANTY

The Successful bidder warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Successful bidder further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Bank's Specifications) or from any act or omission of the Successful bidder, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.

- This onsite comprehensive warranty with next business day(NBD) Support shall remain valid for 60 months after the Goods/equipment's have been installed at the final destination indicated in the Contract, receipt of shipment at the destination, whichever period concludes earlier. The Bank shall promptly notify the Successful bidder in writing of any claims arising under this warranty.
- Upon receipt of such notice, the Successful bidder shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Bank.
- If the Successful bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Bank may proceed to take such remedial action as may be necessary, at the Successful bidder's risk and expense and without prejudice to any other rights which the Bank may have against the Successful bidder under the Contract.
- Comprehensive Onsite AMC after warranty period will be at mutually agreed rates. However, Bank reserves the right to enter into AMC with other vendor.

12. SLA

If the successful bidder fails to get the equipment up and running, within one day either by rectification of fault or replacement by a standby device, the Bank shall levy penalty at rate of Rs.1,000/- per day or part thereof after 24 Hours from reporting the issue to the supplier and will be deducted from subsequent payments. However, the total amount of penalty deducted will be pegged at 10% invoice value of items for the 1st year and maintenance charges payable for the 2nd to 5th year.



13. INSTALLATION

The Successful bidder is responsible for all unpacking, assembling, wiring, installations, cabling connecting to power supplies. The Successful bidder shall test all equipment's and accomplish all adjustments necessary for successful and continuous operation at all installation sites.

14. INDEMNITY CLAUSE:

If at the time of supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the Successful bidder shall indemnify the Bank and keep it indemnified in that behalf.

15. GENERAL TERMS

Order will be placed with qualified L1 bidder. The commercials will be finalized through reverse auction.

16. COVERAGE OF ALL BANKS UNDER THE EPF & MP ACT 1952

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

17. USER LICENSE AND PATENT RIGHT

The successful bidder shall provide licenses for all software products, whether developed by it or acquired from others. In the event of any claim asserted by a third party for software piracy, the vendor shall act expeditiously to extinguish such claim. The successful bidder shall indemnify the bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software package or any part thereof



SECTION V

BID FORM, PRICE SCHEDULES AND OTHER FORMATS

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1. BID FORM

(Bidders are required to furnish the Form of Bid)

Date: _____

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Sub: Establishing and Maintaining Wi-Fi Network at Corporate Office & Head Office

Ref: Bid Document No. CO/ITD/CNW/327/R1/2020-2021 dated 20/06/2020

Having examined the Bidding Documents including Agenda Nos..... (Insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Supply of..... (Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to deliver the goods in accordance with the Project Timeline and Schedule of delivery specified in the RFP.

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.

Until a formal contract is prepared and executed, this bid, together with your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake to supply, install, migrate and maintain the proposed project for the Bank.

We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.

Dated thisday of 202.....

.....

(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder)

Mobile:

Email

Signature



2. TECHNICAL BID (Part -I)

Date:

To

**CHIEF MANAGER, EXPENDITURE DEPARTMENT,
INDIAN BANK, CORPORATE OFFICE,
254-260, AVVAI SHANMUGAM SALAI,
ROYAPETTAH, CHENNAI - 600 014**

Dear Sir,

Sub: Establishing and Maintaining Wi-Fi Network at Corporate Office & Head Office

Ref: Your RFP No. CO/ITD/CNW/327/R1/2020-2021 dated 20/06/2020.

Referring to your above RFP calling for quotations, including Addenda Nos.
(Insert numbers), we submit the compliance details of the specifications Establishing and
Maintaining Wi-Fi Network at Corporate Office & Head Office.

SPECIFICATIONS AND REQUIREMENTS:

Number of AP's required to cover Ground,1st, 2nd, and 3rd floor sitting area including
executive cabins, canteen and conference rooms in Corporate Office & Sitting area of 2nd
floor of Head Office including all executive cabins and conference rooms should be provided
in the Technical Bid by bidder.

Description / Specification		Complied / Not Complied
Wireless access point, POE+ switches to connect the Aps, Wireless controllers & NAC should be from Single OEM only		
A)	Wireless Access Point : All the locations should have a minimum Wi-Fi signal strength of -60 dBm	
1	Access Point must have 8x8 MIMO on 5GHz radio and 4x4 MIMO on 2.4GHz interfaces with WIFI6 and 802.11AX support day one.	
2	Access must be able to powered up using PoE (.af) and should support full features with PoE+	
3	Access Point shall support application visibility and control	
4	Access Point shall support encrypted traffic visibility	
5	Access Point shall support integrated BLE5 radio and Zigbee Radio or external as an option for IOT	
6	An access point must include a standard OEM provided metal-based Mounting brackets for mounting on Ceiling or Roof top	
7	Access Point shall support Console port that uses Standard Port (RJ-45) type connection	
8	Access Point should have 2x 100, 1000, 2500 Multigigabit Ethernet (RJ-45) – IEEE 802.3bz for HA with hitless failover on POE	
9	Access Point should have USB port.	
10	Must have atleast 3 dBi Antenna gain on each radios	



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11	Must Support data rate upto 5gbps of practical real world throughput.	
12	Must support minimum of 23dbm of transmit power in both 2.4Ghz and 5Ghz radios. And should follow the local regulatory Norms.	
13	Must support AP enforced load-balance between 2.4Ghz and 5Ghz band.	
14	Must incorporate radio resource management for power, channel and performance optimization	
15	Must have -97 dB or better Receiver Sensitivity.	
16	Must have 2Gb of DRAM with minimum of 1Gb flash	
17	Must support Proactive Key Caching and/or other methods for Fast Secure Roaming.	
18	Must support Management Frame Protection.	
19	Should support locally-significant certificates on the APs using a Public Key Infrastructure (PKI).	
20	Access Points must support Hardware-based encrypted user data and management traffic between controller and Access point for better security.	
21	Must support the ability to serve clients and monitor the RF environment concurrently.	
22	Same model AP that serves clients must be able to be dedicated to monitoring the RF environment.	
23	Must be plenum-rated (UL2043).	
24	Must support 16 WLANs per AP for SSID deployment flexibility.	
25	Access Point Must continue serving clients when link to controller is down. It should also have option to authenticate user through Radius server directly from Access Point during link unavailability to controller.	
26	Must support telnet and/or SSH login to APs directly for troubleshooting flexibility.	
27	802.11e and WMM	
28	Must support QoS and Video Call Admission Control or equivalent unified communication prioritization capabilities.	
29	POE to AP should be Dual cabling to provide data connection and power	
30	Access point should be wifi 6 certified day one	
31	Proposed solution should support 24x7x365 OEM TAC support and 8X5XNBD hardware replacement from OEM directly	

B)	Wireless Controller With HA	Complied / Not Complied
1	Controller should be hardware appliance and support all licenses for quoted Aps Day one	
2	Controller should be hardware appliance and support 50 APs and 1500 USERS from day-1	
3	It should possible to upgrade controller to support additional 150 Aps and 3500 clients	
4	It should possible to upgrade controller to support additional 150 APs and 3500 clients for future upgrade	
5	The controller shall support deployment flexibility without compromising	

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	any features	
6	The controller shall support 20 Gbps tunneling capacity	
7	The controller shall support 2x 10G of Multigigabit copper	
8	Wireless Controller shall support link aggregation and load sharing between Access Point to WLC links	
9	The controller shall support hardware encrypted data plane between Access Point and Controller	
10	All feature license needs to be provided with controller from day-1	
11	High Availability mode shall support controller inline data plane mode as well as local switching mode and Mesh mode	
12	High Availability mode shall allow geographically dispersed installation between Controllers	
13	The controller failover shall not trigger client de-authentication and re-association	
14	Heartbeat interval shall not be longer than 100msec, in case of Active controller failover all Aps should have a hit less failover to end users.	
15	The controller shall support hot WLC software patching for fixing bugs	
16	The controller shall support hot AP software patching for fixing bugs	
17	The controller shall support new AP hardware without need for upgrading entire controller software.	
18	The controller shall support rolling AP software upgrade without affecting end user traffic.	
19	The controller shall support rolling AP upgrade without need for clustering	
20	The redundant Controller shall sync Access Point and Client Status, including DHCP IP lease status	
21	Access Point shall be able to proactively distributes Client connection before and after association and tracking client condition in real time using data packet RSSI	
22	The controller shall support standard-based, secure AP-Controller data control protocol like CAPWAP. protocol that has known vulnerability like PAPI cannot be used.	
23	The controller shall support Inter-Controller Wireless Roaming	
24	The controller shall maintains per-user Application usage and shall be able to export it for network analytic.	
25	The controller shall provide per-Client Connection Scoring and provide reasoning of Client Connection Score	
26	The controller shall support Cellular offload using IPv6 tunneling to Mobile Core network	
27	The controller shall be able to support multiple RF Management profile per group of APs, including Transmit Power Control and Dynamic Channel Assignment on both 2.4GHz and 5Ghz	
28	The controller shall be able to identify and avoid interferers with network performance impact analysis report	
29	The controller shall support optimized, automatic channel width (20~160Mhz) selection over 5GHz, 802.11ac	
30	Mesh AP nodes shall provide quick convergence and fast failover to new	



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	root mesh node	
31	Mesh Backhaul interface shall support full duplex operation using wired daisy chaining	
32	Mesh AP shall support fast roaming for Wired-client through wired-to-wireless bridge client	
33	The controller shall support per-user and per-WLAN based application recognition and control that throttle usage by rate-limiting	
34	The controller application recognition technology shall support exporting to 3rd party compatible format, such as NetFlow v9 or APPRF	
35	The controller shall provide policy-based mDNS gateway including Chromecast gateway	
36	The controller shall support new application signatures without upgrading controller software or without affecting end user traffic	
37	The controller shall provide Device Profiling using multiple profiling methods to reduce false-detection	
38	The system shall provide secure onboarding service for both employee and guest based on standard-based security protocol and Proposed system shall not use public cloud as user data repository	
39	The controller shall be able to embedded custom web portal page (HTML) to fully customize user experience without additional cost or extra box	
40	The controller shall provide rule-based rogue classification and automatically run rogue mitigation action	
41	The controller shall support Content Security using DNS integration, Web Classification shall be fully customizable	
42	The system shall support control plane encryption on both IPv4 and IPv6	
43	The Controller's image upgrade shall be done through secure, encrypted transport	
44	The controller shall be able to provide unique pre-shared keys to the devices that do not support the 802.1x security protocol	
45	The controller shall support Identity PSK for on boarding	
46	The controller shall support identification & mitigation of threats inside encrypted traffic	
47	The controller shall support mapping of specific VLANs to single SSID, depending on Access Point location and user	
48	The controller shall support automatic VLAN assignment per SSID to load-balance user connection or any other technology to load balance user connection across Ap and controller.	
49	The controller shall support embedded best practice configuration profile and setup	
50	The WLC Must be IPv6 Phase 2 certified by www.ipv6ready.org	
51	OEM should be listed in Gartner Leader Quadrant for Wired and Wireless LAN Infrastructure from last 3 years before releasing this RFP.	
52	OEM must provide rack mount / mounting kit with WLC	



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53	WLAN controller should provide Application visibility with both traffic forwarding mode i.e. when traffic coming to controller and when traffic moving locally from Ap to connected access switch. Admin should have option to create policies to allow or deny access based on applications	
	Controller should support automatic radio channel adjustments for intelligent channel switching and real-time interference detection.	
54	For smooth, seamless and easy manageability, operation, interoperability and maintenance, the	
55	bidder should offer/quote WLC & WAPs of the same make (OEM)	
56	Must be able to set a maximum per-user bandwidth limit on a per-SSID basis	
57	WLC should detect if someone connect a Rogue Access Point in network and able to take appropriate action to contain rogue Access point.	
58	Proposed solution should support 24x7x365 OEM TAC support and 8X5XNBD hardware replacement from OEM directly	

C)	PoE+ switches	Complied / Not Complied
1	Switch shall have 8 nos. 10/100/1000 Base-T ports and additional 4 nos. SFP+ uplinks ports.	
2	All 8 port should support PoE (802.3af) and PoE+ (802.3at) and 802.3Bt with a PoE power budget of 370 W.	
3	Switch should be 1U and rack mountable in standard 19" rack.	
4	Switch should support internal field replaceable unit redundant power supply from day 1	
5	Switch should have dedicated slot for modular/ports for stacking, in addition to asked uplink ports. Should support for minimum 48 Gbps of stacking throughput with 8 switch in single stack.	
6	Must have 120 W or higher of POE+ budget for connecting devices	
7	Must have minimum 1 GB of DRAM and 1 GB of Flash memory	
8	Must have Forwarding bandwidth of 10 Gbps, 14 Mpps and Switching bandwidth 20 Gbps	
9	Must support Unicast MAC of 16000	
10	Must support for IPv4 multicast routes and IGMP groups 1024	
11	Must have support for active VLANs 256 and VLAN IDs available of minimum 4094	
12	must have MTU-L3 packet 9k bytes and Jumbo Ethernet frame 10k bytes	
13	Must support for Single IP Management with up to eight switches and manage them via a single IP address	
14	Must support UDLD with Aggressive UDLD which will allow unidirectional links caused by incorrect fiber-optic wiring or port faults to be detected and disabled on fiber-optic interfaces.	
15	Must support Shaped Round Robin (SRR) and Weighted Tail Drop (WTD) for congestion avoidance.	

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16	Must support IEEE 802.3az Energy Efficient Ethernet	
17	Must support troubleshooting by identifying the physical path that a packet takes from source to destination	
18	Must support TFTP and NTP	
19	Must have 0 to 45 of temperature support	
20	Must be IPv6 Phase 2 certified by www.ipv6ready.org	
21	Switch should support at least 16K flow entries	
22	Switch should support 128 or more STP Instances.	
23	Switch should have 6MB or more packet buffer.	
24	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z.	
25	Switch should support network segmentation that overcomes the limitation of VLANs using VXLAN	
26	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.	
27	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+ .	
28	Switch should support IPv6 Binding Integrity Guard / equivalent, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.	
29	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment.	
30	Switch must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.	
31	Must be IPv6 Phase 2 certified by www.ipv6ready.org	
32	During system boots, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware is authentic	
33	Switch / Switch's Operating System should be tested for EAL 2/NDPP or above under Common Criteria Certification.	
34	OEM should be listed in Gartner Leader Quadrant for Wired and Wireless LAN Infrastructure from last 3 years before releasing this RFP.	
35	Proposed solution should support 24x7x365 OEM TAC support and 8X5XNBD hardware replacement from OEM directly	
36	During system boots, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware is authentic	



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D)	Managed Switches	Complied / Not Complied
1	Proposed switch must have 24 * 1/10 (SFP / SFP+) and 4 * 40/100G (QSFP / QSFP+) Ports	
2	The proposed switch should have modular uplink capability (i.e. the current 4 x 40G ports should be able to be changed to higher capacity in future as required).	
3	The proposed switch should support for Dual modular Power supply and Online Insertion & Removal	
4	The Proposed Switch should support the following protocols VXLAN(RFC 7348)	
5	The proposed switch should support the ability to manage with Stacking	
6	The proposed switch should support IEEE 1588	
8	The Proposed Switch should have minimum 8 GB of DRAM with 8 GB Flash	
9	The Proposed Switch should support MACsec 256-bit encryption or end to end encryption from AP to Controller	
11	The Proposed Switch should support the seamless connectivity to WIFI Aps and controllers	
12	The Proposed Switch should have 1200 Gbps and 1000 Mpps of Forwarding rates	
13	The Proposed Switch should support atleast 32000 MAC Addresses with 9000 bytes of Jumbo frames	
14	The Proposed Switch should support basic IP Unicast routing protocols (static, RIPv1 & RIPv2) should be supported.	
15	The Proposed Switch should be able to discover (on both IPv4 & IPv6 Network) the neighboring device giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems..	
16	The Proposed Switch should support Detection of Unidirectional Links (in case of fiber cut) and to disable them to avoid problems such as spanning-tree loops.	
17	The Proposed Switch should support RIP, PVLAN, VRRP, PBR, QoS, FHS, 802.1X,	
19	The proposed switch Must support minimum QOS ACL of 10000	
20	The Proposed Switch should support BGP, VRRP / HSRP, PIM-BIDIR, ISIS/ Equivalent OSPF, SPAN, RSPAN	
21	Must support for IEEE802.1-PAE / 802.1x and IEEE802.3-LAG	
23	The Proposed Switch Must support USB 3.0	
24	The Proposed Switch must Support for 250 STP Instances	
25	The Proposed Switch should support Nested QOS and support for classification and marking, policing and markdown, scheduling, shaping, and queuing functions	
27	The Proposed Switch should support Sflow / NetFlow	
28	The Proposed Switch should be capable of showing customized reports on OS CLI, based on Top Talkers, Top Destination, Top Protocols etc.	
29	The Proposed switch must have support for Protocol-Independent Multicast (PIM) for IP multicast routing is supported, including PIM sparse mode (PIM SM). PIM SSM / Equivalent	



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30	The Proposed switch must have support for MSDP	
31	The Proposed switch must have support for 6 MB buffer	
32	The Proposed switch must have support for 60000 flow entries	
33	The Proposed Switch should be capable of monitoring Wireless Flows from directly connected AP's	
34	The Proposed Switch should be capable of monitoring network traffic on Physical, VLAN & WLAN.	
35	Support for IEEE 802.1s; IEEE 802.1w; IEEE 802.1x; IEEE 802.1x-Rev; IEEE 802.3ad; IEEE 802.3af; IEEE 802.3at; IEEE 802.1D; IEEE 802.1p; and IEEE 802.1Q VLAN	
36	Support for RMON I and II standards SNMPv1, v2c, and v3	
39	The proposed Switch must support loop-free Layer 2 network	
40	Must support operating Temperature of -0°C to +40°C	
41	The Proposed Switch should support 3 Years 8 X 5 X NBD hardware replacement support with twenty-four-hour global access to OEM Technical assistance center.	
42	Must be IPv6 Phase 2 certified by www.ipv6ready.org	
43	The OEM should be leader in latest Gartner Magic Quadrant for the Wired and Wireless LAN Access Infrastructure for past consecutive 3 years	
44	Proposed solution should support 24x7x365 OEM TAC support and 8X5XNBD hardware replacement from OEM directly	

E)	Firewall on HA with URL filtering & AVC	Complied / Not Complied
1	The Firewall solution offered must be rated as 'leaders' or 'Challengers' in the latest Magic Quadrant for Enterprise Firewall published by Gartner from last 3 years	
2	The appliance based security platform should provide firewall, AVC, URL Filtering, VPN Functions and IPS functionality in a single appliance from day one	
3	The appliance should support atleast 12 X 1G Copper and 4 X 1 / 10 G Ports from day 1 availability and must be expandable ports for future requirements	
4	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core CPU's to protect & scale against dynamic latest security threats.	
5	The proposed solution shouldn't use a proprietary ASIC hardware for any kind of performance Improvement. If option to disable ASIC is there than OEM must mention the performance numbers in datasheet	
6	Should support 5 Gbps of NGFW (FW, AVC and IPS) real-world / production / Enterprise Testing performance	
7	Firewall should support atleast 2 Million concurrent sessions with application visibility turned on	
8	Firewall should support atleast 25,000 connections per second with application visibility turned on	
9	Firewall should have integrated redundant hot-swappable power supply	



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10	High Availability Configurations shall support Active / Standby	
11	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, URL, zones, vlan, etc	
12	Firewall should support static Nat, dynamic Nat, dynamic pat	
13	Should support Static, RIP, OSPF, OSPFv3 and BGP, BGPv6	
14	Should support Multicast protocols like IGMP, PIM, etc	
15	Should support capability to integrate with other security solutions to receive contextual information like security group tags/names	
16	Should have the capability of passively gathering information about virtual machine traffic, network hosts and their activities, such as operating system, services, open ports, client applications, and vulnerabilities, to assist with multiple activities, such as intrusion event data correlation, elimination of false positives, and policy compliance.	
17	Should support more than 3000 (excluding custom application signatures) distinct application signature as application detection mechanism to optimize security effectiveness and should be able to create 40 or more application categories for operational efficiency	
18	Should support more than 25,000 (excluding custom signatures) IPS signatures or more. Should support capability to configure correlation rule where multiple rules/event can be combined together for better efficacy	
19	Should be capable of automatically providing the appropriate inspections and protections for traffic sent over non-standard communications ports.	
20	should support Integration with NAC solution used for Guest Service to ensure that Guest Identity/Contexts are shared with NGFW to simplify the access-rules based on Tags/context/Identity/Location of the guest users.	
21	The NGFW should support to identify, decrypt and evaluate SSL Traffic	
22	Should support the capability to quarantine end point by integrating with other security solution like Network Admission Control	
23	The solution must provide IP reputation feed that comprised of several regularly updated collections of poor reputation of IP addresses determined by the proposed security vendor	
24	Solution must support IP reputation intelligence feeds from third party and custom lists of IP addresses including a global blacklist	
25	Should must support DNS threat intelligence feeds to protect against threats	
26	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more comprehensive network protection.	
27	Should support Open based Application ID / Custom Application ID for access to community resources and ability to easily customize security to address new and specific threats and applications quickly	
28	Should must support URL threat intelligence feeds to protect against threats	
29	Should support Reputation- and category-based URL filtering offering comprehensive alerting and control over suspect web traffic and enforces policies on more than 280 million of URLs in more than 80 categories.	
30	The management platform must be accessible via a web-based interface and ideally with no need for additional client software	

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31	The management platform must be a dedicated OEM appliance or VM	
32	The management platform must be able to store record of 15000 user or more	
33	The management platform must provide a highly customizable dashboard.	
34	The management platform must domain multi-domain management	
35	The management platform must provide centralized logging and reporting functionality	
36	The management platform must be capable of role-based administration, enabling different sets of views and configuration capabilities for different administrators subsequent to their authentication.	
37	Should support troubleshooting techniques like Packet tracer and capture	
38	Should support REST API for monitoring and config programmability	
39	The management platform must provide multiple report output types or formats, such as PDF, HTML, and CSV.	
40	The management platform must support multiple mechanisms for issuing alerts (e.g., SNMP, e-mail, SYSLOG).	
41	The management platform must provide built-in robust reporting capabilities, including a selection of pre-defined reports and the ability for complete customization and generation of new reports.	
42	The management platform support running on-demand and scheduled reports	
43	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications, such as Security Information and Event Managers (SIEMs), and log management tools.	
44	Proposed solution should support 24x7x365 OEM TAC support and 8X5XNBD hardware replacement from OEM directly	

F)	Network Access Control & Authentication Server	Complied / Not Complied
1	The Solution should provide a highly powerful and flexible attribute-based access control solution that combines authentication, authorization, and accounting (AAA); posture; profiling; and guest management services on a single platform.	
2	It should allow enterprises to authenticate and authorize users and endpoints via wired, wireless, and VPN with consistent policy throughout the enterprise	
3	Provides complete guest lifecycle management by empowering sponsors to on-board guests.	
4	Must support minimum of 1500 users from day 1 which includes Guest access / Profiling and should be scalable enough to support 5000	
5	Delivers customizable self service portals as well as the ability to host custom web pages to ease device and guest on-boarding, automate endpoint secure access and service provisioning, and enhance the overall end-user experience inside business-defined workflows	



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6	The solution should support guest users onboarding through social media login to simplify the registration process	
7	The solution should support sponsor approval for guest users connecting into the network and the approval request should have control from multiple sponsor to avoid single point of failure	
8	The solution should support flexible guest account approval even in absence of sponsor	
9	The Solution should support complete guest lifecycle where Sponsor should be able to Extend, Suspend and reinstate guest accounts with reasons.	
10	should support only pre-connect methods. In pre-connect, solution should be able to identify the role/identity of the users in LAN from authentication information and provide deserved access only if they have passed necessary checks.	
11	solution should support Easy Connect method to ensure that incase dot1x authentications settings are not configured, users are allowed on network securely only after Identifying role/identity and compliance of the machine and user on the machine.	
12	Offers comprehensive visibility of the network by automatically discovering, classifying, and controlling endpoints connected to the network to enable the appropriate services per endpoint	
13	Enforces security policies by blocking, isolating, and repairing noncompliant machines in a quarantine area without requiring administrator attention	
14	Offers a built-in monitoring, reporting, and troubleshooting console to assist helpdesk operators and administrators streamline operations	
15	Allows you to get finer granularity while identifying devices on your network with Active Endpoint Scanning	
16	The NAC solution should be able to block unauthenticated and rogue machine without giving any access to the network.	
17	Augments network-based profiling by targeting specific endpoints (based on policy) for specific attribute device scans, resulting in higher accuracy and comprehensive visibility of what is on your network	
18	The NAC solution should be able to control the user even before IP address is assigned. It should act as a pre-admission solution	
19	The NAC solution should be able to integrate with APT, NBAD and SIEM solution	
20	The solution should provide full TACACS+ capability including enable password, configuration present for different NAD types, TACACS+ proxy etc and MFA authentication, Command authorization, Command Accounting, time based Access for Firewalls, Wireless AP, WLC	
21	Manages endpoint access to the network with the Endpoint Protection Service, which enables administrators to specify an endpoint and select an action - for example, move to a new VLAN, return to the original VLAN, or isolate the endpoint from the network entirely - all in a simple interface	
22	Utilizes standard RADIUS protocol for authentication, authorization, and accounting (AAA).	



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23	Supports a wide range of authentication protocols, including PAP, MS-CHAP, Extensible Authentication Protocol (EAP)-MD5, Protected EAP (PEAP), EAP-Flexible Authentication via Secure Tunneling (FAST), and EAP-Transport Layer Security (TLS).	
24	Provides a wide range of access control mechanisms, VLAN assignments, URL redirect, and Security Group Access (SGA) tagging.	
25	Should have predefined device templates for a wide range of endpoints, such as IP phones, printers, IP cameras, smartphones, and tablets.	
26	It should allow Administrators to create their own device templates. These templates can be used to automatically detect, classify, and associate administrative-defined identities when endpoints connect to the network. Administrators can also associate endpoint-specific authorization policies based on device type.	
27	Solution must allow administrator to add exception for certain device properties in the device templates/ device profiles available in the solution to filter unintentionally picked parameters of endpoints.	
28	The Solution should have capability to collect endpoint attribute data via passive network telemetry, querying the actual endpoints, or alternatively from the infrastructure via device sensors on switches.	
29	The Solution should have capability to see endpoints attribute data via passive network telemetry or alternatively from the infrastructure via device sensors on switches at Core, Distribution and Access Layer.	
30	Solution should allow end users to interact with a self-service portal for device on-boarding, providing a registration vehicle for all types of devices as well as automatic supplicant provisioning and certificate enrollment for standard PC and mobile computing platforms.	
31	Should support full guest lifecycle management, whereby guest users can access the network for a limited time, either through administrator sponsorship or by self-signing via a guest portal. Allows administrators to customize portals and policies based on specific needs of the enterprise.	
32	Must support for endpoint posture assessment for PCs connecting to the network. Works via either a persistent client-based agent or a temporal web agent to validate that an endpoint is conforming to a company's posture policies. Provides the ability to create powerful policies that include but are not limited to checks for the latest OS patches, antivirus and antispymware software packages with current definition file variables (version, date, etc.), registries (key, value, etc), and applications. Solution should support auto-remediation of PC clients as well as periodic reassessment to make sure the endpoint is not in violation of company policies for future use	
33	Allows administrators to quickly take corrective action (Quarantine, Un-Quarantine, or Shutdown) on risk-compromised endpoints within the network. This helps to reduce risk and increase security in the network.	
34	Enables administrators to centrally configure and manage profiler, posture, guest, authentication, and authorization services in a single web-based GUI console, greatly simplifying administration by providing consistency in managing all these services for future use	



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35	Includes a built-in web console for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network.	
36	Should support consistent policy in centralized and distributed deployments that allows services to be delivered where they are needed	
37	Solution should have capability to determine whether users are accessing the network on an authorized, policy-compliant device.	
38	Solution should have capability to establish user identity, location, and access history, which can be used for compliance and reporting.	
39	Solution should have capability to assign services based on the assigned user role, group, and associated policy (job role, location, device type, and so on).	
40	Solution should have capability to grant authenticated users with access to specific segments of the network, or specific applications and services, or both, based on authentication results.	
41	Solution should have capability which allows users to add a device on a portal, where the device goes through a registration process for network access. Should allow users to mark as lost any device that you have registered in the network, and blacklist the device on the network, which prevents others from unauthorized network access when using the blacklisted device. Should have capability to reinstate a blacklisted device to its previous status in Device Portal, and regain network access without having to register the device again in the Devices Portal. Should also support removing any device in the enterprise network temporarily, then register the device for network access again later.	
42	The portal used for Device registration should be customizable, allowing to customize portal theme by changing text, banners, background color, and images	
43	Solution should support automatic provisioning of NAC agents	
44	The NAC solution should support any SAML v2 compliant solution.	
45	Solution should support periodic reassessment for clients that are already successfully postured for compliance for future	
46	Solution should support the following endpoint checks for compliance for windows endpoints: - Check operating system/service packs/hotfixes - Check process, registry, file & application - Check for Antivirus installation/Version/ Antivirus Definition Date - Check for Antispyware installation/Version/ Antispyware Definition Date - Check for windows update running & configuration	
47	Solution should integrate with the following MDM vendors like: AirWatch, Good, MobileIron, Zenprise, etc...	
48	Solution should support configuring MDM policy based on the attributes like: Device Register Status, Device Compliant Status, Disk Encryption Status, Pin Lock Status, Jailbroken Status, Serial Number, Manufacturer, IMEI, OsVersion & phone number, etc	



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49	Solution should support receiving updated endpoint profiling policies and the updated OUI database as a feed from the OEM database.	
50	The solution should provide facility to control where mobile devices are allowed on the network, based on the device type, operating system, owner of the device and user login credentials.	
51	When endpoints are discovered on the network, they can be profiled dynamically based on the configured endpoint profiling policies, and assigned to the matching endpoint identity groups depending on their profiles.	
52	Should support using a simple filter that you can use to filter endpoints. The quick filter filters endpoints based on field descriptions, such as the endpoint profile, MAC address, and the static status that is assigned to endpoints when they are created in the Endpoints page.	
53	Should support importing endpoints from a comma-separated values (CSV) file in which the list of endpoints appears with the MAC address and the endpoint profiling policy details separated by a comma.	
54	Support for importing endpoints from LDAP server. Should allow to import MAC addresses and the associated profiles of endpoints securely from an LDAP server. Should support an LDAP server to import endpoints and the associated profiles, by using either the default port 389, or securely over SSL, by using the default port 636.	
55	Should support multiple Admin Group Roles and responsibilities like Helpdesk Admin, Identity Admin, Monitoring Admin, Network Device Admin, Policy Admin, RBAC Admin, Super Admin and System Admin	
56	Posture assessment should support following -Agent/Temporal Agent based, strictly no WMI based Posture as we would not share admin credentials for posture assessments. solution should support concurrent posture checking and not batch based posturing for future	
57	Must be able to differentiate policy based on device type + authentication	
58	The solution should support BYOD workflow for Partner/Contractor or Employees for BYOD scenario by automatically provisioning the supplicant such that Owner & the device are authenticated based on certificate.	
59	The NAC solution should be standard RADIUS server with built-in certificate authority	
60	The CA server should be able to provision certificate for multiple use cases like BYOD, EAP authentication and Third Party Client and Server side authentication.	
61	The solution must have internal CA server functionality with flexibility to create certificate template to be used by other network services	
62	Should have Ability to authenticate at least one phone and multiple users on the same	
63	switchport without interrupting service	
64	Solution should support MAB and can further utilize identity of the endpoint to apply the proper rules for access. Mac Address Bypass is typically used for devices which do not support 802.1x	



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64	Solution must support Non 802.1x technology on assigned ports and 802.1x technology on open use ports	
65	Solution should provide support policy enforcement through VPN gateways	
66	Solution must allow users access to the network in a worst case scenario in case of AAA server outages or any other reasons like WAN failure.	
67	Should support authenticating Machines and users connected to the same port on the switch in a single authentication flow	
68	Should support authenticating IP phones and users connected behind IP phones on the same physical port.	
69	Solution should support troubleshooting authentication issues by triggering session reauthentication to follow up with an attempt to reauthenticate again.	
70	The NAC solution should integrate with vulnerability scanner like with open integration protocol. Should be a listed vendor and officially supported integration and should allow use of threat intelligence to build authorization permissions based on the vulnerability scores received from these tools to enforce permissions.	
71	Should support session termination with port shutdown option to block an infected host that sends a lot of traffic over the network.	
72	Should support the functionality to force endpoint to reacquire IP address that do not support a supplicant or client to generate a DHCP request after a vlan change.	
73	Troubleshooting & Monitoring Tools	
74	Should support evaluation of the configuration of the device with the standard configuration.	
75	Should support TCP dump utility & also support saving a TCP dump file.	
76	Solution should support schedule reports to run and re-run at specific time or time intervals & send and receive email notifications once the reports are generated.	
77	The solution must have internal CA server functionality to provision certificate for multiple use cases like BYOD, Contractor, Employee Asset etc.	
78	The Solution should support complete guest lifecycle where Sponsor should be able to Extend, Suspend and reinstate guest accounts with reasons.	
79	The solution should support centralized and distributed deployment options with clustering of nodes or cross-site failover for disaster recovery scenarios	
80	Solution should support integration with leading helpdesk ticketing system. It should support self remediation through end user self support and automatic remediation including guided remediation, quarantine, manual remediation etc.	
81	Any third party product required to achieve the functionality should be provided with the necessary enterprise version license of software/appliance and necessary hardware, database and other relevant	



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	software or hardware etc should be provided with the solution	
82	Federal Information Processing Standard (FIPS) 140-2 / EAL 3	
83	NAC Solution should strictly support pre-connect model and should not allow Endpoint into network to complete profiling or discovery of Endpoint.	
84	NAC Solution should support phased deployment for more flexibility during deployment and simplifies the transition from See/monitor phase to Control/closed mode but without allowing non-compliant endpoint on network or without waiting for endpoint to receive IP address on the network;	
85	When Network device connectivity to NAC is lost or authentication service outage occurs the Endpoint should be retained in unauthenticated VLAN and should be automatically subjected to Reauthentication when server is marked alive to ensure that the Endpoint does not join the network without authentication.	
86	Solution must support identifying the profile of endpoint joining the network as early as possible without granting Endpoint access to the network and there by speed up the Endpoint discovery without compromising security.	
87	Solution should be able to enforce Layer 4 controls right from Access to distribution to core to edge to data center to servers without the need of mirroring the traffic and maintaining end to end segmentation even when two endpoints are in same broadcast domain.	
88	Solution should consume license only based on active devices on the network where Devices include user endpoints (such as laptops, tablets and smartphones), non-user devices (such as printers, IP phones, security equipment, medical devices, manufacturing equipment), virtual machines, Network infrastructure devices (such as switches, routers and access points) should not consume license and If so vendor should consider these licenses exclusively and should be counted along with User/Endpoints.	
89	Solution should support detecting Endpoint anomaly behavior for example - a device MAC address earlier seen on Wired Network next moment or later seen on Wireless network etc.	
90	Solution should support 3rd party integration for sharing Contextual awareness and other endpoint related data such that it can Publish, subscribe and work as broker as well.	
91	The solution must have capability to hide agent to prevent the user from exiting the agent.	
92	Open seating environments where the MAC address is not persistence, solution should be to authorize managed endpoint	
93	Proposed solution should support 24x7x365 OEM TAC support and 8X5XNBD hardware replacement from OEM directly	



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4. Other Requirements :

S. No	Other requirements	Complied / Not Complied
1	Power cables to suit for IEC Environment.	
2	The solution should be IPv6 compatible. The bidder should assist the bank in migration to IPv6 as and when the bank decides to migrate to IPv6 for devices in scope.	
3	All devices/appliances should be rack mountable and should have dual power supply to ensure redundancy.	
4	The bidder has to provide complete documentation of the solution proposed with procedure of automatic switch over in case of failure, along with the technical bid.	
5	Any future releases/updates of OS and related system software, firmware of the systems to be installed/re-installed/upgraded without any financial implications during warranty and AMC period.	
6	The solution should have SSL-secured, web-based graphical user interface for management and configuration.	
7	OEM must provide the Latest Single integrated solution for comprehensive Management of the wired and wireless for the given solution which gives rich visibility into end-user connectivity and application performance assurance issues etc through a separate NMS	

Support

5 Years Next Business Day Hardware, Software & Subscription replacement/support to be obtained from the OEM.

The equipments supplied under the project and its components should not be declared End of Sale for next five years from the date of submission of bid. If end of sale date for any of the equipment's is issued within 2 years, the same has to be replaced free of cost with equivalent equipment's.

All the necessary licences for the features mentioned above should be available from day one.

The bidder should provide Domestic value addition (in terms of Bill of Material (BOM)) in _____% to fall under Domestically manufactured Goods category as per guidelines issued by the Government through notification No. 8(78)/2010-IPHW dated 10-02-2012, and No. 33(3)/2013-IPHW dated 23rd December 2013 and subsequent amendments/clarifications

Necessary cables, connectors and manuals must be provided with equipments.

List of deviations from the required specifications:

- 1)
- 2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We agree for insuring the Equipments during transit till delivery at the destination.

We enclose the technical brochures for the model quoted.



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Dated this day of 202.....

.....
Signature:

Mobile No.
Email :

(In the Capacity of)

..... Duly Authorised to sign bid for and on behalf of (give
below the Name & Address of Bidder)



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3. SELF DECLARATION – BLACKLISTING

Bid Ref No. CO/ITD/CNW/327/R1/2020-2021 dated 20/06/2020

Date:

To

**The Assistant General Manager
Indian Bank, Head Office,
Information Technology Department, Second Floor,
66, Rajaji Salai,
Chennai, PIN 600 001.**

Dear Sir,

Sub: Establishing and Maintaining Wi-Fi Network at Corporate Office & Head Office

Ref: Bid Document No. CO/ITD/CNW/327/R1/2020-2021 dated 20/06/2020.

We hereby certify that, we have not been blacklisted by any Government Dept / PSU / Banks currently.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:



4. MANUFACTURER'S AUTHORIZATION FORM

Bid Ref No. CO/ITD/CNW/327/R1/2020-2021 dated 20/06/2020

Date:

To

Dear Sir:

We _____ who are established and reputable
manufacturers of _____ (name & descriptions of goods offered) do
hereby authorise M/s _____ (Name and address of bidder) to submit a
bid, and sign the contract with you for the goods manufactured by us against the above
bid.

We hereby extend our full warranty for the goods offered against this bid.

Yours faithfully,

(Name of the Official)

(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should
be signed by a competent person.



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5. VENDOR PROFILE

General			
Company Name			
Name of the CEO			
Name of the Principal Banker and address			
Holding Company or Parent Company (if any)			
If Holding Company, Name of the Parent Company			
Company's address Head Office:			
Chennai Office, If any:			
Head Office Phone, fax, E-Mail Chennai Office Phone, fax, E-Mail			
Please provide details of ownership: private/public; Holding company, If any.			
Top 3 shareholders/Partners			
No. of Years in NETWORKING business			
Name of the Contact person			
Phone / Mobile/ FAX			
Financial Background (in Crores)	2017-18	2018-19	2019-20
Turnover			
Net Profit After TAX			
Total Assets			
Total Liabilities			



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Product Partnership	
Manufacturers with whom the company has partnership	
What is the status of partnership (like Gold, Silver etc.)	
How long the company is associated with the Manufacturer	
<p>Please submit the following details of major projects executed by the company during the last three years i.e.2017-18,2018-19,2019-20 (Additional sheets may be used, if necessary.</p> <ol style="list-style-type: none"> 1) Name of the Client 2) Description of the project 3) Contract amount 4) Details of equipment supplied under the project 5) Contact person with phone No. 	

6. CLIENTS' REFERENCES

The following information should be provided in the format below separately for each PROJECT for which the client legally contracted. (Please attach additional sheets wherever necessary)

Name of the client	
Total Value of the project given to the Company	
Contact person from the client side for reference purpose on details of this project	
Contact Phone Nos. of the Client	
Nature of the Project	
No. of sites implemented in the project	
Professional staff provided by your firm for the project	
Duration of the project	
Any other relevant details on the project	
Details of the equipment used in the project	
Letter of Satisfaction	Enclosed / Not Enclosed

7. BID SECURITY FORM

Whereas(hereinafter called "the Bidder") intends to submit its bid for the (name and/or description of the goods) (hereinafter called "the Bid").

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 Indian Bank in the sum of _____ for which payment well and truly to be made to the said Bank, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 202 ____.

THE CONDITIONS of this obligation are:

1. If the Bidder
 - (a) withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
 - (b) does not accept the correction of errors in accordance with the Instructions to Bidders; or
2. If the Bidder, having been notified of the acceptance of its bid by the Bank during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Bank up to the above amount upon receipt of its first written demand, without the Bank having to substantiate its demand, provided that in its demand the Bank will note that the amount claimed by it is due to it, 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 any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

NOTE: 1. Bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the Bank Guarantee.

2. Bank Guarantee issued by banks located in India and should be on a Non-Judicial Stamp Paper of requisite value.



8. CONTRACT FORM

THIS AGREEMENT made theday of....., 202... Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Chennai 600 014 (hereinafter "the Purchaser") of the one part and (Name of Successful bidder) having its Registered Office at (City and Country of Successful bidder) (hereinafter called "the Successful bidder ") of the other part :

WHEREAS the Purchaser invited bids for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Successful bidder for the supply of those goods and services in the sum of (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the Conditions of Contract;
 - (e) the Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Successful bidder as hereinafter mentioned, the Successful bidder hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Successful bidder in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied / provided by the successful Bidder are as under:

A. Cost of Equipment, Installation, configuration and warranty charges for first year

Item Description	Qty (Nos.) (a)	Unit Price (Rs.) * (b)	Total Price (Rs.) * =(a*b)
Wireless Access Points (APs) for Corporate Office	Minimum 42 Additional Access Points required to maintain Wi-Fi signal strength in Ground, 1 st , 2 nd , and 3 rd floor sitting area including executive cabins, canteen and conference rooms of Corporate Office at -50 dBm to -60 dBm has to be provided by Successful bidder without any additional cost to the bank.		

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Wireless Controller on HA for Corporate Office	2		
Firewall on HA with URL filtering & AVC for Corporate Office	2		
Network Access control server for Corporate Office	1		
POE+ switches for Corporate Office	Minimum 14 (Depending upon the AP's proposed Additional PoE+ Switches required to maintain Switch Occupancy at 75% has to be provided by Successful bidder without any additional cost to the bank).		
Managed Switches for Corporate Office	2		
Wireless Access Points(APs) for Head Office	Minimum 8 Additional Access Points required to maintain Wi-Fi signal strength in Sitting area of 2nd floor of Head Office including all executive cabins and conference rooms at -50 dBm to -60 dBm has to be provided by Successful bidder without any additional cost to the bank. (AP's procured as Stock should not be used for implementation)		
Firewall on HA with URL filtering & AVC for Head Office	2		
POE+ switches for Head Office	Minimum 6 (Depending upon the AP's proposed Additional PoE+ Switches required to maintain Switch Occupancy at 75% has to be provided by Successful bidder without any additional cost to the bank).		
Network Access control server for Head Office	1		

* Price to include all duties, levies, insurance, delivery, installation and software licenses etc but exclusive of taxes.

B. Warranty Charges form 2nd year to 5th year

Item Description	Qty (Nos.) (a)	Time Period (in Year) (b)	Warranty/software subscription Charges per year (Rs.) (c)	Total Price (Rs.) * =(a*b*c)
Wireless Access Points (APs) for Corporate Office	Minimum 42	4		
Wireless Controller on HA for Corporate Office	2	4		



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Firewall on HA with URL filtering & AVC for Corporate Office	2	4		
Network Access control server for Corporate Office	1	4		
POE+ switches for Corporate Office	Minimum 14	4		
Managed Switches for Corporate Office	2	4		
Wireless Access Points(APs) for Head Office	Minimum 8	4		
Firewall on HA with URL filtering & AVC for Head Office	2	4		
POE+ switches for Head Office	Minimum 6	4		
Network Access control server for Head Office	1	4		

* Exclusive of taxes.

A. Summary:

Description	Amount
Total cost of all the equipments with one year warranty charges(A)	
Total Warranty charges for 4 years(B)	
Total contract value quoted in reverse auction (A+B)	

We abide by details given above and the terms of the bid document.

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For Indian Bank)
in the presence of:.....

Signed, Sealed and Delivered by the
said (For the Successful bidder)
in the presence of:.....



9. PERFORMANCE SECURITY FORM

Bank Guarantee No.

Date:

To :

INDIAN BANK, Chennai, INDIA:

WHEREAS (Name of Successful bidder) hereinafter called "the Successful bidder ") has undertaken, in pursuance of Contract No..... dated,..... 202... to (Description of Goods and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Successful bidder shall furnish you with a Bank Guarantee by a Scheduled Commercial Bank for the sum specified therein as security for compliance with the Successful bidder 's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give on behalf of the Successful bidder a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Successful bidder, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Successful bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....202.....

Signature and Seal of Guarantors

.....
Date.....202.....
Address:.....
.....

NOTE:

1. Successful bidder should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value for a period of Sixty six months (with further one month claim period).
3. (The above format is illustrative only and may be suitably modified later by Indian Bank)



10.COMMERCIAL BID
(to be submitted after Online Reverse Auction)

Date:

To

The Chief Manager
Indian Bank, Head Office,
Information Technology Department, Second Floor,
66, Rajaji Salai,
Chennai, PIN 600 001.

Dear Sir,

Sub: Establishing and Maintaining systems to Provide internet connectivity with WIFI last mile at Corporate office and Head Office (2nd floor)

Ref: 1. Your RFP: CO/ITD/CNW/327/R1/2020-2021 dated 20.06.2020

2. Reverse auction dated _____

Further to the reverse auction dated _____, we submit here under the price breakup for
" **Establishing and Maintaining systems to Provide internet connectivity with WIFI last mile at Corporate office and Head Office(2nd floor)**"

PRICE SCHEDULE

A. Cost of Equipment , Installation, configuration and warranty charges for first year

Item Description	Qty (Nos.) (a)	Unit Price (Rs.) * (b)	Total Price (Rs.) * =(a*b)
Wireless Access Points (APs) for Corporate Office	Minimum 42 Additional Access Points required to maintain Wi-Fi signal strength in Ground, 1 st , 2 nd , and 3 rd floor sitting area including executive cabins, canteen and conference rooms of Corporate Office at -50 dBm to -60 dBm has to be provided by Successful bidder without any additional cost to the bank.		
Wireless Controller on HA for Corporate Office	2		
Firewall on HA with URL filtering & AVC for Corporate Office	2		
Network Access control server for Corporate Office	1		
POE+ switches for Corporate Office	Minimum 14 (Depending upon the AP's proposed Additional PoE+ Switches required to maintain Switch Occupancy at 75% has to be provided by Successful bidder without any additional cost to the bank).		
Managed Switches for Corporate Office	2		



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Wireless Access Points(APs) for Head Office	Minimum 8 Additional Access Points required to maintain Wi-Fi signal strength in Sitting area of 2nd floor of Head Office including all executive cabins and conference rooms at -50 dBm to -60 dBm has to be provided by Successful bidder without any additional cost to the bank. (AP's procured as Stock should not be used for implementation)		
Firewall on HA with URL filtering & AVC for Head Office	2		
POE+ switches for Head Office	Minimum 6 (Depending upon the AP's proposed Additional PoE+ Switches required to maintain Switch Occupancy at 75% has to be provided by Successful bidder without any additional cost to the bank).		
Network Access control server for Head Office	1		

* Price to include all duties, levies, insurance, delivery, installation and software licenses etc but exclusive of taxes.

B. Warranty Charges form 2nd year to 5th year

Item Description	Qty (Nos.) (a)	Time Period (in Year) (b)	Warranty/software subscription Charges per year (Rs.) (c)	Total Price (Rs.) * =(a*b*c)
Wireless Access Points (APs) for Corporate Office	Minimum 42	4		
Wireless Controller on HA for Corporate Office	2	4		
Firewall on HA with URL filtering & AVC for Corporate Office	2	4		
Network Access control server for Corporate Office	1	4		
POE+ switches for Corporate Office	Minimum 14	4		
Managed Switches for Corporate Office	2	4		
Wireless Access Points(APs) for Head Office	Minimum 8	4		
Firewall on HA with URL filtering & AVC for Head Office	2	4		
POE+ switches for Head Office	Minimum 6	4		
Network Access control server for Head Office	1	4		



* Exclusive of taxes.

C. Summary:

Description	Amount
Total cost of all the equipments with one year warranty charges(A)	
Total Warranty charges for 4 years(B)	
Total contract value quoted in reverse auction (A+B)	

We abide by details given above and the terms of the bid document.

We submit that we shall abide by your terms and conditions governing the quotations and warranty mentioned in RFP.

Office Seal

For

(Authorised Signatory)

Place:

Name:

Date:

Designation:

e-mail:



11. FORMAT FOR PRE-BID QUERIES

SI No	RFP No/Title	Point	Page No in RFP	Details Provided in RFP	Query / Changes Requested

12. CHECKLIST for Part - I

S. No.	Item Description (Tick Yes if the item is attached, else No)	Submitted	Page No.
1.	Bid Form	Yes / No	
2.	Signed Technical Bid Document with Addendas	Yes / No	
3.	Proof of Authorised Signatory	Yes / No	
4.	Proof of Limited Company (Copy of Certificate of Incorporation)	Yes / No	
5.	Proof of Net Profit in previous 3 financial years (copy of Audited Balance Sheet)	Yes / No	
6.	Manufacturer's Authorisation Form	Yes / No	
7.	Declaration for Blacklisting	Yes / No	
8.	Proof for Establishing Wi-Fi network and supporting with equipment of Access point make being quoted in the RFP for at least 2 Banks / Financial Institutions / Government organization in India during last 3 years (31.03.2020) (Copy of Purchase Order) with letter of satisfaction issued by the buyers.	Yes / No	
9.	DD for Application Form	Yes / No	
10.	BID Security Form (Bank Guarantee only)	Yes / No	
11.	Vendor Profile Form	Yes / No	
12.	Client Reference	Yes / No	
13.	Proof for the access points, wireless controllers, switches, NAC solution should be from the same OEM	Yes / No	

Note : Commercial Bid should not be attached with Part - I.

SECTION VI

SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING

GENERAL

These Instructions for e-Tendering supplement other terms and conditions of this tender.

INSTRUCTIONS

RULES FOR WEB PORTAL ACCESS

Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.

e-tendering will be conducted on a specific web portal website - <https://indianbankeprocure.etenders.in> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.

Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.

In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.

In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.

However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.

Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.

On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.

Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.

Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in schedule 4, however physical documents, to be submitted offline, can be submitted on the next working day up to the appointed time as



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mentioned in schedule 9. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.

However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

REGISTRATION

To use the Bank's e-tendering Portal (<https://indianbankeprocure.etenders.in>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e- tendering portal

The registered User will receive the Activation link on the registered Email id. The user is now required to activate by clicking on "Click Here" link sent to registered Email id

Login with the User id and Password to the e-tendering Portal where the registered users are required to upload the scan copy of the PAN Card and GST Registration certificate to map the DSCs

After the Signing and Encryption/Decryption certificates are mapped to the login ID and successful verification of Encryption/Decryption, go to event management and proceed for bidding process by uploading necessary documents

Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the bids through e-tendering Website will be provided by the service provider M/s. Nextenders (India) Pvt. Ltd.

Note: Please contact M/s. Nextenders Pvt. Ltd.'s support desk (as given below), to get your registration accepted/activated and for further clarifications.

Support Desk Contact Details

M/s. Nextenders (India) Pvt. Ltd

Yuchit, Juhu Tara Road

Mumbai – 400 049.

Support Contact No. 020-25315555 Ext no 8 then 8

Support Email: support.indianbank@nextenders.com

SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- Eligibility Criteria, along with all supporting documents required.
- All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- All supporting documents and product literature in support of Technical specifications.
- Relevant brochures
- Compliance to Technical Specifications as per Part I
- Any other information sought by the Bank with relevant to this tender

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF



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format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

BID RELATED INFORMATION

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.

OFFLINE SUBMISSIONS

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc.

- Earnest Money Deposit/Bid Security
- DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned in Schedule 4)

Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document and EMD.

The bidder is requested to submit the original documents in a Sealed Envelope on or before 17/07/2020, 03.00 PM to the address mentioned under schedule 4 of this tender. The envelope shall be super scribed as "Request for Proposal for establishing and maintaining WI-FI network at corporate office & head office." and the words 'DO NOT OPEN BEFORE (17/07/2020 at 03.30 PM)'.

OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://indianbankeprocure.etenders.in>), click on System Requirement Manual/ User Manual.

The following 'Four Key Instructions' for BIDDERS must be assiduously adhered to

- Obtain individual Digital Signing Certificate (DSC or DC) well in advance before tender submission deadline on e-tendering portal.
- Register your organization on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- Get your organization's concerned executives trained on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- Submit your bids well in advance of tender submission deadline on e-tendering portal (Bank will not be responsible any problem arising out of internet connectivity issues).

Note: While the first three instructions mentioned above are especially relevant to first-time users of the e-tendering portal, the fourth instruction is relevant at all times.



