



REQUEST FOR PROPOSAL (RFP)

FOR

MULTI PROTOCOL LABEL SWITCHING (MPLS) VIRTUAL PRIVATE NETWORK (VPN)

CONNECTIVITY FOR 5 YEARS ON LEASE BASIS

Reference No: RFP 45/FY 2011-12/CO:DIT/MPLS/kvr dated January 23, 2012

ISSUED BY : GENERAL MANAGER
SYNDICATEBANK
CORPORATE OFFICE
DEPARTMENT OF INFORMATION TECHNOLOGY
II FLOOR, COMMERCIAL COMPLEX
NATIONAL GAMES VILLAGE, KORAMANGALA
BANGALORE - 560 047

Contact Numbers: Tel-080-25705785
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CALENDER OF EVENTS:

RFP REF. No.	RFP 45/FY 2011-12/CO:DIT/MPLS/kvr
DATE OF RFP DOCUMENT	23/01/2012
DATE FOR SENDING CLARIFICATIONS BY THE BIDDERS	01/02/2012
LAST DATE FOR SUBMISSION OF BID DOCUMENTS	13/02/2012
COST OF RFP DOCUMENT BY WAY OF DD/BC/PO	Rs. 25,000/- (Non Refundable)
EARNEST MONEY DEPOSIT BY WAY OF BG / DD VALID FOR 6 Months	Rs. 25.00 Lakh

**To,
All Eligible Vendors**

Dear Sir / Madam,

Sub: Supply, Installation, Commissioning and Maintenance of MPLS-VPN connectivity in Bank's Data Centre, DR-site and the branches/offices identified by the Bank on lease basis for 5 years .

We request you to submit your proposal for supply, installation, commissioning and maintenance of MPLS-VPN connectivity on lease basis for 5 years for the Bank's Data Centre, DR-site and the branches/offices annexed to this document as Annexure N and O as per the technical specifications detailed in Annexure-I, integrating the same to the existing Core Banking network in the Bank as per Scope of Work given in Annexure-M.

Brief Description of the Requirements:

Sl. No	Description of the proposed Link
1	MULTI PROTOCOL LABEL SWITCHING (MPLS) VIRTUAL PRIVATE NETWORK (VPN) connectivity in all Offices/Branches of our Bank for Five years on Lease basis

Brief introduction about the Existing Setup:

Syndicate Bank has a network of around 2800 Branches/offices across the country. All the Branches of the Bank have been covered in Enterprise Wide Network of Core Banking Solution (CBS) of the Bank. The Bank has its Data Centre & Near DR Site at Mumbai and Disaster Recovery Site at Bangalore.

The Bank is currently having three Tier Network Architecture with most of its branches connected to Aggregation point through 64 Kbps/128 Kbps/or higher bandwidth Leased Lines (with either ISDN/VSAT/RF/CDMA as backup) which in turn are connected to Data Centre and Disaster Recovery Site through 2/4 Mbps leased lines. The branch Leased Lines are obtained from M/s BSNL & M/s MTNL. Presently the Bank is having Network Aggregation points at the following 30 locations:

Ahmedabad	Chennai	Kannur	Nagpur
Agra	Coimbatore	Kolkata	Nellore
Anantapur	Delhi	Lucknow	Noida
Bangalore	Ernakulam	Mangalore	Patna
Bijapur	Faridabad	Meerut	Trivandrum
Bhubaneswar	Hubli	Mumbai	Udupi
Chandigarh	Hyderabad	Mysore	Vijayawada
Jaipur	Belgaum		

The Bank has covered its Branches even in remotest locations/rural centres under Core Banking Solution with connectivity to Data Centre: Mumbai and DR site at Bangalore. There are certain remote Branches which are connected to Bank's network only through VSAT/RF connectivity.

Pre-Qualification Criteria:

Sl. No	Criteria	Following documents are to be submitted as proof	Pg No of the Bid
01.	The Bidder is registered as a company in India as per Companies Act 1956 and exists for at least 5 years with a valid Sales / Value Added Tax registration.	Copy of the certificate of incorporation and certificate of commencement of business issued by the Registrar of Companies. Evidence for ST/VAT registration.	
02.	The Bidder should be a profit making company/firm during the last 3 consecutive years with a minimum annual turnover of Rs. 500/- Crore.	Audited financial statements for the last three years and turn over details for the last three years (2008-09, 2009-10 & 2010-11)	
03.	The Bidder should have at least three years experience in supplying, installing, commissioning and maintenance of MPLS VPN and should have implemented MPLS VPN in two Banks/ Financial Institutions in India and one of them should be a Public Sector Bank in India in the last 2 calendar years.	Copies of the purchase order issued by the Bank/ Financial Institutions or a certificate/ letter from the Bank/ Financial Institutions for having undertaken/completed the project successfully and its satisfactory performance.	
04.	The Bidder should certify that the entire network infrastructure provided is owned by the them or If, he is an authorized vendor to use the same till the entire Project Period.	certification/ Undertaking letter is to be submitted to this effect. Letter from the Principal to this effect to be submitted	
05	The Bidder should have valid license from regulatory authorities/Govt. of India to provide and operate MPLS-VPN connectivity to customers	Attested copy of the appropriate certification / license is to be submitted	
06	The Bidder should have delivered MPLS-VPN connectivity atleast for 10000 sites across India, out of which atleast 1000 sites should be of a single customer	Proof as PO or letter from the Organisation where there are delivered are to be submitted	
07	The Bidder should have at least 1,00,000 KM of their own fibre connectivity network across India.	Proof and also letter from the Bidder	
08	The Bidder should produce letter of satisfaction on their MPLS VPN service from their existing customers who have availed MPLS VPN connectivity from them for at least 3 years continuously	Letter of satisfaction from their existing customers	
09	The Bidder should have the following certifications for the MPLS VPN Network infrastructure. ISO 9001:2008 / TL 9000	Attested copy of the appropriate certification / license are to be submitted	

	ISO 27001 / BS7799		
10.	Bidder should have Own or Franchisee service centre in all Banks Regional Office locations within 100 Kms of centres listed below.	Proof of the same is to be enclosed. Service centre details are to be submitted in ANNEXURE-G with address and contact details	

Bank's Regional Office locations					
Agra	Ahmedabad	Anantapur	Bangalore	Belgaum	Bellary
Bhopal	Bhubaneswar	Bijapur	Chandigarh	Chennai	Coimbatore
Delhi	Ernakulam	Faridabad	Ghaziabad	Hubli	Hyderabad
Vijayawada	Kannur	Karwar	Kolkata	Lucknow	Mangalore
Meerut	Mumbai	Mysore	Nagpur	Nellore	Panaji
Patna	Pune	Trivandrum	Udupi	Jaipur	Moradabad

The Bidder should submit proof in support of all Pre-Qualification Criteria while submitting the bid proposals. Failing which, the Bid proposal will not be considered for further evaluation and may be treated as technically non-responsive.

Disclaimer:

This RFP is not an offer by SyndicateBank, but an invitation to receive response from vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorised officers of SyndicateBank with the vendors.

Authorization to Bid:

The proposal/ Bid being submitted would be binding on the Vendor. As such it is necessary that authorized personnel of the firm or organization sign the BID. The designated personnel should be authorized by the organisation or by a senior official of the organization having authority to do so. The same person or a different person should be authorised who should have digital certificate issued in his name and should have authority to quote bid amount in on-line-seal bid and also quote offer price during on-line reverse auction. The details of digital certificate like Name, Digital Key details, issuing authority and validity etc to be provided.

The XEROX copy of necessary Original resolutions/authority/ Power of Attorney having authority to authorise the person to submit Bid documents/participate in on-line sealed bid and reverse auction, on behalf of the company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel as per ANNEXURE G.

Manufacturer's Authorisation Form:

In case the principal vendors authorise their business partners or authorised distributors to bid on their behalf, a separate authorisation letter as per format enclosed, with a commitment to fulfil the terms of the RFP should be submitted. It is mandatory that such of those business partners/ authorised distributors should have service support centres on all locations as given in the eligibility criteria in this RFP.

Following instructions may please be taken note of in this connection:

1) Offer shall be submitted for MPLS VPN / Equipment and other related activities for the full schedule of requirements/ implementation. Offer for part schedule will not be considered.

2) **Bid Security and Cost Of RFP:**

I. Bid Security :

A) The Bidder shall furnish, as part of its Bid, a Bid security for an amount of Rs.25.00 Lakhs (Rupees Twenty Five Lakh Only) in the form of a Bank Guarantee issued by a reputed Bank in India (Other than Syndicate Bank) and acceptable to the Bank in the format enclosed valid for six months from the last date of bid submission and to be submitted along with the Other Bid documents. Demand draft valid for six months is also acceptable.

B) The successful Bidder's bid security will be discharged upon the Bidder signing the SLA (Service Level Agreement) & furnishing the performance bank guarantee for **10% of the one year rental amount valid for 72 months**. Unsuccessful Bidder's bid security will be discharged or returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the Bank/purchaser.

C) The Bid security may be forfeited:

- If a Bidder withdraws its Bid during the period of Bid validity; or
- If a Bidder fails to participate in Online Sealed bids / log in to the system during Reverse Auction Process, or
- In case of a successful Bidder, if the Bidder fails:
 - (a) To furnish Performance Security valid for 72 months within the stipulated time,
 - (b) To accept purchase order, or
 - (c) To supply the goods within the stipulated period OrFails to comply any terms of RFP or Purchase Order.

II. COST OF RFP:

A complete set of Bidding documents may be purchased by any of the eligible vendors from this office upon payment of a non-refundable fee of Rs.25,000/- (Rupees Twenty Five Thousand Only), in the form of a Demand Draft / Banker's Cheque in favour of SyndicateBank payable at Bangalore.

The Bidding documents are available in our Bank's website, www.syndicatebank.in and can be downloaded from the website. In case the Bid document is downloaded from the website, the price of Bid document will have to be handed over separately in the form of a non-refundable Demand Draft/Banker's Cheque for Rs.25,000/- in favour of SyndicateBank payable at Bangalore, at the time of submission of the Bid documents to the Bank.

3) Bid Documents:

Technical bids shall be submitted in a single sealed envelope duly super-scribing the envelope with the reference number of this RFP, due date, name, contact number and e-mail ID of the Bidder, Offer reference number etc.

All Bid Documents are to be properly filed in a box file and all pages of the Technical Bid should be numbered serially (1/xxx, 2/xxx...(where xxx is last page number of Bid document) and should bear the company's seal and signature/s of the authorized person/s on all pages.

The Technical offer should be complete in all respects and contain all information asked for. *The technical offer should not contain any price information.* The Technical Offer should be complete and indicate that all products and services asked for are considered.

The bidder is not required to submit the Price Bid, as the Bank will be calling for on-line sealed price bids before conducting the Reverse-auction. Bidders are requested to go through 'Rules for Reverse Auction' as detailed in Annexure-K.

- 4) The Technical Bid will be opened first for evaluation which should comply compliance to all Technical specifications and contain the details for compliance of all terms and conditions of RFP i.e. Payment, Delivery, Installation etc.
- Bidder's proposal should strictly conform to the specifications.
 - Proposals not conforming to the specifications will be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.
- 5) The details required as per all Annexures shall also be enclosed without fail. The Bank may reject any proposal not containing all the requirements called for in various Annexures. Technical Bid must contain required/relevant information on all the items including optional items, if any, without fail.
- 6) **The last date for submitting the proposals along with Bid security is 13/02/2012 by 04.00PM at this office.** Any proposal received after the due date and time will not be considered. The bid complete in all aspects should be submitted to Sri S.Srinivasan, Chief Manager (IT) or Sri. P Narasimha Rao, Senior Manager (IT), Corporate Office-DIT, II Floor, Commercial Complex, National Games Village, Koramangala, Bangalore 560 047 within the above stipulated date.
- 7) The Bid should consist of the following documents:
- a. All annexures mentioned in this document .
 - b. Undertaking letter as per Clause no.16
 - c. Bid Security and RFP Cost of the Bid.
 - d. Technical Specifications as per Annexure-I.
 - e. Scope of work as per Annexure-M
 - f. Service Centres details as per Annexure-G along with details of a contact person, at each of the locations for lodging complaints, apart from call centre facility, if any.
 - g. Technical specifications, compliance with all terms and conditions of RFP.
 - h. Scope of Work

8) Delivery Period:

Installation and commissioning of MPLS-VPN links will be in phased manner as per the requirement of the bank. Commissioning instructions will be issued in lots from this office.

Supply, Installation, Commissioning and Maintenance of MPLS-VPN connectivity in all branches/offices of the Bank annexed to this document as Annexure N and O, should be completed within 4 weeks from the date of issue of commissioning instruction by the Bank.

LIQUIDATED DAMAGES: For any delay in installation and commissioning beyond 4 weeks from the date of issuing of commissioning instruction by the Bank, the Bank reserves the right to charge an LD (Liquidated Damages) at the rate of 0.50% of the total 5 years lease rentals (TCO) per week for the portion for which there is delay, subject to a maximum of 10% of the total 5 years lease rentals. If the items delivered could not be installed for reasons attributable to the Bank, the same should be recorded and submitted to our office in writing. In case, the LD reaches 10% as above, the Bank reserves the right to terminate the contract and invoke all the BGs submitted by the service provider.

However, if there is delay beyond the above period and/or amendments thereon, due to reasons attributable to the Bank, such period will be exempted from computation of delay

for the purpose of LD. The Vendor shall have to produce document showing "Reasons for delay to commence work" from the representatives of Syndicate Bank at respective locations and to undertake to complete the project within next 4 weeks of confirmation of readiness of infrastructure by the Bank. This, however, does not preclude the bidder from invoking the Performance Guarantee if warranted, as per the terms of this Bid Document.

9) Payment Terms:

- One time implementation charges will be released **from our office** after the implementation is completed, within 30 days of claim on submission of all relevant documents.
- All rental charges will be released annually in arrears **from respective Regional offices** within 30 days of claim on submission of all relevant documents.

A. Implementation charges:

One time implementation charges are payable after successful completion of commissioning of link and acceptance by the bank and submission of the following documents to this office. The service provider can claim the payment in lots of 100 by submitting the commissioning report from the respective branches/offices.

1. Original copy of Invoice with Xerox copy showing the details of equipment/link etc.
2. Letter from the service provider for claiming payment
3. Letter from Bank's network group regarding Final acceptance of the MPLS VPN Link commissioning.

B. MPLS VPN rentals payable at regional Offices:

The rental charges for the commissioned MPLS VPN links will be payable on annual basis in arrears on submission of the following documents to the respective Regional Offices:

1. Original copy of Invoice with Xerox copy showing the details of rental period etc.
2. Monthly uptime/Downtime report with proof
3. Letter from the service provider for claiming payment

10) MPLS Link Maintenance And Uptime:

The Bidder shall assume total responsibility for the fault free operation of MPLS links and maintenance for a total duration of five years. The Vendor / Service Provider will accomplish preventive and breakdown maintenance activities to ensure that bandwidth functions without defect or interruption. The vendor / SP should provide a monthly uptime as defined below for the links, calculated monthly on total availability in that month in minutes.

Penalty:

Penalty will be deducted/recovered from the payments of the Service provider/SP for network downtime as per the following.

Sr.N	Location	Network Uptime	Penalty
1	DC:Mumbai / DRS:Bangalore & Near site.	Below 99.99%	Penalty will be deducted @ 1% of the total monthly rental charges for that branch for every 0.01% downtime.
2	Urban/Metro/Port Town branches	Below 99.97%	
3	Semi urban/Rural branches	Below 99.95%	

However, if the MPLS link is down due to the reasons attributable to the Bank, the vendor has to submit proof for the same. Then, with the permission of the Competent Authority, Bank may not levy the penalty.

Bidder shall maintain the connectivity at all the locations on 24x7 basis and shall rectify the defect within 30 minutes of receipt of complaint for locations DC, DRS and near Site and within 2 hours in other locations . Complaint shall be lodged over telephone or fax or email or SMS etc with the designated Officials of the bidder. (Bidder to provide the call registration and escalation matrix with full contact details).

If the down time is more than 2 hours (for locations other than DC, DRS and Near Site) and 30 minutes in case of DC, DRS and Near Site, Bidder/Service provider fails to rectify the defect within the specified time, the Bidder/Service provider will be liable for a penalty of Rs.25,000/- per day for branches/ offices and Rs.50,000/- per day for DC, DRS and Near site . The amount of penalty will be recovered from the Bidder/Service provider from payments due to them or by invoking Bank Guarantees provided for warranty/maintenance.

The monthly uptime mentioned above and daily down time not exceeding 2 hours/ 30 minutes are independent of each other and not inclusive.

The bidder / SP should provide the Escalation Matrix pertaining to their service/support for the link. Any planned downtime needs to be intimated 7 days in advance to Bank and can be carried out only on acceptance by the Bank.

- 11) The bidder has to submit various formats mentioned in Annexure-A along with all other annexures of this RFP on Company's letterhead with seal and signature. Relevant proof, wherever required is to be enclosed.
- 12) Please note that an Indian Agent on behalf of the Foreign Principal or the Foreign Principal directly can bid in a tender but not both. In case of Bidding by both, Bid submitted by Foreign Principal will be considered for evaluation. Also in cases where an Agent participates in a tender on behalf of one manufacturer, he is not allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
- 13) *Bank reserves the right to reject this invitation to offer in part or in full, or cancel the entire procurement process at any stage without assigning any reason.*
- 14) *The Bank will consider only such bids for further evaluation who meet all the eligibility criteria and other criteria. Bank will not provide any reasons for not considering any bids for further evaluation nor will entertain any correspondence in the matter.*
- 15) If the bidder need any clarification on any of the aspects of the Bid Document, they can seek clarifications in advance through e-mail to ditprocure@syndicatebank.co.in/ **on or before 01/02/2012 in the below provided format**. The Bank reserves the right to make amendments to the RFP before the last date prescribed for submission of the responses. Such clarifications, amendments to our RFP, if any, will also be hosted on our website. Vendors are requested to take note of the same.

Bidder should raise queries for this RFP in the following format only. And soft copy of the queries in the word file format should be forwarded to the mail ID mentioned in the RFP.

Sl.No.	Page no./Clause No. of RFP	Terms as per RFP	Vendor's request for clarifications/ amendments

- 16)** Information on procurement of links pertaining to this RFP will be posted on our Bank's website with full details.
- 17)** Undertaking that all material to be supplied is original and Brand New and if required proof of purchase can be produced. It has to be confirmed that only standard components are used and are as per Technical Specifications as mentioned in Annexure I of this RFP. This undertaking is to be signed by a Director or Head of Marketing of the Company on the bidder's letter head.
- 18)** The Bank may at its discretion,
- ✓ Increase the requirement up to 35%, and place orders subsequently within 5 years of lease period at the same rates or at mutually agreed rates, if the rates have come down , or
 - ✓ Decrease the requirement up to 35%.

19) RESOLUTION OF DISPUTES:

All disputes and differences of any kind whatsoever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before entering on the reference. The decision of the Umpire shall be final. Such arbitration to be governed by the provisions of Indian Arbitration and Conciliation Act 1996, at Bangalore

20) JURISDICTION:

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Bangalore, India only.

General Manager (IT)

ANNEXURE - A
OTHER IMPORTANT TERMS AND CONDITIONS

1 MANUFACTURERS AUTHORISATION FORM:

In the case of a Bidder offering to supply goods under contract which the Bidder did not manufacture or otherwise produce, the Bidder should produce a certificate as per the format enclosed that they have been duly authorized by the goods' manufacturer or producer to supply the goods and assuring full guarantee and warranty obligations.

If the proposals are submitted through the Authorised Employees, business partners or authorised distributors etc., a separate "LETTER OF AUTHORISATION TO BID" on behalf of the main vendor/s should be enclosed along with the technical bid. Proposals received without the authorisation letter/s will summarily be rejected. However, the bidder should confirm that they have a national presence to extend support for the systems supplied and also **submit a list of such service support centres.**

2 TECHNICAL DETAILS FORM:

Bidders should furnish an item-by-item commentary on the Purchaser's Technical Specifications demonstrating substantial responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications as per format furnished in Annexure I.

The Bidder is required to submit the following documents, as applicable, along with the offer. The following list is only indicative and not exhaustive.

- a) The manuals and technical brochures, specific names of components/ items excluded from the purview of warranty and its cost are required to be submitted for all items, including all accessories and devices, included in the package for which a bid is being submitted.
- b) Technical brochures for individual Components.

3 PERFORMANCE SECURITY:

- 3.1 Within thirty (30) days of the receipt of purchase order from the Purchaser, the successful Bidder shall furnish the Performance Security (Bank Guarantee) for 10% (Ten percent) of the one year annual rentals for entire quantity valid for 72 months .
- 3.2 Vendor has to ensure that Performance bank guarantee is sent directly to our Office by the issuing Bank, and the vendor can submit Xerox copy of the Performance Bank Guarantee before claiming the 1st Payment.
- 3.3 Failure of the successful Bidder to comply with the requirement of accepting the purchase order/ executing Contract and/ or submitting Performance Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Purchaser may make the award to any other next lowest evaluated bidder at the price quoted by L1 bidder or any other price which cannot be more than L2 bidders price. In such an eventuality bank retains the right to call fresh bids under this RFP barring the defaulting bidder.

4 INSURANCE:

The insurance shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective Regional Offices/ branches covering all risks (Transit, fire, burglary, SRCC,

natural calamities such as earth quake, flood etc.) for a period covering the transit period and also minimum 4 months from the date of delivery at the location addition to the transit period.

5 BIDDER'S OBLIGATIONS:

- 5.1 *The Bidder is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.*
- 5.2 The Bidder's representative & local office at Bangalore will be the contact point for the purchaser and all the authentic status of Delivery and Installation should be made available in writing at least twice in a week.
- 5.3 The Bidder will treat as confidential all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.
- 5.4 All the bills raised for the supplies made under this RFP shall be from the same office / branch from where the bids are submitted against this RFP. If billing being done from any other branch of the bidder, same is to be clearly mentioned in the Bid and should not change till all items under RFP are delivered.

6 INDEMNITY:

Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Firewall clusters provided by them.

Bidder shall indemnify the Bank, its successors, Assignees and administrators against any loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through the action of its employees, agents, contractors, subcontractors etc. However, the bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

However, the bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage

7 LIABILITY OF THE BIDDER:

Bank shall hold the bidder, its successors, Assignees and administrators fully liable against loss or liability, claims, actions or proceedings, arising out of non-fulfillment of any obligations under this contract and such liability of the bidder will be restricted to the actual amount of the contract.

However, the bidder would be given an opportunity to be heard by the Bank prior to making of a decision in respect of such loss or damage.

8 TERMINATION:

- a) The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part, 30 days after issuing the notice:
 - If the Supplier fails to deliver any links/software/ license within the period(s) specified in the Contract or within any extension thereof granted by the Purchaser.
 - If the Supplier fails to perform any other obligation(s) under the Contract

- However in case of such termination, Bank will claim back the amount already paid against implementation of the project so supplied and may also opt for legal recourse for recovering such amount, without referring to arbitrator.
- b) In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

9 NEGLIGENCE:

In connection with the work or contravenes the provisions of General Terms, if the bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank is to be compensated for good the failure at the risk and cost of the Contractor.

10 RESPONSIBILITY FOR COMPLETENESS:

Any supplies and services which might not have been specifically mentioned in this tender but are necessary for the installation, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian conditions.

The Bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them irrespective of whether these have been approved, reviewed or otherwise accepted by the Bank or not. The bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawings and other information as mentioned above within the time schedule and without extra cost to the Bank.

11 NON-DISCLOSURE INFORMATION:

The bidders shall not, without the Bank's written consent, disclose any specification or information furnished by or on behalf of the Bank, to any person other than a person employed by the bidder in the performance of the work assigned to them. The successful bidder shall be required to sign a Non Disclosure Agreement with the Bank as per the prescribed format provided in Annexure – P or at mutually agreed format between the bank and the Bidder

12 USE OF CONTRACT DOCUMENTS AND INFORMATION:

The Selected Bidder shall not, without the Bank's prior written consent, disclose any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the 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

13 FORCE MAJEURE:

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's 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 Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of the Bank either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such conditions and the cause thereof immediately. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

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

Notwithstanding the above, the decision of the Bank shall be final and binding on the Bidder.

- 14 Bank reserves the right to visit any of the service provider's POP from the list provided by them for verifying their claim. The service provider should extend full co-operation for such visits.

ANNEXURE-B

BID FORM

Ref No.....

Place:

Date: / /2012

The General Manager
SyndicateBank, Corporate Office,
Department of Information Technology,
II Floor, Commercial Complex
National Games Village, Koramangala,
BANGALORE-560 047

Dear Sir,

Having examined the 'Request for Proposal RFP No: RFP 45/FY 2011-12/CO:DIT/MPLS/kvr dated 23/01/2012, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver, install and commission MPLS-VPN in all Branches/Offices of your Bank in conformity with the said RFP at the prices to be offered during the Online Sealed Bid and Reverse Auction process and is made part of this Bid.

We undertake, if our Bid is accepted, to provide the MPLS-VPN in accordance with the Commission instructions Schedule specified.

If our bid is accepted, we will obtain the guarantee of a Bank for a sum equivalent to 10 per cent of the one year rentals value valid for 72 months for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this bid for a period of 180 days from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

We further confirm that,

- 1 In case we offer Bandwidth/ last mile from another company, such MPLS link operates effectively on the system offered by us and we are willing to accept responsibility for its successful operations
- 2 That similar or compatible hardware, if any will be made available in the Bank's site to provide adequate emergency processing arrangements; and
- 3 Until the Purchase Order is accepted, this bid, together with your written acceptance thereof and 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 namely "Prevention of Corruption Act 1988". Commissions or gratuities, if any paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name & address of agent Amount & currency Purpose of commission or gratuity
(If none, state none)

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

Dated this day of 2012

(Signature) (In the capacity of) Duly Authorised to sign bid for & on behalf of
(Name & Address of the Bidder)

ANNEXURE-C

BID SECURITY FORM

Whereas _____ (herein after called "the Bidder") has submitted its Bid dated ____2012 for the supply of _____(hereinafter called "the Bid")

KNOW ALL PEOPLE by these presents that WE _____ having our Registered Office at _____ (hereinafter called "the Bank") are bound unto Syndicate Bank, Corporate Office, Department of Information Technology, II Floor, National Games Village, Koramangala, Bangalore (hereinafter called "the Purchaser") in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Affixed with the Seal of the said Bank this ____ day of _____2012.

THE CONDITIONS of this obligation are:

- 1 If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
- 2 If a Bidder fails to participate in Online Sealed bids / Reverse Auction Process, or
- 3 If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity:
 - a) Fails or refuses to execute the Contract Form if required; or
 - b) Fails or refuses to furnish the Performance Security, in accordance with the terms of the Bid; or
 - c) Fails to supply the goods within the stipulated period. or
 - d) Fails to accept the purchase order.

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

This Guarantee will remain in force up to and including -----, 2012, and any demand in respect thereof should reach the Bank not later than the above date.

(Signature and Seal of Bank)

ANNEXURE -D
MANUFACTURERS' AUTHORISATION FORM

No.

Dated: / /2012

The General Manager
SyndicateBank, Corporate Office,
Department of Information Technology,
II Floor, Commercial Complex
National Games Village, Koramangala,
BANGALORE-560047

Dear Sir,

Sub: RFP 45/FY 2011-12/CO:DIT/MPLS/kvr dated 23/01/2012

We who are established and reputable manufacturers/ Service Providers of having manufacturing/ service facility at and do hereby authorize M/s. (Name and Address of Agents) to submit a bid, and sign the contract with you for the goods manufactured by us against the above RFP.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

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. It should be included by the Bidder in its bid.*

ANNEXURE-F
LETTER OF AUTHORISATION TO BID

No.

Dated: / /2012

The General Manager
SyndicateBank, Corporate Office,
Department of Information Technology,
II Floor, Commercial Complex
National Games Village, Koramangala,
BANGALORE-560047

Dear Sir,

Sub: Letter of Authorisation to bid for Syndicate Bank's Communication Equipment

We M/s (Name and address of the principal) hereby authorize M/s. (Name and Address of Agents), our Business Partner/Authorised Distributors to submit a bid, and sign the contract on behalf of us for all the MPLS links required by the Bank as called for vide the bank's request for proposal reference No: RFP 45/FY 2011-12/CO:DIT/MPLS/kvr dated 23/01/2012. The goods /services provided by the above firm shall be deemed to have been supplied by us and any contract entered into by the above firm shall be binding on us.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

Yours faithfully,

(NAME)

(Name of principal vendor on whose behalf the proposal is submitted)

Note: *This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Bidder in its bid.*

ANNEXURE –G SERVICE SUPPORT FORM

Bidders details	Bangalore Office	Contact person, Designation, Mobile for single point contact from Corporate Office	Address
<u>1</u>			
<u>2</u>			

Service Centres required by Bank	Vendors Service Centre locations Own or Franchisee	Distance from Banks requirement	Contact person, Designation, Mobile and address
REGIONAL OFFICE LOCATIONS:			
Ahmedabad			
Anantapur			
Bangalore			
Belgaum			
Bellary			
Bhopal			
Bhubaneswar			
Bijapur			
Chandigarh			
Chennai			
Coimbatore			
Delhi			
Ernakulam			
Faridabad			
Ghaziabad			
Hubli			
Hyderabad			
Jaipur			
Kannur			
Karwar			
Kolkata			
Lucknow			
Mangalore			
Meerut			
Moradabad			
Mumbai			
Mysore			
Nagpur			
Nellore			
Panaji			
Patna			
Pune			
Trivandrum			
Udupi			
Vijayawada			

ANNEXURE -H
BILL OF MATERIAL

Part A:

Sl. No.	Bandwidth Required	No of locations (A)
1	50 Mbps MPLS VPN (DC/DRS/Near Site)	3
2	128 Kbps MPLS VPN	2500
3	256 Kbps MPLS VPN	100
4	512 Kbps MPLS VPN	100
5	1 Mbps MPLS VPN	50
6	2 Mbps MPLS VPN	50
7	One Time Implementation Charges	2800

Part B:

Sl. No.	MPLS VPN Bandwidth Required	No of locations (A)
1	4 Mbps MPLS VPN	1
2	8 Mbps MPLS VPN	1
3	75 Mbps MPLS VPN	1
4	100Mbps MPLS VPN	1
5	200 Mbps MPLS VPN	1
6	300 Mbps MPLS VPN	1
7	One time charge for upgrade/downgrade	1
8	One time charge for shifting link	1

ANNEXURE-I
TECHNICAL SPECIFICATIONS

Sl. No.	Technical Specification for MPLS VPN	Complied (Yes/No)	Please specify the deviations if any
1	The Service provider MPLS VPN network should be fully isolated from Internet traffic even if running on the same core/backbone. It is desired that same PE Router does not run both customer MPLS VPN traffic and Internet traffic. The MPLS-VPN network offered to the Bank should not carry any internet routes. Service provider has to provide network topology showing how internet is provided on MPLS cloud.		
2	A separate VPN is to be created only for Syndicate Bank network and in no way the VPN should be shared with other customers sharing the MPLS backbone. All routing at MPLS Backbone should be on Labels and no IP routing is acceptable. Syndicate Bank MPLS Network must be accessible to Syndicate Bank nodes only.		
3	The MPLS network should be capable of running Voice, Video and Data.		
4	The Service provider should have capability to run IPV6 on MPLS VPN links. Upgrade to IPV6 if required will have to be without any extra cost to the Bank.		
5	The LAN IP addresses currently in use in Bank Branches/offices where MPLS connectivity is proposed shall continue to be retained by Bank. The service provider to ensure that they configure MPLS VPN link in such a way that there is no change in the IP scheme being currently used by the Bank.		
6	Latency for DC/DR should not exceed 75 ms for other locations/sites should not exceed 100 ms when tested with a ICMP packet size of 1024 Bytes. The jitter should not exceed 20 ms. The packet drop should not be more than 1 in 1 million.		
7	Various MPLS-VPN configurations made for the Bank's VPN by the service provider should be shared with the Bank. The service provider should also allow audit of the same by Bank's Auditors or through external independent auditors appointed by Bank. Any high and medium risk Vulnerabilities pointed out in Audit should be immediately rectified by the service provider.		
8	The service provider should ensure that the MPLS link is configured properly as per the Bank's requirement in co-ordination with the Bank's Network team / Bank appointed 'facility management service provider' while configuring		

	CE equipments of the Bank.		
9	The service provider should ensure that major security features against attacks as mentioned below are implemented in their network: Protection against all kinds of attacks including DOS attacks, SYN attacks, smurf attacks etc. Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc.		
10	Bank has implemented IPSEC VPN in its existing network and there should not be any dependency from service provider on this implementation while integrating their MPLS network. Further, there should not be any dependency on the service provider if Bank decides to implement other VPN variants like GETVPN, DMVPN or any such technology.		
11	The service provider should run industry standard QoS/CoS and Traffic Engineering services in the MPLS backbone and the service provider should configure QoS/CoS as per Bank's requirement in their network.		
12	Proper Change management procedure must be maintained for all the configuration changes done for/affecting the Syndicate Bank MPLS VPN. The same should be made available to the Bank immediately/ on demand. All configuration changes should be traceable. All such changes should be carried out with prior permission from the Bank.		
13	The last mile at Bank's Data centre, DR-site, corporate offices, regional offices and training centres should have full redundancy through last mile connectivity from 2 different POPs of the service provider.		
14	There should not be any dependency on running open standard routing protocols like BGP, OSPF, Static Routes etc. between the Bank's sites and PE Routers of the Service provider.		
15	The service provider must provide the MPLS links to Syndicate Bank that must be on any to any route topology i.e., All of the Bank's sites/Branches should be reachable to each other through MPLS network of the service provider and without having to be touch Bank's Core at DC/DR Site.		
16	The MPLS Network should support multicast in all variants like dense mode, sparse mode etc.		
17	The network should be available 24 X 7. However, following uptime should be provided: The Service provider should provide a monthly uptime of 99.99% for the MPLS connectivity at DC/DR/Near site, calculated monthly on total		

	<p>available minutes in that month.</p> <p>The Service provider should provide a monthly uptime of 99.97% for the MPLS connectivity at Urban/Metro/Port Town branches, calculated monthly on total availability in that month in minutes.</p> <p>The Service provider should provide a monthly uptime of 99.95% for the MPLS connectivity at Semi urban/Rural branches, calculated monthly on total availability in that month in minutes.</p>		
18	If at some location service provider provides last mile through other service providers (other than BSNL/MTNL), the total responsibility of Liaisoning, commissioning, maintaining the link including all the commercials involved should be taken care by the service provider.		
19	If the last mile is on wireless, Service provider has to ensure that no other Radio equipment causes interference to Wireless signals used for Bank's connectivity and the Radio equipment should not be able to trap the signals used for bank's network.		
20	Bank will not be responsible for installation of any telecommunication infrastructure equipment like RF Antenna, Mast, MUX, Modem etc. at the last mile and if required the same should be provided/installed by the service provider. Cost involved for the same should be borne by the service provider. Bank at the most will provide space and UPS power to Modems/equipments that may be required to implement the connectivity at the last mile		
21	Service provider should provide various options of last mile like WIMAX/RF/3G/CDMA etc wherever fibre/copper is not feasible. VSAT as the last mile will not be accepted. Also, the Service provider must not obtain the last mile solution from M/s BSNL/MTNL.		
22	Service provider should provide connectivity with minimum number of "hop" for all links.		
23	The bandwidth should be upgradable on request from Bank on selective basis		
24	Service provider should upgrade the links with minor disturbances, depending on Bank's Requirement		
25	All the POPs from where the MPLS bandwidth is provided to Syndicate Bank should have redundancy of equipments, links, power, backhaul connectivity etc. Service provider needs to confirm it in writing.		
26	The proposed bandwidth for Syndicate Bank must be dedicated (1:1) at each site and on dedicated ports.		
27	The MPLS VPN links should be available in full		

	duplex mode which must be demonstrated to Syndicate Bank whenever Bank wants.		
28	The service provider should have independent Network Operation Centre with 24x7 support to take care of the complete MPLS VPN network management requirements. The service provider should furnish details of Toll Free number reachable from BSNL/MTNL Landline phones for logging complaints.		
29	Service provider has to provide portal to Bank which can be used to monitor the SLA parameters and log the Trouble tickets through the same. Bank should also be able to obtain standard reports on the MPLS links like Bandwidth usage, availability of links etc. through the portal or through any network monitoring tool provided by service provider for all the links provided.		
30	The service provider network should be backed by availability of service centres/service personnel across India to attend faults in the Branches within 2 hours (Metro-Urban locations)/4 hours in case of other locations.		
31	The Core MPLS backbone of service provider covering at least all the metros in India should be fully meshed. In addition to the core, the other part of MPLS backbone of the service provider covering all their POPs mentioned as above should have minimum mesh for full redundancy. The service provider should have minimum of 10Gbps core MPLS bandwidth. Network diagram/architecture along with undertaking is required to be provided as a proof by the service provider.		
32	The service provider should support/provide inter-Autonomous System override feature in their network.		
33	The bidder / SP is responsible for liaising with government agencies or other departments to provide any licenses, approvals etc. that may be required.		
34	Bank will consider the successful provision of the link subject to satisfactory Acceptance Test. The methodology for the test will be at the discretion of the Bank. However, the same will be shared with the Vendor / SP. Following tests may be adopted : a. BER test as per ITU standards. b. Normal PING test. The end to end latency between Bank's Router at both end should be less than the limit specified in the RFP when PINGed with a load of 1 Kb data. The packet drop should not be more than 1 in 1 million.		

ANNEXURE-MSCOPE OF WORK

Syndicate Bank intends to connect all its Branches/offices with its Data Centre and DR Site using MPLS-VPN connectivity. The service provider has to provide the MPLS links for the Bank's Data Centre, DR-site and the branches/offices identified by the Bank.

1. Syndicate Bank wants to obtain a dedicated MPLS-VPN bandwidth of various capacity (128Kbps, 256Kbps or higher) for each of its Branches/offices including Bank's Data centre, DR-site and Near site.
2. The contract will be for a period of 5 years. Bank reserves the right to extend/reduce the contract as per Bank's requirement. Bank reserves the right to surrender/shift/upgrade the links as per Bank's requirement.
3. Bank may run Data, Voice, Video on the network simultaneously. Hence, support for QoS/Cos is a must in the network.
4. The MPLS-VPN Bandwidth obtained for Data Centre and DRS will be initially 50 Mbps with provision for upgrade later.
5. The service provider should suggest necessary CPE configurations for integrating the MPLS connectivity provided by them with the existing Network of the Bank in consultation with the Bank/Bank appointed service provider to whom Banks Network management is outsourced.
6. The service provider is expected to provide the MPLS VPN connectivity in the offices/Branches proposed to be opened in future also during the contract period at the same commercials.
7. As Bank intends to build up redundancy of service provider in its network, the RFP process is restricted to service providers other than BSNL & MTNL, as the Branches are currently connected through BSNL/MTNL LL connectivity.
8. The service provider should deliver and integrate their last mile into the communication equipments already available/to be provided at these sites. Last mile hand-off should be delivered on V.35/Ethernet or any other type of interfaces preferably on Wire depending upon the hardware already available at sites. The service provider must be an integrated service provider capable of providing fiber/copper and other wireless media choices like, WIMAX/RF/3G/CDMA (excluding VSAT) etc. as last mile. Last mile on wireless will be explored only if last mile on wire is not feasible.
9. In case, at any point of time Bank shifts its DC, DR Site, Near site, branches/offices from the existing location/premises to new location/premises, the service provider has to co-ordinate with the Bank for shifting of the MPLS Links to the new location.
10. The service provider has to check the feasibility of providing MPLS VPN connectivity at all the locations mentioned in Annexure and submit the following details as part of their technical bid.

S.No	Description	Number of locations
1	Total number of locations provided by the bank	2625
2	Total number of locations in which the service provider can provide MPLS VPN connectivity through their own network (including last mile)	
3	Total number of locations in which the service provider can provide MPLS VPN connectivity through last mile from other service provider	

11. At all locations, all equipments for providing the MPLS connectivity (till the router) will have to be supplied, installed and maintained (throughout the entire period of contract) by the Vendor and shall remain their property. Moreover, the requisite infrastructure such as space, air-conditioning and UPS power for the vendor's equipments including at last mile at Data centre, DR-site and Near site will not be provided by the Bank and shall have to be arranged/managed by the service provider by co-ordinating with the existing IDC Service Provider(SP) (M/s Reliance/ M/s Sify) where Bank's Data Centre/DR Site/Near sites are currently hosted. Bank will not co-ordinate in any manner with the existing IDC SP for arranging the requisite infrastructure mentioned above. However, if required, Bank will make arrangement for extending the last mile connectivity for the links from the Telecom Room of the IDCs to the network racks of Bank, if the service provider is required to deliver the links at the Telecom Room of the IDCs. No cross-connect charges are payable extra.
12. The Bank will provide only CPE (Customer's Premises Equipments) / Router for commissioning / Integration of the link. All other equipments including Modems / converters / fibre / Mux etc. that is required needed to provide the link will have to be provided by the service provider.
13. The MPLS link provided by the service provider will be used as primary or backup as required by the Bank. Also, branch may in future migrate the existing leased lines to MPLS (from alternate service provider like BSNL/MTNL or others) and in such case, Bank should be able to use the MPLS connectivity provided by the service provider on load sharing mode also. The service provider should do all necessary changes in their network that needs to be done for the Bank to establish links (LL / MPLS or any other) through other service providers

Bank expects the bidder to develop a detailed project plan for supply, installation and commissioning of the MPLS links for the Bank's Data Centre, DR-site and the branches/offices identified by the Bank on leased basis as mode of connectivity to connect our Data Centre: Mumbai, Disaster Recovery Site: Bangalore, Near site Mumbai and the branches/offices identified by the Bank .

Further the selected bidder should coordinate with the existing link service provider/equipment vendor for integration of their link with the existing communication equipments/links available in the sites. In case of any integration problem with the existing network / vendor, the selected bidder will be responsible for resolving the same.

ANNEXURE-J: (TERMS AND CONDITIONS COMPLIANCE TABLE)

<i>Term No.</i>	<i>Description</i>	<i>Complied Yes/No</i>	<i>Page No. of Bid Document</i>	<i>Detailed explanation about deviation, if not complied</i>
1.	Pre-Qualification Criteria			
2.	Design & Implementation Plan			
3.	Power of Attorney from the Company to the Employee participating in the Bid			
4.	Bid Security of Rs. 25.00 Lacs			
5.	Cost of RFP of Rs.25,000/-			
6.	Letter of Authorisation to Bid			
7.	Vendor / Service Provider's Obligation			
8.	Termination for default			
9.	Performance Security			
10.	Inspection & Tests			
11.	Leased Line Maintenance and Uptime			
12.	Payment Terms			
13.	Delivery, Installation and Commissioning			
14.	Liquidated Damages			
15.	Penalty for delayed service			
16.	Technical Specification Annexure-I			
17.	Force Majeure			

NOTE: This annexure is an indicative list. Vendor has to comply all other terms and conditions as per RFP document.

Signature of the Vendor

ANNEXURE - K**RULES FOR REVERSE AUCTION**

Sl.	Particulars	Details
1.	BUYER NAME	Syndicate Bank Corporate Office:DIT NGV Shopping Complex II Floor, National Games Village Koramangala Bangalore – 560047
2.	AUCTION TO BE CONDUCTED BY (SERVICE PROVIDER)	Name : M/s e Procurement Technologies Ltd. Address : No.10/2, Narendra Plaza, Universal Business Centre, Victoria Road, Bangalore – 560 047 Phone no : 080 - 4031176 Fax : 080 - 4031 6201 Email : robin@abcprocure.com Contact Person : Mr. Robin Mobile - 09845484101 Ms. Richa Pandit - 09374519729 Mr. Parin Desai - 09374519754
3.	WEBSITE ADDRESS FOR REVERSE AUCTION DATE OF AUCTION	http://syndicatebank.abcprocure.com Auction Date : Will be Intimated Online Initial Sealed Bid Time: Online Reverse Auction Time: (With extension as applicable)
4.	DOCUMENTS ATTACHED	Rules and Terms & Conditions of Reverse Auction : Compliance Statement (Annexure K-1) Price Bid Confirmation (Annexure K-2)

Online Reverse Auction

Bank desires to make use of Online Reverse Auction for various procurement processes at its Corporate/Regional Offices to get the most competitive price from the participating technically qualified Vendor / Service Providers/ vendors.

Reverse Auction event will be carried out among the Technically Qualified Bidders, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated.

PROCESS OF REVERSE AUCTION

- a) Bank will engage the services of a Service provider for conducting Online Reverse Auction on behalf of the Bank.
- b) The Bank shall enter into a separate agreement with the Service Provider clearly detailing the roles and responsibilities of the Service Provider who hosts the web portal and conducts the Reverse

Auction.

- c) For the proposed reverse auction, technically qualified Bidders having a valid digital certificate alone shall be eligible to participate.
- e) Rules like event date and time, start price, bid decrement, extensions etc., will be communicated for compliance by the Bidder.
- f) For creating necessary obligations and rights, the Service Provider will also enter into an agreement with each Bidder for this purpose.
- g) The Service Provider will provide all necessary training and assistance before commencement of online bidding on Internet. Service Provider / auctioneer is responsible for conducting training to all technically qualified Bidders participating in the reverse auction and bidding process. Bidder may contact the Service Provider in this regard.
- h) Wherever it is considered necessary and asked by the Bidders or as decided by the auctioneer or by Bank, a mock auction may also be conducted for the benefit of all concerned.
- i) Each Bidder shall participate in the training/ mock auction at his / their own cost.
- j) Bidder / Authorised representatives of the Bidders named in the authorization letter given by the Bidder shall be given with a unique user name, password by the Service Provider / auctioneer. Each Bidder / Authorised representatives shall change the password after receipt of initial password from Service Provider.
- k) Reverse auction will be conducted on schedule date & time and the same shall be communicated in advance.
- l) Bidders have to submit the compliance form in the prescribed format, if any, provided by Service Provider before start of Reverse auction. Without this the Bidder will not be eligible to participate in the event.
- m) ***Bidder is required to give their indicative price to the Bank during the online sealed bid. Timings of the online sealed bid will be intimated by the Bank in advance.***
- n) Start price for the reverse Auction will be notified by the Bank.
- o) All the bids made from the log-in ID given to Bidder will be deemed to have been made by the Bidder to whom log-in ID and password were assigned by the Service Provider / auctioneer.
- p) Any bid once made through registered Log-in ID / password by the Bidder cannot be cancelled. The Bidder, in other words, is bound to supply the items as per the RFP at the bid price offered during the Reverse Auction.
- q) Every successive bid by the Bidder being decremental bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.
- r) The Bank shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different Bidders. In other words, there shall never be a "Tie" in bids.
- s) The maximum time limit for online Reverse Auction is 1 (One) hour only and further extension may be provided. However this is subject to change and will be as per the intimation provided by bank/ service provider before the start of the reverse auction process.
- t) At the end of reverse auction event, the lowest Bidder value will be known on the network.
- u) The lowest Bidder has to fax the duly signed filled-in prescribed format along with break-up as

provided on case-to-case basis to the Bank within 24 hours of auction without fail.

- v) Any variation between the online Bid value and the signed document will be liable for rejection of the Bid, forfeiture of the Bid Security etc., and the Bidder may be disqualified to conduct business with the Bank in future.
- w) The reverse auction will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.
- x) The Service Provider at the end of each Reverse Auction shall provide the Bank with all details of the bids and reports of Reverse Auction.
- y) Bank's decision on award of Contract shall be final and binding on all the Bidders.

Rules and Terms & Conditions of Reverse Auction

Online Reverse Auctions are carried out under the framework of a set of rules. Following are the 'Rules and Terms & Conditions' of Online Reverse Auction.

1. Definition :

"Bank" means Syndicate Bank

"Service Provider" means the third party agency / company who have been selected by the Bank for conducting Reverse Auction.

"Bidder" means the party or his authorised representative who has participated in the RFP / Tender Process, Technically qualified , having valid Digital Certificate, and willing to comply with all the instructions and terms and conditions of RFP.

"L1" means Bidder who is getting maximum marks in Techno-commercial method of evaluation.

"L2" means the Bidder who is getting the second highest marks in Techno-commercial method of evaluation. This method of evaluation is to get best quality cum price. The evaluation criteria is as per ANNEXURE-.L

2. Eligibility of Bidders to participate in Reverse Auction:

- 2.1. Bidders who are technically qualified in terms of the relative Terms & Conditions of the RFP and accept the Rules and Terms & conditions of Reversion Auction and submit the undertaking as per the prescribed format in Annexure-K-1 can only participate in Reverse Auction related to the procurement for which RFP is floated.
- 2.2. Bidders not submitting the above undertaking or submitting the same with deviations / amendments thereto will be disqualified from further evaluation / participation in the process of relevant procurement.
- 2.3. Bidders should ensure that they have valid digital certificate well in advance to participate in the Reverse Auction. Bank and / or Service Provider will not be responsible in case Bidder could not participate in Reverse Auction due to non availability of valid digital certificate.
- 2.4. Bidders participating in Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP floated by Bank.
 - 2.4.1. Undertaking letter for acceptance of Rules for Online Reverse Auction and Letter of Authority authorizing the name/s of official/s to take part in Reverse Auction as per the format Annexure K-1 (Compliance Statement)
 - 2.4.2. Agreement between Service Provider and Bidder. This format will be given by the service

provider prior to announcement of Reverse Auction.

3. Training :

3.1. The Service Provider shall impart training on the Reverse Auction to representatives of all eligible Bidders for participation in Reverse Auction.

3.2. All rules & procedure related to Reverse Auction will be explained during the training.

3.3. The Bank/Service Provider may also conduct a "Mock Reverse Auction" to familiarise the vendor/s with Reverse Auction process.

3.4. Date, Time, Venue etc of training will be advised at appropriate time.

3.5. Eligible Bidder / his authorized nominee have to attend the training as per the schedule and at the specified venue at his / Bidder's own cost.

3.6. No request from the Bidders for change in training schedule and/or venue will be entertained.

3.7. However, Bank reserves the right to postpone / change / cancel the training schedule for whatsoever reasons without assigning any reasons there for, even after its communication to eligible Bidders.

3.8. Any Bidder not participating in the training process will do so at his own risk and it shall not be open for him to make any complaint / grievance later.

4. Reverse Auction Schedule:

4.1. The date & time of commencement of Reverse Auction and its duration of time shall be communicated to the eligible Bidders prior to the Reverse Auction date.

4.2. Bank reserves the right to postpone / change / cancel the Reverse Auction event even after its communication to Bidders without assigning any reasons there for.

4.3. Reverse Auction will normally be for a period of one hour with extension. However this is subjected to change and will be intimated by bank/ service provider before the start of reverse auction process. If a Bidder places a bid price in last 10 minutes of closing of the Reverse auction, and if extensions are provided by the bank auction period shall get extended automatically for another 10 minutes. In case there is no bid price in the last 10 minutes of closing of Reverse Auction, the auction shall get closed automatically without any extension.

4.4. The time period of Reverse Auction & Maximum number of its extensions & time are subject to change and will be advised to eligible Bidders before the start of the Reverse Auction event.

4.5. During English Reverse (no ties) Auction, if no bid is received within the specified time, the Bank, at its discretion, may decide to revise Start price / scrap the reverse auction process / proceed with conventional mode of tendering.

4.6. Bank/ service Provider will in no way be responsible for any failure of systems/ communications etc. In such a case fax can be sent to service provider giving sufficient time for service provider to upload in their systems. However no fax will be accepted during the last extended period.

Bank's decision will be final in this matter. No correspondence will be entertained in this matter

5. Bidding Currency: Bidding will be conducted in Indian Rupees (INR).

6. Price Schedule and AMC after warranty:

The technically responsive bidder, during online, shall quote the MPLS quotes as per the following

format

Price Schedule:**Part A (Present Requirement):**

(Amount in Rupees)

Sl. No.	Bandwidth Required	No of locations (A)	Annual charges per location (B)	Total annual charges for the total locations (C=A*B)	Total charges for 5 years (D=5*C)
1	50 Mbps MPLS VPN (DC/DRS/Near site)	2	XX	XX	XX
2	128 Kbps MPLS VPN	2500	XX	XX	XX
3	256 Kbps MPLS VPN	100	XX	XX	XX
4	512 Kbps MPLS VPN	100	XX	XX	XX
5	1 Mbps MPLS VPN	50	XX	XX	XX
6	2 Mbps MPLS VPN	50	XX	XX	XX
7	One Time Implementation Charges	2800	XX	XX	XX
	Sub Total (Part A)		XX	XX	XX

Part B (Future upgrades):

(Amount in Rupees)

Sl. No.	MPLS VPN Bandwidth Required	No of locations (A)	Annual charges per location (B)	Total annual charges for the total locations (C=A*B)	Total charges for 5 years (D=5*C)
1	4 Mbps MPLS VPN	1	XX	XX	XX
2	8 Mbps MPLS VPN	1	XX	XX	XX
3	75 Mbps MPLS VPN	1	XX	XX	XX
4	100Mbps MPLS VPN	1	XX	XX	XX
5	200 Mbps MPLS VPN	1	XX	XX	XX
6	300 Mbps MPLS VPN	1	XX	XX	XX
7	One time charge for upgrade/downgrade	1	XX	XX	XX
8	One time charge for shifting link	1	XX	XX	XX
	Sub Total (Part B)		XX	XX	XX
TCO = Sub Total (Part A) + Sub Total (Part B)					XXX

- The above quotes are exclusive of taxes.

Notes:

- The technically responsive bidders have to quote their prices (present requirements and Future upgrades) during online sealed bid as per the above format. Bank will conduct reverse auction for the total project amount (TCO).
- **All the Bidders are requested to please note that the Techno Commercial Evaluation will be adopted for determining the L1 vendor.**

- The Sales Tax / Value Added Tax / Central Sales Tax/ Entry Tax/ Octroi / Service Tax if any as applicable will be paid / reimbursed by the Bank on actual basis.

7. Start Price:

7.1 Bidder needs to give their indicative price to the Bank during the ONLINE SEALED BID. Timings of the online sealed bid will be intimated by the Bank in advance.

7.2 Bank shall determine the Start Price for Reverse Auction

- a. on its own and / or
- b. Based on the indicative price band information on Grand Total as per our price schedule received during the ONLINE SEALED BID with AMC discounted value
- c. Bank may determine the start price on the basis of the lowest quote of indicative commercial bids received during ONLINE SEALED BID

7.3 The start price of an item in online reverse auction is open to all the participating bidders. Bidders are required to start bidding after announcement of Start Price and decrement amount. Any bidder can start bidding, in the online reverse auction, from the start price itself. Please note that the first online bid that comes in the system during the online reverse auction can be equal to the auction's start price, or lesser than the auction's start price by one decrement, or lesser than the auction's start price by multiples of decrement. The subsequent bid that comes in to outbid the L1 rate will have to be lesser than the L1 rate by one decrement value or in multiples of the decrement value.

8. Decremental Bid Value:

8.1. The bid decrement value will be specified by Bank before the start of Reverse Auction event. It can be a fixed amount or percentage of Start Price or both whichever is higher.

8.2. Bidder is required to quote his bid price only at a specified decremented value which may be informed to the technically responsive bidders during reverse auction.

8.3. Bidder need not quote bid price at immediate next available lower level, but it can be even at 2 / 3 / 4level of next available lower level.

8.4. Bid decrement value shall be rounded off to nearest 10,000s or 20,000s.

9. Web Portal and Access :

9.1. Reverse Auction will be conducted on a specific web portal meant for this purpose with the help of the Service Provider identified by the Bank.

9.2. Service Provider will make all necessary arrangement for fair and transparent conduct of Reverse Auction like hosting the web portal, imparting training to eligible Bidders etc., and finally conduct of Reverse Auction.

9.3. Bidders will be participating in Reverse Auction event from their own office / place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidder themselves.

9.4. In the event of failure of their internet or any services during the reverse auction process:

9.4.1. It is the Bidders responsibility/ decision to send fax communication immediately to Service Provider furnishing the bid price, they want to bid online, with a request to upload the faxed bid

price online so that the service provider will upload that price online on behalf of the Bidder.

9.4.2. It shall be noted clearly that the concerned Bidder communicating this price to Service Provider has to solely ensure that the fax message is received by Service Provider in a readable / legible form and also the Bidder should simultaneously check up with Service Provider over phone about the clear receipt of the bid price faxed and the service provider has entered the same in the system.

9.4.3. It shall also be clearly understood that the Bidder shall be at liberty to send such fax communications of prices to be uploaded by Service Provider only before the closure of Reverse Auction time and under no circumstances it shall be allowed beyond the closure of Reverse Auction event time. Please note that fax will not be accepted during the last extended period

9.4.4. Such Bidders have to ensure that the Service Provider is given reasonable time by the Bidders, to upload such faxed bid prices online and if such required time is not available at the disposal of Service Provider at the time of receipt of the fax message from the Bidders, Service Provider will not be uploading the bid prices. It is to be noted that neither the Bank nor the Service Provider will be responsible for these unforeseen circumstances.

9.5. In order to ward-off such contingent situation

9.5.1. Bidders are advised to make all the necessary arrangements / alternatives such as back –up power supply, whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully.

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

9.5.3 Failure of power at the premises of Bidders during the Reverse auction cannot be the cause for not participating in the reverse auction.

9.5.4. On account of this the time for the auction cannot be extended and Bank is not responsible for such eventualities.

9.5.5. Bank and / or Service Provider will in no way liable to Bidders for any interruption or delay in access to site of Reverse Auction irrespective of the cause.

9.6. For making the process of Reverse Auction and its result legally binding on the participating Bidders, Service Provider will enter into an agreement with each Bidder, before the start of Reverse Auction event. Without this Bidder will not be eligible to participate in the event.

9.7. Neither Bank nor service provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure etc. In the normal course bank will not entertain any request for postponing or extending the auction. Bank will not entertain any correspondence in this matter of reverse auction.

10. TRANSPARENCY IN BIDS:

All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

11. MASKING OF NAMES:

11.1. Bidder will be able to view the following on their screen along with the necessary fields in Reverse Auction:

i) Opening Price

ii) Leading / Lowest Bid Price in Auction (only total price)

iii) Last Bid Price placed by the respective Bidder

11.2. Names of bidders/ vendors shall be anonymously masked in the Reverse Auction process and vendors will be given suitable dummy names.

11.3. After completion of Reverse Auction, the Service Provider / auctioneer shall submit a report to the Bank with all details of bid and the original names of the bidders as also the L1 bidder with his / their original names.

12. Finalisation of the Successful Bidder:

12.1. At the end of Reverse Auction event Service Provider will provide the Bank all necessary details of the bid prices and reports of Reverse Auction.

12.2. Upon receipt of above information from Service Provider, Bank will evaluate the same and will decide upon the winner i.e. Successful Bidder. Bank's decision on award of Contract shall be final and binding on all the Bidders.

12.3. Successful Bidder has to fax the duly signed filled-in prescribed format (Annexure-K-2) as provided on case-to-case basis to Bank within 24 hours of Reverse Auction without fail. The Original signed Annexure-K-2 should reach the Bank within 48 hours of Reverse Auction without fail.

12.4. Any variation between the on-line Reverse Auction bid price and signed document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vender to conduct business with Bank as per prevailing procedure.

12.5. Successful Bidder has to give break-up of his last/lowest bid price as per Bill of Material at the end of Reverse auction event within 24 working hours without fail.

12.6. Successful Bidder is bound to supply at their final bid price of Reverse Auction. In case of back out or fail to supply as per the rates quoted, Bank will take appropriate action against such Bidder and / or forfeit the Bid Security amount, debar him from participating in future

12.7. In case Bank decides not to go for Reverse Auction related to the procurement for which RFP is floated and price bids if any already submitted and available with Bank shall be opened as per Bank's standard practice or may call for closed sealed bids.

13. Bidder's Obligation:

13.1. Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other Vendor / Service Providers / Bidders at any point of time. If any such practice comes to the notice, Bank shall disqualify the vendor / bidders concerned from the reverse auction process.

13.2. Bidder shall not divulge either his Bid details or any other details of Bank to any other party without written permission from the Bank.

14. Change in Rules and Terms & Conditions of Reverse Auction:

14.1. Any change in the Rules as may become emergent and based on the experience gained shall be made only by a Committee consisting of Senior Executives of Bank.

14.2. Bank reserves the right to modify / withdraw any of the Rules and Terms & conditions of Reverse Auction at any point of time.

14.3. Modifications of Rules and Terms & conditions of Reverse Auction will be made available on website immediately.

14.4. Modifications made during the running of Reverse Auction event will be informed to participating Bidders immediately.

15. Errors and Omissions

15.1. On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Rules, the decision of the bank shall be final and binding on all concerned.

ANNEXURE - K - 1
COMPLIANCE FOR ONLINE SEALED BID AND REVERSE AUCTION

(To be submitted in Company's letter head by all the Bidders participating in Online Sealed Bid and Reverse Auction)

Date :

To
The Deputy General Manager
Syndicate Bank
Corporate Office : Department of Information Technology
NGV Shopping Complex
Koramangala
Bangalore – 560 047

DECLARATION

1. We _____ (name of the company) hereby confirm having submitted our bid for participating in Bank's RFP No. _____ dated _____ for procurement of _____.
2. We also confirm having read and understood the terms of RFP as well as the Rules relating to the Reverse Auction for this RFP process.
3. We hereby undertake and agree to abide by all the terms and conditions stipulated by Syndicate Bank in the RFP document including the Rules for Reverse Auction, all annexure, addendum, and corrigendum.
4. We shall participate in the on-line auction conducted by _____ Ltd. (Service Provider) and submit our Commercial bid. We shall agree to enter into an agreement with the Service Provider for making the process of Reverse Auction and its results legally binding on us.
5. Bank and Service Provider shall not be liable & responsible in any manner whatsoever for our failure to access & bid in Reverse Auction due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
6. We understand that in the event we are not able to access the auction site, we may authorize Service Provider to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either Bank or Service Provider regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.
7. We do understand that Service Provider may bid on behalf of other Bidders as well in case of above mentioned exigencies.
8. We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
9. We shall fax the duly filled in signed Price Bid format as provided in the RFP to the Bank and to the Service provider within 24 hours of end of online Reverse Auction without fail.
10. We undertake to submit the Original confirmation of last bid price by us to the Bank as well as to the Service provider within 48 working hours of the completion of event. We also undertake to submit the Bill of Materials as per the Price Schedule of this RFP.
11. We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the Bank may debar us from participating in future tenders.
12. We undertake to supply at our final lowest bid price of Reverse Auction. In case of back out or not

supply as per the rates quoted by us, Bank is free to take appropriate action against us and / or forfeit the Bid Security amount, debar us from participating in future tenders.

13. We confirm having nominated Mr./Ms. _____, designated as _____ of our company to participate in the Reverse Auction on behalf of the Company.
14. We accordingly authorize Bank and / or the Service Provider to issue user ID and password to the above named official of our Company.
15. Both Bank and the Service Provider shall contact the above named official for any and all matters relating to the Reverse Auction.
16. We undertake that the Company shall be bound by the bids made by the above named official of our Company in the Reverse Auction, failing which the Bank shall forfeit the EMD. We agree and understand that the Bank may debar us from participating in future tenders for any such failure on our part.

Signature of the Authorised Signatory with company seal

Name -

Company / Organization -

Designation within Company / Organization –

Address of Company / Organization –

Name of Authorised Representative: Mr. /Ms. _____

Designation of the Authorised Representative: _____

Signature of Authorised Representative: _____

Verified above signature

Signature of the Authorised Signatory with Name and Company seal

Date: _____

Annexure- K - 2

Price Bid Confirmation

(To be submitted in Company's letter head by L1 Bidder
Participated in Reverse Auction along with detailed price schedule)

Date :

To
The Deputy General Manager
Syndicate Bank
Corporate Office : Department of Information Technology
NGV Shopping Complex
Koramangala
Bangalore – 560 047

Dear Sir,

SUB: Lowest Price quoted in Reverse Auction held on in respect of RFP
Ref. No. _____ Dated _____ for procurement of
.....

We confirm that the final total bid price quoted by us in the captioned Reverse Auction event for
captioned tender is as under -

Rs. (in figure): _____
Rs. (in words): _____

and we are submitting the detailed price schedule as per RFP.

We confirm that:

We enclose herewith the detailed break-up of above price as per Bill of Material
OR We undertake to submit the Original duly signed detailed break-up of above bid price as per Bill of
Material of the subject RFP within 48 hours from the end-of Reverse Auction event.

Any variation between the on-line Reverse Auction bid price quoted by us and this document will be
considered as sabotaging the tender process and will invite disqualification of Bidder/vender to conduct
business with Bank as per prevailing procedure. In such case Bank is free to take appropriate action and
/ or forfeit the Bid Security amount and / or debar him from participating in future

We are bound to supply at the above final bid price of Reverse Auction.

We note that in case of back out or not supply as per the above rates quoted by us, Bank will take
appropriate action against us and / or forfeit our Bid Security amount and / or debar him from
participating in future

Signature of the Authorised Signatory with company seal Name –
Company / Organization –
Designation within Company / Organization –
Address of Company / Organization –
Email:
Mobile: Tel. No:
Fax No:

CC: Service Provider :

M/s e Procurement Technologies Ltd.
No.10/2, Narendra Plaza, Universal
Business Centre,
Victoria Road, Bangalore – 560 047

Annexure –L (Evaluation Process)

The objective of the evaluation is to select the appropriate, reliable and experienced MPLS connectivity service provider from Service provider(s) capable of commissioning the links.

Sl. No.	Evaluation Parameter	Maximum Marks (%)
1	Financial Position	05
2	Technical Capability	30
3	Support Centres /Local Offices	05
4	Complying Technical Specification	60
Total		100

Each of the above parameters will have the following sub divisions

Sl. No.	Sub Parameters	Maximum Marks
1	<u>Financial Position</u>	<u>05</u>
1a.	Average Business from Indian Operations during last three financial years (2010-11,2009-10,2008-09)	03
	500-1000 Crores	01
	1000-2000 Crores	02
	Above 2000 Crores	03
1b.	Average Net Profit from Indian Operations during last three financial years (2010-11,2009-10,2008-09)	02
	Upto 100 Crores	01
	Above 100 Crores	02
2	<u>Technical Capability</u>	<u>30</u>
2a.	Total number of locations in which the service provider has implemented MPLS VPN.	05
	10000 to 15000	02
	15001 to 20000	03
	20001 to 25000	04
	Above 25000	05
2b.	Percentage of syndicate bank locations (as mentioned in Annexure 2) the service provider can provide MPLS VPN connectivity	10
	Less than 50 %	00
	51 to 60 %	02
	61 to 70 %	04
	71 to 80 %	06
	81 to 90 %	08
	91 to 100%	10
2c.	Percentage of syndicate bank locations (as mentioned in Annexure 2) the service provider can provide MPLS VPN connectivity through their own network	05
	Less than 50 %	00

	51 to 60 %	01
	61 to 70 %	02
	71 to 80 %	03
	81 to 90 %	04
	91 to 100%	05
2d.	Number of districts in which the service provider is having their own MPLS POPs (POP providing MPLS VPN services). This should exclude extended / virtual POPs. The service provider has to provide the list of MPLS POPs along with addresses and district	05
	Less than 300	01
	301 to 500	03
	Above 500	05
2e	Length of fiber laid across India by the service provider. Proof to be submitted by the service provider	05
	1 Lakh to 1.25 Lakh Kms	01
	1.26 Lakh to 1.50 Lakh Kms	02
	1.51 Lakh to 1.75 Lakh Kms	03
	1.76 Lakh to 2.00 Lakh Kms	04
	Above 2.00 Lakh Kms	05
3	Support Centres /Local Offices covering Syndicate Bank Locations	05
	<500	00
	>500 and <=1000	01
	>1000 and <=1500	02
	>1500 and <=2000	03
	>2000 and <=2500	04
	Above 2500 locations	05

Service providers who attain minimum 75% marks in the Technical evaluation based on the above mentioned parameters only will be called to participate in the commercial evaluation process.

The service provider should not give wrong information in order to attain higher marks. The available features shall be cross-checked by the Bank any time. Any mismatch between the provided information may lead to the rejection of the bid.

The total points shall be calculated as follows:

Total points = $70 * T (s) / 100 + 30 * LEC / EC$ where

T(s) : Technical Score obtained by the service provider as per above criteria

EC : Total cost (TCO) quoted by the respective service provider in the online reverse auction/sealed bid.

LEC : Lowest cost (TCO) among all the service providers participating in the reverse Auction.

Ratio : Technical and Commercial at 70:30

Annexure N

List of Regional Offices/Other Offices are annexed to this document (Soft copy only)

Annexure O

List of Bank branches are annexed to this document as it contains many pages (Soft copy only)

ANNEXURE-P**NON-DISCLOSURE AGREEMENT**

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to offering the MPLS connectivity to SyndicateBank, having its Corporate Office at : DIT, NGV Shopping Complex, II Floor, National Games Village, Koramangala, Bangalore – 560 047 and

WHEREAS, the COMPANY understands that the information regarding the MPLS connectivity provided by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said Management Solution and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANKS written Authorisation to do so.

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK for the said Management Solution, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK

The COMPANY shall not, without the BANKS written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Authorised Signatory

Name:
Designation:
Office Seal:

Place:
Date:

Annexure-Q
(Performance Bank Guarantee Form)

Syndicate Bank,
Department of Information Technology
Corporate Office,
NGV Commercial Complex, 2nd Floor
Koramangala , Bangalore 560 047

WHEREAS (_____) has undertaken in pursuance of the contract no. _____ dated _____ to, inter-alia, supply of _____ as per the contract document (herein after called "The Contract"), dated _____

AND WHEREAS it has been stipulated by you in the said contract that _____ shall furnish you with a performance bank guarantee by a recognized bank for the sum of Rs. _____ specified therein as security for compliance with the _____ performance obligations in accordance with the contract.

AND WHEREAS we have agreed to give you the guarantee on behalf of _____ -

THEREFORE WE hereby affirm that we as guarantors and responsible to you, on behalf of _____, upto a total of Rs. _____ and we undertake to pay you, upon your first written demand declaring _____ to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. _____ 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 the _____ (Date)

"All rights and obligations arising from this guarantee shall be governed by the laws of Republic of India".

Notwithstanding anything herein above contained including what is stated in clauses thereof, our liability under this guarantee is restricted to Rs. _____ and shall remain in force until _____. (Date) Unless a demand or claim under the guarantee is lodged with us in writing at Bangalore on or before _____ (Date), all your rights under said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities hereunder whether or not this document is returned.

Place:

Date:

---- End of document ----