

BID DOCUMENT FOR
ESTABLISHING, MONITORING AND MANAGING
WIDE AREA NETWORK
FOR
INDBANK MERCHANT BANKING SERVICES LTD.

Bid Ref No. HO:TMD:PG: 330 :2011-12

Dated 28.01.2012

INDIAN BANK, HEAD OFFICE,
TECHNOLOGY MANAGEMENT DEPARTMENT,
66, RAJAJI SALAI, CHENNAI – 600001
Phone No. 044-25269440

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SECTION – I**INVITATION FOR BIDS (IFB)**

1. Indian Bank is a Public Sector Bank with more than 1930 branches and business of more than Rs.2.05 lakh crores. Ind Banking Merchant Banking Services (IBMBS) is a subsidiary of Indian Bank in the foray of Merchant Banking, Share Trading, Depository Services, etc. IBMBS plans to expand its operations by opening branches in many locations across India. All branches and offices of IBMBS are to be linked by a Wide Area Network (IBMBS-WAN) for implementing Centralized Software Solutions for its operations. New and existing data connectivity mediums and devices of IBMBS are to be brought under the IBMBS-WAN, and the same need to be managed for rendering cost effective and reliable network connectivity.
2. Indian Bank invites sealed Bid from all eligible bidders for establishing, monitoring and managing Wide Area Network of IBMBS. Part-I of the Bid document will consist of Technical Details and Part-II will be purely commercial and it will be through Reverse Auction.
3. The cost of the bid document is Rs.5,000/-. The amount has to be paid by way of a Bankers Pay Order (BPO) or a Demand Draft (DD) favouring INDIAN BANK payable at Chennai and enclosed along with the technical bid document.
4. Further information can be had from the bank from 10.00 to 17.00 hours on all days from Monday to Friday and from 10.00 to 14.00 hours on Saturdays.
5. Bids must be delivered to the address given below, at or before 15.00 hours IST on **21.02.2012** and must be accompanied by a Bank Guarantee of Rs. 2,00,000/-.

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

Late Bids will be rejected. Part I (technical bid) will be opened by the Bank and will be evaluated. After technical evaluation, only the eligible bidders will be communicated of the date and time of Reverse Auction.

6. Please note that

- The cost of preparing the proposal including visit / visits to the Bank or IBMBS premises are not reimbursable.
- The Bank is not bound to accept any/all of the proposals submitted and the bank has got the right to reject any/all proposal without assigning any reason therefor.
- The bank at its discretion may extend the time for submission of bid.
- The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid.
- Bank reserves its right to negotiate with L1 vendor under exceptional circumstances.

Proposed IBMBS-WAN

IBMBS, a subsidiary of Indian Bank, is planning to network its branches and offices across the country, to implement Centralized Software Solutions. The proposed WAN for IBMBS is also designed to suit the requirements of the Inter-Bank applications, Online Trading applications, Mail messaging, Video / Voice over IP etc. Initially, the WAN will cover 63 branches across India, Head Office (HO), Data Centre (DC) and Disaster Recovery site (DR Site) of IBMBS. The DC, DR Site and HO operations are critical to the functioning of the IBMBS.

Details about design:

- All the branches will be part of a MPLS VPN network from M/s BSNL initially. Bandwidth of the MPLS lines will be 128-Kbps for the branches normally. The bandwidth will be upgraded based on the requirements.
- Back-up connectivity at branches is presently provided by Broadband VPN over Internet. IBMBS may change the mode of backup connectivity based on the requirements to GPRS/3G or to a secondary MPLS link from alternate service providers.
- Data Centre at Chennai and Disaster Recovery Site at Mumbai will be provided with two routers for redundancy as well as load sharing. They will have MPLS VPN network from M/s BSNL with 10-Mbps lines. The Data Center is already connected to Head Office.
- The Network will be scalable to cater the expansion in business and branches.
- **Security:** All the branch routers will be provided with 3DES, AES encryption facility to encrypt the data going out of the branch. IPSEC, GET-VPN or other latest encryptions standards will be utilized for data traffic. Necessary access restrictions will be applied in devices for proper data traffic, administration, management etc.

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SECTION – II**DESCRIPTION**

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1. DESCRIPTION

- 1.1** The name of the assignment is '**Establishing, Monitoring And Managing Wide Area Network for IndBank Merchant Banking Services Ltd.** covering all the branches, Head Office, DC and DR Site'

- 1.2** The description and the objectives of the Assignment are:-

The project is a turnkey project which involves the supply of equipments, commissioning of links, managing and monitoring of existing links and links procured during the project, monitoring of existing equipments and managing and monitoring of equipments being supplied during the project. The detailed scope of work is mentioned in Annexure 8

- 1.3** The successful bidder has to coordinate and interact for all activities with IBMBS team only. Indian Bank shall make payment only for the cost of the routers to be supplied. All other charges including the link monitoring and management charges, equipment maintenance charges etc will be paid by IBMBS as and when they are due.
- 1.4** The maintenance Contract is for a period of five years. M/s. IBMBS Ltd reserves the right to renew the project at mutually agreed rates beyond the period of five years.

2. ELIGIBILITY CRITERIA FOR BIDDERS

- 1) The bidder should be a limited company and should be in existence in India for more than five years. (The company should submit its profile in the Annexure-3 given in section V).
- 2) The Bidder should be a **GOLD Partner of CISCO** for the equipment being quoted. A letter from Cisco to this effect is to be submitted.
- 3) The vendor should have supplied the same make of Routers to **a minimum of three leased line based Wide Area Network projects in last three years from the date of bid** covering more than **200 branch offices/sites** in each project spread across different states, of which **at least one project should have been done for Banks/Financial Institutions in India**. Copies of purchase orders in support of this should be submitted. The details of these three WAN projects including site addresses, names and telephone numbers of persons to be contacted for reference purpose should be submitted as per the Annexure-4 given in Section V. All columns should be filled with details. If any column in this format is unfilled, the bid is liable for rejection.
- 4) The bidder should submit proof of satisfaction from the three clients mentioned in item no.3 above. Bank may verify with the clients in this regard.
- 5) The vendor should have their own Network Operating Centre (NOC) in India and should be monitoring Wide area Networks for at least two Banks/ Financial Institutions with minimum 200 links 24x7. The NOC should be certified with ISO 27001 and ITIL (proof should be submitted).
- 6) The vendor should have their service centres /offices in metropolitan cities and service capabilities in major state capitals and towns across the country.

Bids which are not meeting the above criteria are liable for rejection.

3. DELIVERABLES FROM THE BIDDERS

- 3.1** Supply and installation of 63 Cisco 1905 routers and four Cisco 2921 routers as per specifications.
- 3.2** Designing the MPLS network with backup for IBMBS to connect its branches, DC, DR and Head Office including but not limited to.
 - i) Network Architecture Diagram
 - ii) IP address Schema
 - iii) Routing protocols
 - iv) Monitoring related configuration for devices and links using SNMP V3.
 - v) Configuring VPNs to route selected IP traffic.
- 3.3** Connecting the IBMBS network to Successful bidders NOC (link and routers required for the connectivity with adequate bandwidth has to be provided and the cost to be borne by the bidder only).

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3.4 Monitoring and Management of links and devices including but not limited to

- i) Configuration Management
- ii) Change Management
- iii) Maintenance of asset data base including classification of assets.

3.5 Reporting

- i) Provision of Web Site for Network Management which should be accessible from both Internet and Intranet.
- ii) Provision of service desk for call logging, call tracking etc
- iii) Provision of alerts such as mail, SMS etc.

Detailed deliverables are placed in Annexure - 9.

4. TIMEFRAME FOR COMPLETION OF PROJECT.

Purchase order will be issued in favour of the successful bidder for the required items called for in the bid.

Indian Bank will arrange for necessary advice notes from BSNL for the initial requirement of MPLS links.

The Equipment should be supplied within six weeks from the date of acceptance of Purchase order. In case of sites requiring Road Permits, bidder has to deliver the routers within eight weeks from the date of acceptance of Purchase order. The successful bidder should arrange for obtaining the road permits after getting the necessary document/s signed by the officials at the delivery locations.

The link between NOC and existing IBMBS network should be established within one month from the date of acceptance of Purchase order and the monitoring should start within six weeks from the date of purchase order.

The links are to be commissioned and monitored within nine weeks from the date of acceptance of purchase order including the NOC services and Service Desk.

5. PRE-DESPATCH INSPECTION:

Bank reserves the right to carry out Pre-despatch inspection of the equipment to be delivered as per the purchase order. An officer from the Bank or a third party may carry out this inspection, the cost for which will be borne by the Bank.

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6. SPECIFICATIONS OF THE EQUIPMENT

CISCO 2921 Router

Product	Description	Qty.
CISCO2921-SEC/K9	Cisco 2921 Security Bundle w/SEC license PAK	1
MEM-2900-512U2.5GB	512MB to 2.5GB DRAM Upgrade (2GB+512MB) for Cisco 2901-2921	1
MEM-CF-256U1GB	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900	1
SM-ES3G-16-P	Enhcd EtherSwitch, L2/L3, SM, 16GE, POE	1
SL-ES3G-16-IPS	IP Services License Upgrade 16 Port GE ES3 EtherSwitch	1
HWIC-2T	2-Port Serial WAN Interface Card	1
CAB-ACSA	AC Power Cord (India/South Africa), C13, BS 546, 1.8m	1
CAB-SS-V35MT	V.35 Cable, DTE Male to Smart Serial, 10 Feet	1
CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B	1
ISR-CCP-EXP	Cisco Config Pro Express on Router Flash	1
S29UK9-15104M	Cisco 2901-2921 IOS UNIVERSAL	1
PWR-2921-51-AC	Cisco 2921/2951 AC Power Supply	1
SL-29-IPB-K9	IP Base License for Cisco 2901-2951	1
SL-29-SEC-K9	Security License for Cisco 2901-2951	1

2. CISCO 1905 Router

Product	Description	Qty.
CISCO1905-SEC/K9	Cisco 1905 Router, HWIC-1T, CAB-SS-V35MT, 256F/256D, SEC Lic	1
FL-1900-256U512MB	CISCO1905 DRAM Upgrade from 256MB to 512MB	1
EHWIC-3G-HSPA+7	(non-US) 3.7G HSPA+ Release 7 EHWIC w/ SMS/GPS (MC8705)	1
CAB-ACSA	AC Power Cord (India/South Africa), C13, BS 546, 1.8m	1
CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B	1
CAB-SS-V35MT	V.35 Cable, DTE Male to Smart Serial, 10 Feet	1
S190UK9-15104M	Cisco 1900 IOS UNIVERSAL	1
SL-19-IPB-K9	IP Base License for Cisco 1900	1
SL-19-SEC-K9	Security License for Cisco 1900	1

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: Pre-bid Meeting will be held on **03.02.2011 at 12.30 p.m.** at the following address, to clarify the queries raised by the bidders.

Indian Bank
Head Office
Technology Management Dept
66 Rajaji Salai
Chennai – 600 001.

Gold Partners of Cisco are eligible to attend the Pre-bid Meeting. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting. The bidders are requested to send their queries two days before the date of pre-bid meeting.

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 posted in our website and it will be binding on all the bidders.

4 Documents constituting the bid

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

- 4.1 Technical Bid
- 4.2 Bid security (Earnest Money Deposit)
- 4.3 Cost of Bid for Rs.5,000/- by way of DD/BPO fvg Indian Bank
- 4.4 In addition to the Hard copy of the documents, a soft copy of the technical bid is also to be submitted.

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

Commercial Bid (Price Break-up details) to be provided on completion of reverse auction.

TECHNICAL BID

- i) The bidder should quote only the model called for and should never quote other brand or model of equipment. Doing so may lead to disqualification of bid.

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- ii) Annexure 1 to 5 of section V to be enclosed along with EMD, Bid Document Charges and other required documents.

The technical proposal must not include any financial information.

COMMERCIAL BID

- i) The price for the reverse auction may be arrived at by the eligible bidders as per the Commercial bid format attached to this bid (Annexure – 7 in section-V)
- ii) The financial proposal should list all the costs associated with the assignment.
- iii) The price should be firm and not dependent on any variable factors.
- iv) Cost must be expressed in Indian Rupees.
- v) TDS as per rules, if applicable, will be deducted from the amount quoted.
- vi) No price variation will be accepted for increases in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons. However, any decrease in Government levies, customs, and taxes till the date of invoice have to be passed on to the Bank.
- vii) After the completion of Reverse Auction the successful bidder has to submit the commercial bid break-up details as per Annexure - 7 in section V

5 AWARD OF CONTRACT

Within **7 days** from the date of receipt of award notification, the company should sign the contract for supply of Routers with Indian Bank and for Network Services with M/s. Ind Bank Merchant Banking Services Ltd. The format will be provided with Purchase Order.

6 Bid Security (Earnest Money Deposit)

- The Bidder shall furnish, as part of its bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank located in India, in the form provided in the Bidding Documents (Annexure - 5 in section V) for a sum of Rs.2,00,000/- and valid for forty five (45) days beyond the validity of the bid(i.e. 135 days from the last date of 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.
- The successful Bidder's bid security will be discharged upon the Bidder signing the Contract and furnishing the performance security.
- The bid security may be forfeited if :
 - a. if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or
 - b. in the case of a successful Bidder, if the Bidder fails to sign the Contract within the specified time of 7 days, or to furnish performance security within 10 days.

7. Period of validity of bids

Bids shall remain valid for the period of 90 days after the last date for submission of bid prescribed by the Bank. Validity of the bid should be clearly mentioned. A bid valid for a shorter period shall be rejected by the Bank as non-responsive.

8. Format and signing of Bid

- All pages of the bid, except for non-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.

9. Sealing and marking of Bids

- The Bidder shall seal the bid in an envelope, duly marking the envelopes as **“Implementation and management of Wide Area Network for IBMBS’- PART I (Technical Bid)”**
- The envelope should be dropped in the box provided at the below mentioned address, **after noting down in the register meant for the purpose and duly authenticated by the official concerned**, so as to reach him within the time stipulated;

Indian Bank,
Corporate Office,
Expenditure Department, First Floor,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai, Pin 600 014

and bear the name **‘Implementation and management of Wide Area Network for IBMBS’** and a statement: **“DO NOT OPEN BEFORE 21.02.2012”**, to be completed with the time and the date specified below.

10. Deadline for submission of Bids

Deadline for bid submission is: 21/02/2012 - 15.00 hours

- In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- The Bank may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents, in which case all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the Bidder.

11. Opening of bids by Bank

- The Bank will open the Part I of the bid (Technical bid) in the presence of officers authorised for the purpose at 15.30 hours on 21.02.2012.
- The Bidders' names, bid modifications or withdrawals, and the presence or absence of the requisite bid security and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder.
- The commercial Bids will be through Reverse Auction. Advance intimation will be given to all qualifying bidders of technical bid about the date and time of reverse auction along with Business rules for the reverse auction.

12. Clarification of Bids

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder for the bid submitted by the bidder. 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.

13. Evaluation Criteria

- 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.
- Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Bidding Documents without material deviations.
- If a bid is not substantially responsive, it will not be considered by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- Evaluation may include visit to bidder's NOC, visit to data center and major locations of the earlier clients of the bidder, and discussion with them.
- The solution provided by the bidder to the bank's networking requirements will be considered and only those, which in our opinion, comply with our technical requirements will be considered for further evaluation.
- Bids will be short-listed based on the evaluation criteria specified in the bid and the reverse auction will be conducted only for the short-listed bidders.
- No extra charges other than those quoted in the Bid will be entertained including Octroi / Sales Tax / Conveyance / Courier etc.

14. 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.

15. Signing of Contract

- At the same time as the Bank/IBMBS notifies the successful Bidder that its bid has been accepted, the Bank will send the Bidder the Contract Form.
- Within 7 (seven) days of receipt of the Contract Form, the successful Bidder shall sign and return it to the Bank and IBMBS.

16. Performance Security

- Within 10 (ten) days of signing of contract, the Successful bidder shall furnish to the Bank the performance security equivalent to 10% of the contract value in the form of a Bank Guarantee in the prescribed format for 39 months for supply and warranty of Routers.
- Within 10 (ten) days of signing of contract, the Successful bidder shall also furnish, the performance security equivalent to 10% of the contract value of services for 5 years in the form of a Bank Guarantee in the prescribed format for 63 months, to M/s. IBMBS Ltd.
- The format will be provided with Purchase Order
- Failure of the successful Bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Bank may make the award to the next lowest evaluated Bidder or call for new bids.
- The proceeds of the performance security shall be payable to the Bank as compensation for any loss resulting from the Successful bidder's failure to complete its 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, including any warranty obligations.

17. Insurance

Insurance cover for 110% of the value of the equipment for transit is to be taken by the successful bidder, necessarily before the equipment is physically shifted from vendor's location.

Successful Bidder should also insure the equipments for the invoice value, under storage cum erection risk for a period of SIX months from the date of delivery at the destination.

In case of discrepancy in equipment supplied, it is successful bidder's responsibility to replace/repair the equipment immediately even without recourse to the insurance.

18. The Successful bidder has to complete the SLA with IBMBS. The service level requirements are mentioned below.

Service Level Requirements

SITE AVAILABILITY

The IBMBS Network should be monitored from the Successful bidders NOC for 24x7x365 days. The monitoring mechanism must include the equipments and all links connected to the equipments. The monitoring mechanism must include a service desk from which the up down alerts and reports are to be generated. The service desk should include the ticketing, configuration management and change management.

Whenever the link downtime happens at any of the locations after the closing of the branch/any of the locations where round the clock connectivity is not required, the bidder in consultation with the IBMBS- Head office may plan and work for the resolution of the link failure either on the same day or before the next working day's business hours depending on the location and the reason for link failure. Such overnight downtime will not be counted for penalty.

Note: 1. Uptime (%) shall be calculated after providing cushion for permissible MTTR as described below.

Such monthly site availability shall be calculated for the time the entire network is available to the customer on a 24*7 during the month calculated on a monthly basis by applying the following formulae:

FORMULA :

Site Uptime for each link (%) =

$$\frac{\text{Total service hours during the month} - \text{downtime hours during the month}}{\text{Total service hours during the month}} \times 100$$

The Service hours for calculation of the uptime is 24 hours per day for all links barring scheduled down time

- 1 Downtime for purposes of this calculation would be defined as follows:
 - i. A site is considered as down if the users at that site cannot access a remote site due to IBMBS NETWORK (Intra/Inter city) link /Router / LL modem /or any network equipment in the IBMBS NETWORK under warranty or maintenance contract with Successful bidder being down.
 - ii. If the link is up either with primary or secondary back up medium, it will not be considered as downtime.
 - iii. If a link or equipment cannot be rectified due to access not being available to branch premises and/or non Availability of Bandwidth service provider's services then the same can't be treated as downtime.
- 2 Downtime caused due to non-WAN related issues which include (but is not limited to) the following: Server, Desktop, Cabling, UPS/Power, Application, Force Majeure eventualities, would not be considered as Downtime.

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- 3 The Successful bidder should be committed to put in their best efforts in early fault Removal for the Leased Lines Connections in the IBMBS NETWORK. However, the bidder shall not be responsible for any delay on account of communal disruption, strikes, bandhs, natural calamities, etc.,
- 4 For the purpose of the above clause, non-availability /degradation in the throughput of services on account of the following shall not be construed as defect or interruption in operations of the Networks:
 - i. Failure or fluctuation of electric power or other environmental conditions causing electromagnetic or any other form of interference: or
 - ii. Event of Force Majeure.
- 5 An alert would be given to IBMBS whenever the link is down and again when the link has been subsequently made up.
- 6 If any hardware existing in the IBMBS NETWORK under the warranty or maintenance of the Successful bidder is beyond repair or not functioning to the satisfaction of IBMBS, an equivalent or higher capacity replacement is to be made by the support service provider at no cost not later than start of next business day.

PENALTY CLAUSE FOR NETWORK MANAGEMENT AND LEASED LINES MAINTENANCE

The Successful bidder is expected to provide network uptime for the entire network as per the table given below. In case the network down time exceeds the above permissible limit the **site management charges** shall be paid in accordance with the level of site Uptime which would be reckoned as follows:-

The bidder has to maintain the following network uptime and the same may be arrived through the primary and backup link also

S. No.	Network link	Uptime	MTTR(hours)
1	Data centre to DR site	99.9%	1.00
2	Data centre/DR site to Head Office	99.9%	1.00
3	Data centre/DR site to branches with backup	99.5%	2.00
4	Data centre/DR site to branches without backup	99%	2.00

Notwithstanding anything above, if the network availability /uptime falls below 95% it will be treated as material breach of this agreement

If the monthly network uptime for each link goes down below the above mentioned levels, the penalty as given below will be deducted from the monthly charges.

A. For the Datacenter to DR Site and Head Office links:**Uptime below 99.9%**

1 to 2 links – 10% of total monthly billing

Above 2 links – 15% of total monthly billing

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B. For Branches, Other offices, etc.**Uptime below 99.5 %(Branches with backup link)**

1 to 10 links – 5% of total monthly billing

11 to 30 links – 10% of total monthly billing

Above 30 links – 15% of total monthly billing

Uptime below 99%(Branches without backup)

1 to 10 links – 5% of total monthly billing

11 to 30 links – 10% of total monthly billing

Above 30 links – 15% of total monthly billing

Total monthly penalty amount = A + B

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1. DEFINITIONS

1.1 In this contract, the following terms shall be interpreted as indicated:

- a. **"Applicable Law"** means the laws and any other instruments having the force of law in India.
- b. **"Bank"** means Indian Bank.
- c. **"Contract"** means the agreement entered into between the Bank and the successful bidder, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- d. **"Contract Price"** means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations;
- e. **"Goods"** means all of the deliverables or other materials which the Company should deliver as per this contract;
- f. **"Party"** means the Bank or the Company, as the case may be. and Parties means both of them.
- g. **"Personnel"** means persons the employees of the successful bidder and assigned to the performance of the Services or any part thereof.
- h. **"Project Site"**, where applicable, means the places where Routers are to be supplied.
- i. **"Services"** means those services ancillary to the deliverables of the Company covered under the Contract.
- j. **"IBMBS"** means IndBank Merchant Banking Services Ltd

1.2 Law governing the Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law in India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai.

1.3 Language

All the communications in this project must be in English only. The contract shall execute in English which shall be the binding and controlling language for all matters relating to the meaning or interpretation of the contract.

1.4 Address for contact

The address of the Bank / IBMBS is given below.

INDIAN BANK, HEAD OFFICE, Technology Management Department, 2ND FLOOR, 66, RAJAJI SALAI, CHENNAI 600 001. Phone 044 25269440 Fax: 044 25215554 Email: network@indian-bank.com	IndBank Merchant Banking Services Ltd I Floor, Khivraj Complex I No.480 Anna Salai Nandanam Chennai – 600 035
--	--

1.5 Notices

Any notice, request or consent made pursuant to this contract shall be in writing and shall be deemed to have been made when delivered in person to an authorised

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representative of the party to whom the communication is addressed, or when sent by registered mail, courier or facsimile to such party at the address specified above.

2. Obligations of the Company

2.1. Confidentiality

The Company either during the term or after the expiration of this contract, shall not disclose any proprietary or confidential information relating to the project, the services, this contract, or the client's business or operations without the prior written consent of the client.

2.2. Reporting obligations

The Company shall submit to the client the reports and other accounts specified in deliverables within the time limit set forth.

2.3. Documents prepared by the Successful bidder for this purpose to be the property of the Bank/IBMBS

All plans, drawings, specifications, designs, reports and other documents submitted by the Company shall become and remain the property of the client and the Company shall, upon termination or expiration of this contract, deliver all such documents to the client together with a detailed inventory thereof. The Company may retain a copy of such documents.

The Company shall not use these documents for purposes unrelated to this contract without the prior written approval of the client.

3. USE OF CONTRACT DOCUMENTS AND INFORMATION

3.1. The Successful bidder shall not, without the Bank's/IBMBS prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank/IBMBS in connection therewith, to any person other than a person employed by the Successful bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

3.2. The Successful bidder shall not, without the Bank's/ IBMBS prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the Contract.

4. PAYMENT

4.1 Payment for equipments by the Bank

The payment terms will be as follows.

80% on Delivery of the equipment

20% on completion of installation and acceptance of the project

Payment shall be made directly into the vendor's bank account within 15 days of receipt of the invoice and the relevant documents. .The vendor has to give their bank account details along with the bid.

The Bidder's request(s) for payment shall be made to the Bank(Head Office: Technology Management Dept) in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and services performed and by documents submitted, and upon fulfilment of other obligations stipulated in the Contract.

4.2 Payment for Services by IBMBS Ltd

- i) The payment for Network monitoring and Management shall be made monthly on submission of Invoices and uptime reports after deducting penalty, if any, as per the SLA.
- ii) For AMC the payment at mutually agreed rates (after 3 years warranty period) will be made in advance once in six months on submission of service records with downtime of devices after deducting penalty, if any, as per SLA.

5. LIQUIDATED DAMAGES

- 5.1 If the Successful bidder fails to perform the Services 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 or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the order value. Once the maximum is reached, the Bank may consider termination of the contract.
- 5.2 At that point the contract price will stand reduced to the actual amount payable by the Bank. Proportionately the payment payable to the Successful bidder will also stand reduced. All the deliverables given to the Bank at that instant will continue to be the property of the bank and the bank may use the same for any purpose which it may deem fit.

6. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part :

- a. 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
- b. if the Successful bidder fails to perform any other obligation(s) under the Contract.
- c. If the Successful bidder, in the judgement of the Bank/IBMBS 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 value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of 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.

In the event the Bank / IBMBS terminates the Contract in whole or in part, the Bank / IBMBS 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/ IBMBS 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.

7 FORCE MAJEURE

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.

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.

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/ IBMBS 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.

8 TERMINATION FOR CONVENIENCE

The Bank/ IBMBS by 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/ IBMBS convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.

9 SETTLEMENT OF DISPUTES

If any dispute or difference of any kind whatsoever shall arise between the bank/IBMBS 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.

If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the bank/IBMBS 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.

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

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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:

- (a) In case of dispute or difference arising between the Bank/IBMBS 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 Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which appointment shall be final and binding on the parties.
- (b) 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.
- (c) 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.
- (d) 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.

Notwithstanding any reference to arbitration herein,

- a) the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- b) the bank shall pay the Successful bidder any monies due to the Successful bidder

10 **APPLICABLE LAW**

The Contract shall be interpreted in accordance with the laws of India.

SECTION V**BID FORM, PRICE SCHEDULES AND OTHER FORMATS****Table of Contents**

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Annexure 1

TECHNICAL BID

Date:

To

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

Sub: Implementation and management of Wide Area Network for IBMBS.

Ref: Bid No. HO:TMD:PG:330:2011-12 dated 28.01.2012.

Having examined the Bidding Documents including Addenda Nos.(insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer the services described in the bid document including

- i) Supply of equipments
- ii) Network Monitoring and Management
- iii) Device monitoring and Management
- iv) Service desk

We offer all requirements specified in the work description the deliverables specified in the Bid.

We offer to supply and install the routers for IBMBS's Wide Area Network project, and submit our technical Bid as follows:

1. SPECIFICATIONS OF THE EQUIPMENT

1. 1 CISCO 2921 Router – 4 Routers with following specification

Product	Description	Qty.	Complied/ Not Complied
CISCO2921-SEC/K9	Cisco 2921 Security Bundle w/SEC license PAK	1	
MEM-2900-512U2.5GB	512MB to 2.5GB DRAM Upgrade (2GB+512MB) for Cisco 2901-2921	1	
MEM-CF-256U1GB	256MB to 1GB Compact Flash Upgrade for Cisco 1900,2900,3900	1	
SM-ES3G-16-P	Enhcd EtherSwitch, L2/L3, SM, 16GE, POE	1	
SL-ES3G-16-IPS	IP Services License Upgrade 16 Port GE ES3 EtherSwitch	1	
HWIC-2T	2-Port Serial WAN Interface Card	1	
CAB-ACSA	AC Power Cord (India/South Africa), C13, BS 546, 1.8m	1	
CAB-SS-V35MT	V.35 Cable, DTE Male to Smart Serial, 10 Feet	1	

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CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B	1	
ISR-CCP-EXP	Cisco Config Pro Express on Router Flash	1	
S29UK9-15104M	Cisco 2901-2921 IOS UNIVERSAL	1	
PWR-2921-51-AC	Cisco 2921/2951 AC Power Supply	1	
SL-29-IPB-K9	IP Base License for Cisco 2901-2951	1	
SL-29-SEC-K9	Security License for Cisco 2901-2951	1	

1. 2 CISCO 1905 Router – 63 routers with following specifications

Product	Description	Qty.	Complied/ Not Complied
CISCO1905-SEC/K9	Cisco 1905 Router, HWIC-1T, CAB-SS-V35MT, 256F/256D, SEC Lic	1	
FL-1900-256U512MB	CISCO1905 DRAM Upgrade from 256MB to 512MB	1	
EHWIC-3G-HSPA+7	(non-US) 3.7G HSPA+ Release 7 EHWIC w/ SMS/GPS (MC8705)	1	
CAB-ACSA	AC Power Cord (India/South Africa), C13, BS 546, 1.8m	1	
CAB-CONSOLE-USB	Console Cable 6 ft with USB Type A and mini-B	1	
CAB-SS-V35MT	V.35 Cable, DTE Male to Smart Serial, 10 Feet	1	
S190UK9-15104M	Cisco 1900 IOS UNIVERSAL	1	
SL-19-IPB-K9	IP Base License for Cisco 1900	1	
SL-19-SEC-K9	Security License for Cisco 1900	1	

2. The equipments supplied under the bid and its components will not be declared end of sale for next two years. If end of sale date for any of the equipments and components issued within 2 years, we will replace the equipment free of cost with equivalent new equipment. **- Complied / Not Complied.**

3. We offer the network monitoring and Management services including link management, NOC services, service desk etc as per the SLA - **Complied / Not Complied**

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 offer a comprehensive warranty period of THREE YEARS from the date of satisfactory commissioning of the network devices. The AMC for further period after the expiry of warranty shall be on mutually agreed rates with IBMBS.

We agree for insuring the systems during transit and covering of storage cum erection risk for a period of SIX months from the date of delivery at the destination.

We enclose the technical brochures for the model quoted.

Bid Ref No. HO:TMD:PG: 330 :2011-12

We submit that we should abide by your terms and conditions governing the quotations mentioned in the bidding document.

We submit that we abide by the details given above.

We undertake, if our bid is accepted, to complete the services in accordance with the delivery schedule specified in the bid.

If our bid is accepted, we will provide two separate guarantees for a sum equivalent to 10% of the contract amount for the due performance of the Contract, in the form prescribed by the Bank/IBMBS(one guarantee is for cost of the Routers with warranty for the Bank and another is for Services for IBMBS).

We agree to abide by this for the bid validity period specified and it should remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your notification of award, should 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 clarify/confirm that we comply with the qualification criteria of the bidding documents.

Dated this day of 201.....

..... , Mobile No. Email :
Signature

(In the Capacity of)

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

Bid Ref No. HO:TMD:PG: 330 :2011-12

ANNEXURE – 2**MANUFACTURER'S AUTHORIZATION FORM**

No. _____ dated

To

Dear Sir:

BID REF. No. HO/TMD/PG/330/ 2011-2012 Dated 28.01.2012

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 guarantee and warranty as per Conditions of Contract for the goods and services offered for supply by the above firm against this bid.

Yours faithfully,

(Name)

(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder should include it in their bid.

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ANNEXURE – 3
VENDOR PROFILE

General			
Company Name			
Name of the CEO			
Name of the Principal Banker and address			
Holding Company or Parent Company (if any)			
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			
No. of Years in NETWORKING business			
Name of the Contact person			
Phone / Mobile/ FAX			
<i>Financial Background (in Crores)</i>	<u>2008-2009</u>	<u>2009-2010</u>	<u>2010-2011</u>
Turnover			
Net Profit After TAX			
Total Assets			
Total Liabilities			
Staff			
	In the company	In Networking division	
Total number of employees			
Administrative staff			
CISCO certified professionals			
Others			

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Service support centers	
No. of Cities and Towns where the Company has direct presence (list to be enclosed)	
No. of Cities and Towns where the company has presence through Franchisees (list to be enclosed)	
Location of centralised Call centre, if any	
Network 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	
Network Operations Center/ Network Management center	
Is the company having its own NOC/NMC located in India	
If yes, Where is it located and since when it is operational	
How many banks' and financial Institutions' networks are monitored at NOC/NMC	
No. of people manning the NOC/NMC	
Process and methodology adopted at NOC to Monitor and Manage the clients' networks for uptime as per SLA including escalation procedure (Additional papers may be added if required)	

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ANNEXURE – 4

CLIENTS' REFERENCES

Network Integration Projects carried out in India in the last three years

The following information should be provided in the format below separately for each NETWORK PROJECT for which the client, legally contracted your Company. (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 (Please tick the relevant points)	<ul style="list-style-type: none"> • Design of the Network • Supply of routers and modems • Procurement of leased lines and ISDN lines • Implementation of the network • Network Monitoring • Maintenance of the network links • Maintenance of the network equipment
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 Network equipment used in the project Routers: Modems: Switches: Wireless equipment:	

ANNEXURE – 5**BID SECURITY FORM**

Whereas(*hereinafter called "the Bidder"*) has submitted its bid dated (*date of submission of bid*) for the supply of (*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 _____ 201 ____.

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 including forty five (45) days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature of the Bank)

NOTE : 1. Successful 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 should be on a Non-Judicial Stamp Paper of requisite value.

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ANNEXURE - 6**PROFORMA OF CERTIFICATE FOR ISSUE BY THE BRANCH / OFFICE of IBMBS
AFTER SUCCESSFUL COMMISSIONING OF EQUIPMENT**

Date :

Sub: Certificate of commissioning of equipment

1. This is to certify that the equipment as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) and a set of spares in accordance with the Contract/Specifications. The same has been installed and commissioned.

- (a) Contract No. _____ dated _____
(b) Description of the equipment _____
(c) Quantity _____

(d) Date of delivery _____

(e) Date of _____ commissioning and proving test

2. Details of accessories/spares not yet supplied and recoveries to be made on that account:

S.No.	Description	Amount to be recovered
-------	-------------	------------------------

3. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms

4. The supplier has fulfilled its contractual obligations satisfactorily* or
The supplier has failed to fulfill its contractual obligations with regard to the following :

- (a)
(b)

Signature with date _____

Name _____

Designation with stamp _____

* Explanatory notes for filling up the certificates :

(a) It has been adhered to the time schedule specified in the contract in despatching the documents/drawings pursuant to Technical Specifications.

(b) It has been supervised the commissioning of the equipment in time i.e. within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the system.

(c) In the event of documents/drawings having not been supplied or installation and commissioning of the equipment have been delayed on account of the supplier, the extent of delay should always be mentioned.

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ANNEXURE – 7

COMMERCIAL BID FORMAT (To be submitted by the bidder after completion of Reverse Auction)

To

Date:

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

Dear Sir,

Sub: Implementation and management of Wide Area Network for IBMBS.

Ref: Bid No. HO:TMD:PG:330:2011-12 dated 28.01.2012.

Having examined the Bidding Documents including Addenda Nos.(insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to undertake the Turnkey Wide Area Network project for your Bank, and we submit our commercial bid as follows:

A. PRICE SCHEDULE FOR SUPPLY OF DEVICES INSTALLATION AND 3 YEARS COMPREHENSIVE WARRANTY

1	2	3	4	5
S. No.	Item Description	Qty	Unit Price for delivery, installation and warranty for 3 years at final destination (Inclusive of all taxes but exclusive of Octroi/entry tax) Rs.	Total Price for delivery, installation and warranty for 3 years at final destination (Inclusive of all taxes but exclusive of Octroi/entry tax) (Col 3 x Col 4) Rs.
1.	CISCO 2921 ROUTER	4		
2.	CISCO 1905 ROUTER	63		
3.	Total (S.No 1 + S.No. 2)			

Price to include all taxes, duties, levies, insurance, delivery, installation charges, 3 years comprehensive warranty etc.

The warranty period is for THREE YEARS from the date of satisfactory commissioning of the equipment.

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B. PRICE SCHEDULE FOR SERVICES FOR 5 YEARS

1 S. No.	2 Item Description	3 Qty	4 Unit price excluding service tax per month (Rs.)	5 Total excluding service tax for 5 years (col. 3 x col. 4 x 60) (Rs.)
1	Monitoring Management charges for Leased line Link with one backup link	65		
2	Device Monitoring and Management charges	67		
3	TOTAL (S.No 1 + S.No. 2)			

SUMMARY

1 S. No.	2 Item Description	3 Total Price (Rs.)
1	Total Router Cost (As per Total of item A)	
2	Total Cost for Services for 5 years (As per Total of item B)	
Total Price(S.No. 1 + S.No.2)		

Dated this day of 201.....

.....

Signature

(In the Capacity of)

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

Note :

i) TDS will be deducted from the above amount as per rates applicable at the time of payment

Name

Business address

Place :

Date

:

ANNEXURE – 8**Scope of work**

The project is a turnkey project which involves the supply of equipments, commissioning of links, managing and monitoring of existing links and links procured during the project, monitoring of existing equipments and managing and monitoring of equipments being supplied during the project. The detailed scope of work is -

1. TECHNICAL CONSULTANCY

- Should provide detailed Network Architecture Design document to connect the locations including the router configurations, failovers and redundancies required. –mentioning links, devices and data traffic.
- Design of IPv4/IPv6 addressing scheme for the entire network of the IBMBS with a provision to scale up at all locations.
- Implementation of Data Security practices on the equipments maintained.
- Recommend suitable connectivity mediums (links) and network devices
- Planning of network activities that may cause a change in network architecture or data-traffic path changes and process the changes through Change Management procedure with adequate documentation.
- Training of IBMBS officials about network architecture and equipments.
- Providing Single point of contact (SPOC) for coordinating with NOC officials, field officials and other administrative officials of the firm, pertaining to Monitoring, Reports, Incident Management, Change Management, Log Management, Link Commissioning, Devices installations and Configurations, Incident Management, Warranty and AMC Support.

2. NOC SERVICES.

- Provision of service desk, helpdesk and website showing the status of network including up down status of links, health of routers etc. The web site should be accessible from both intranet and internet.
- The vendor's NOC should have implemented adequate security measures to isolate the Bank's network from others connected to NOC.
- Real Time monitoring of Links for UP-TIME Status, network protocol based data-flow analysis, bandwidth utilization and reliability status.
- Real Time monitoring of Network Devices for UP-TIME Status, CPU Utilization, Memory Utilization, Environment Status and Interface Utilizations.
- Real Time monitoring of Locations (Sites) for UP-TIME Status of WAN connectivity by co-relating links and network devices UP-TIME Status including event correlation.
- Daily Log collection from Network Devices for access, configurations, non routine events and errors.
- Report Generations Based on Monitoring Data and Log Data.
- Trouble Reporting and Root Cause Analysis.
- Maintenance of Change Management.
- Maintenance of Inventory Information.
- Maintenance of Hardware Issues Tracker.
- Maintenance of Link Issues Tracker and rectification of rough links in time bound manner.
- Automatic Alerts for failure of critical equipments/links through SMS and Email to the officials.

3. LINK MANAGEMENT

- The Bidder has to liaison with the telecom companies for procurement of the connectivity mediums like MPLS or point-to-point leased lines (MLLN/Non MLLN), ISDN, GPRS/EDGE/HSPA, RF, VPN over Broad band, Wi-MAX etc or any other new technology that comes up during the period of contract . The Bidder has to coordinate with the telecom service providers by necessary 'installation-site visit' for establishing the connectivity. The successful bidder has to commission the network links end to end.
- The Bidder has to coordinate with the telecom service providers in the event of shifting a connectivity medium across the IBMBS WAN. The Bidder has to also coordinate by necessary visits to the sites involved in shifting.
- The Bidder has to coordinate with the telecom service providers in the event of cancellation of a connectivity medium across the IBMBS WAN. The Bidder has to also coordinate by necessary site visit and support for terminating the connectivity and returning the components used for connectivity medium to respective owners.
- The Bidder has to liaison with the telecom service providers for maintaining high uptime for connectivity. The Bidder has to as and when required immediately visit the site and follow up with telecom service providers of the region in events of disruptions in connectivity at the site.
- The bidder has to migrate the existing network links on to the new network i.e., on to the new routers or to new channelised E1 links etc., wherever required. Such links if required need to be brought under monitoring and management.

4. NETWORK MANAGEMENT.

- The Bidder has to supply and install the network equipments at the locations provided by officials. The network equipments need to be configured as per the best practices recommended for secure WAN connectivity; equipment configurations to be documented and informed to the officials. Support in proper positioning of network equipments and labelling to be done at all locations.
- Based on the monitoring of the links, network devices and sites, the bidder has to arrange for necessary configuration changes for providing connectivity to negate the errors and events.
- Receiving and responding to queries related to WAN and providing timely solutions through modes like phones, email, SMS, FAX etc.
- Execution of configurations as part of Plan of Actions, Disaster Recovery plans, Trouble-shooting bugs etc.
- Reporting issues in the WAN to the officials.
- Installation / De-installation of Firmware, OS and Patches
- Coordination for VA / PT activities undertaken by IBMBS
- Coordination for conducting DR drills as and when scheduled.

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5. SUPPLY OF DEVICES

- The Bidder has to supply and install following Routers.. The specifications of the devices are mentioned in Annexure 1 of Section V.

Sl.	Make and Model	Quantity in Units
1	CISCO - 2921	4
2	CISCO - 1905	63

6. DEVICE MANAGEMENT

- The Bidder has to configure the network equipments for meeting the requirements of IBMBS WAN following the best practices and as per the plan documents.
- Connecting necessary cables to modems, NT Boxes etc. fitting antennas etc.
- Fixing the devices in network racks in orderly fashion with proper labels
- Verification of Electricity Voltage, Current and Earthing regularly
- Periodic preventive maintenance, labelling and proper positioning of devices to be undertaken during the contract period.
- Raising trouble-tickets with the network device OEMs in case of faults
- Timely provision of stand-by devices to maximize UP-TIME. The bidder should provide standby equipment before taking the faulty equipment for repair.

6.1 Network equipments not mentioned in the bid, but owned by IBMBS, for which order may be placed to the successful bidder for installation and management, after arriving at rate contracts for specific period.

6.2 The connectivity mediums forming part of IBMBS WAN which are not under the management of the Bidder are to be monitored as per the rates quoted in the bid for connectivity and reported to officials periodically. The bidder has to coordinate with the officials managing such connectivity mediums for smooth interfacing them in the IBMBS WAN

6.3 The network equipments forming part of IBMBS WAN which are not under the management of the Bidder are to be monitored for uptime as per the agreed rates quoted in the bid reported to officials periodically. The bidder has to coordinate with the officials managing such network equipments for smooth interfacing them in the IBMBS WAN.

6.4 The Bidder has to provide a web-based Network Inventory Management System (NIMS), accessible in the WAN, which should contain the details of the connectivity mediums and network Equipments owned by IBMBS. The fields in the NIMS will be decided by the officials and any change in the fields to be carried out only with the administrative sanctions by the officials. The data addition/deletion/editing to the NIMS will be done by the Bidder only with the administrative sanctions by the officials. The data in the NIMS should be exportable for the officials via intranet / internet at all times in .xls or .csv or .mdb format

6.5 The bidder should ascertain value added services like MLLN, 3G, LTE etc provided by the service provider and the requirement of modems (AC/DC), extended antennas etc. required at various locations, and inform the officials in formal manner.

ANNEXURE - 9

Detailed Deliverables

Sl. No	Deliverables
1	<u>Designing the network architecture</u> covering all the site of IBMBS indicating all the links and devices considering the data flow, security features like encryption and tunneling, authentication schemas, data compressions etc.
2	<u>Designing the IP Schema</u> initially in IPv4 and in future with IPv6. The successful bidder should migrate the IPV4 network to IPV6 network as per the requirements of IBMBS.
3	<u>Designing the routing and switching protocols</u> including dynamic routing protocols like BGP, OSPF etc. to minimize delay in arriving the required data flow, especially in the event of addition of new links and devices, formation of new LANs and VLANs etc.
4	<u>Supply of Devices</u> as per the Bid. The quantity may vary to an extend mentioned in the Bid . The delivery locations are attached. The successful bidder should have covered the devices with storage and erection insurance policies and transit insurance.
5	<u>Establishing and maintaining NOC Connectivity</u> by providing necessary network devices and links with sufficient Bandwidth in order to support the web – based reports across IBMBS WAN. Charges related to devices and links for NOC Connectivity has to be borne by the successful bidder.
6	<u>Configuration of Routers</u> to provide WAN connectivity at IBMBS Sites. The configurations may be done for backup, load balancing or load sharing of WAN links. Devices have to be configured for necessary LANs or VLANs. Also, the device configuration should follow the best practices like standardized hostnames, descriptions, banners, messages, authentication credentials etc. The device has to be configured for secure access both local and remote, which may include ssh configurations, integration with TACACS, RADIUS and other User Authentication Servers. Configuration of Access Lists, QoS, Encryption, Compression, Device Monitoring features like SNMPv3, cache flow etc.
7	<u>Real – Time alerting</u> via Phone, E-mail and SMS to officials on occurrence of events, isolation of sites, failure of critical links and devices.
8	<u>Carrying out fall back configurations</u> in case of failure of links, failure or improper functioning of devices, routing/switching loops, pre-mature closure of TCP, IP Sessions.
9	<u>Alerting, Escalations and coordination with Service providers of Links and OEMs of devices</u> for resolution of issues.
10	<u>Provision of Toll free number to call the Help Desk to log calls about the issues faced by users.</u> The users should be able to log calls using phone, email etc and ticket number to be issued for all tickets. The tickets are to be resolved and escalated as per the escalation matrix of IBMBS and the Successful bidder for speed resolution of the issue.
11	Web Based Real Time Reports of the following: <ul style="list-style-type: none"> • Link UP – Time • Device UP – Time • Site UP – Time, by correlating the WAN Connection Status, LAN connection status and Device UP Status.

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12	<p>Event Based reports of the following in HARD COPY and SOFT COPY. They have to be numbered with date. The Root Cause Analysis and Preventive Measures are to be provided, which should indicate the number.</p> <ul style="list-style-type: none"> • Link Utilization, Reliability and Threshold Report • Device Utilization (CPU, Memory, Interfaces), Environment Status and Performance Report • Incident Reports mentioning failure of links, devices and loss of WAN connectivity to sites • Logs of device logins, configuration changes, errors and events
13	<p>Tracker for the following are to be maintained and should be available in the Web- Based Platform</p> <ul style="list-style-type: none"> • Link Issues • Hardware Issues
14	Provision of Change Order for Device Configurations using a web based tool
15	Upgrade of Firmware, Operating Systems, Patches as and when the OEM releases them and required for smooth functioning of the network including securing of the network without any commercial implications.
16	Web Based Inventory Management indicating the <u>devices</u> and <u>links</u> in <u>sites of IBMBS</u>
17	Plan of Action (POA) for Non – routine configurations
18	<ul style="list-style-type: none"> • Commissioning of links as per the Network Topology to connect the sites. • Coordination for migration of the links from MLLN to Non – MLLN (and vice versa) , point – to –point to MPLS (and vice versa), change in medias like Copper, OFC, RF etc which do not involve change in sites • Coordination of shifting of links and devices • Coordination with service providers for administrative operations like amendments in the Work Orders, Advice Notes, Cancellation of Links, obtaining network approvals, arranging meetings, reconciliation of Bills etc
19	<ul style="list-style-type: none"> • Monthly Report on Link UP – Time • Monthly Report on Device UP – Time • Monthly Report on Site UP – Time • Bandwidth utilization of links. • Detailed Bandwidth utilization of links which includes IPs from which traffic is originated including protocols, Ports etc with breakup.