



TAMIL NADU GRAMA BANK

Technology Management Department
Head Office

No.6, Yercaud Road, Hasthampatti, Salem – 636 007

RFP No. TMD/4/23-24 dated 01/06/2023

**Request For Proposal (RFP) For Providing MPLS Connectivity For Wide Area Network at
Branches, Regional Offices and Other Offices located across Tamil Nadu**

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A. SCHEDULE FOR BIDDING PROCESS

Tender Reference Number and Date	RFP No. TNGB/HO/TMD/4/2023-24 dated 01/06/2023
Last date for seeking clarifications/ queries (Only through email)	09/06/2023 by 5:00 PM
Date of Pre Bid meeting (Through VC)	14/06/2023 at 11:30 AM
Last Date & Time for submission of Bids in Online Mode (Two Way Bid System)	21/06/2023 at 02:00 PM
Earnest Money Deposit/Bid Security	₹. 10,00,000/- (Rupees Ten lakhs only)
Bid Cost	Non-refundable ₹.59,000/- (Five Nine Thousand Only)
EMD & Bid Cost Payment mode: NEFT/RTGS/IMPS Account Details	<u>Account No:</u> 96181642 <u>Type of Account:</u> Current Account <u>Account Name:</u> TNGB NEFT PARKING <u>Bank & Branch:</u> Tamil Nadu Grama Bank, Head Office <u>IFSC:</u> IDIB0PLB001 Remarks while making transaction to be written as : Company Name Bid Fee RFP NO.
Date of opening of Technical (Part I) Bids (Online) & Conformity to Eligibility Criteria	21/06/2023 at 03:30 PM
Date of Opening of Indicate commercial Bid	The date of opening of the Indicative Commercial bid will be intimated to technically qualified and eligible bidders after technical evaluation of the bids submitted.
Date of Online Reverse Auction (Part II)	Will be intimated after the opening of the indicative commercial bid.
Online Bid Submission Details	This RFP will follow e-tendering (e-Tendering) process and the same will be conducted by Bank's authorized e-tendering service provider M/s Antares Systems Limited through website https://www.tenderwizard.com/TNGB
Support person and phone number for e-tender service provider for any help in accessing the website and uploading the tender documents.	Mr. M.Gunaseelan, M/s. Antares Systems Ltd Mobile No: 97319 67722 Email: gunaseelan.m@antaressystems.com
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Address for Communication	Technology Management Department (TMD), Tamilnadu Grama Bank (TNGB), Head Office, No.6 ,Yercaud Road, Hasthampatti, Salem-636007 Ph: 0427-2522966

- This RFP document can be downloaded from e-tendering portal <https://www.tenderwizard.com/TNGB> and Bank's website <https://www.tamilnadugramabank.com>. Clarifications, Modifications and Date of Extensions, if any, will be published in e-tendering portal and Bank's website only.
- Bidders should enroll/register before participating through e-tendering portal - <https://www.tenderwizard.com/TNGB>. Bids have to be submitted online only at the above mentioned e-tendering portal. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents (A list of documents is given in section 7. Checklist of this RFP).

The term "Bid" & "Quote/Quotation" bears the same meaning in this RFP.



1. INVITATION FOR BIDS (IFB)

1.1 Introduction:

TAMIL NADU GRAMA BANK (hereinafter referred to as 'Bank') is a Govt. owned scheduled Bank sponsored by Indian Bank with over 650+ branches and 11 regional offices across the state of Tamil Nadu. Tamilnadu Grama Bank is the 5th largest Bank in Tamilnadu in terms of the number of branches and having a business of above ₹.40,000 crores. The Head Office is located at Salem, Tamilnadu.

The Bank invites Request for Proposal (hereinafter referred to as "RFP") for the provision of redundant MPLS-VPN Bandwidth connectivity for its branches/ other locations (hereinafter referred to as "Locations") providing last mile through wired/RF from MPLS-VPN providers (hereinafter referred to as "Service Provider or Bidder or "Vendor") other than **BSNL, MTNL and Railtel**.

Any service provider, who was awarded a contract for connectivity, but could not execute and consequently terminated, is not eligible to participate in the RFP.

1.2 Background

The Bank's network architecture design is as follows:

The Bank's locations are connected to Data Centre (DC) at Chennai and one DR Site (DRS) at Hyderabad. Near DR (NDR) site which may come in future. The locations are provided with primary MPLS-VPN/Leased Line connectivity. BSNL/MTNL is the primary service provider for the Bank.

1.3 Present Requirement:

The Bank now intends to provide redundant MPLS-VPN links to all the locations from an alternate service provider other than BSNL/MTNL/Railtel. **Apart from the existing locations, redundant connectivity is also required for the new locations proposed to be opened in future.**

1.4 The objective of the project:

1. **To build in redundancy to the existing network by procuring MPLS-VPN links from an alternate service provider (other than BSNL/MTNL/RailTel) and also to connect the locations, where the primary service provider is not able to provide connectivity.** With this proposed connectivity, every branch will have two direct paths to connect to Bank's Data centres at Chennai and DR site at Hyderabad. The primary path will be through the existing MPLS- VPN circuit from BSNL/MTNL/RailTel and the secondary path will be through the proposed MPLS - VPN network.
2. **For the purpose of redundancy, the entire bandwidth including the last mile should NOT be through BSNL/ MTNL/RAILTEL.**



3. All new locations proposed to be opened and existing locations, which are yet to be networked, shall also be connected as per the scope of the project.
4. At all the locations listed in Document 8. List of locations (address details), the proposed MPLS-VPN connectivity should be through wired/ wireless as the last mile, and should be completed within a period of 8 weeks from the date of the Purchase order or commissioning instruction by the Bank.

1.5 Other Details of IFB:

- Bidders should enroll/register before participating through e-tendering portal - <https://www.tenderwizard.com/TNGB>. Bids have to be submitted online only at the above mentioned website. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted.
 - Part I contains compliance details of the specifications for which the quotation is called for. No column shall be left blank or altered. The bidders should also submit their indicative commercial bids as sought in the e-tendering system. The indicative commercials provided by the bidder during e-tendering process will be considered as online sealed bid.
 - Part II – Commercial will be called through Online Reverse Auction Process. After technical evaluation, intimation will be given to all qualifying bidders about the date and time of opening of the indicative commercial bid. After opening of the indicative commercial bid, the date and time of reverse auction will be intimated. Part II price breakup details are to be submitted within next working day from the date of online reverse auction.
 - Part I is to be uploaded online duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our specifications, will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.
 - Bank has the right to accept or reject any quotation/cancel the e-tender at its sole discretion without assigning any reason thereof.
 - The Technical quotations will be opened at 15:30 Hrs on 21/06/2023.
 - **After technical evaluation, intimation will be given to all qualifying bidders about the date & time of opening of indicative commercial bid. After opening of the indicative commercial bid, then date & time of reverse auction will be intimated.**
- Please note that
- (i) The cost of preparing the proposal including visit / visits to the Bank are not reimbursable.



(ii) The Bank is not bound to accept any of the proposals submitted and the bank has got the right to reject any proposal and/or cancel the tender without assigning any reason therefor.

(iii) The bank can extend the last date for submission of bid.

(iv) The Bank reserves the right to procure the required connections only and not the number of connections taken for identifying the L1 service provider. The requirement may decrease or increase depending on the requirement of the bank during the course of contract and subsequent renewals.

(v) The L1 vendor will be identified through reverse auction and initial order will be placed for the commissioning of 70% links (apprx. 490 links). The offer to commission 30% of links (apprx. 210 links) mentioned in RFP for L1 price will be given to L2 bidder. If L2 bidder is not willing to provide the link at L1 Price, then L3 bidder will be offered to provide the link at L1 Price and if L3 bidder is not willing to provide the link at L1 Price, then L4 bidder will be offered to provide the link at L1 Price. If the initial order is split between two bidders, then the future orders for link(s) will be placed to identified bidders as per the feasibility report submitted for the locations.

If none of the bidders are ready to match with L1 price, order will be placed with L1 vendor for total number of links mentioned in RFP. Accordingly, Purchase orders will be placed with successful bidders to deliver the link.

(vi) Bank reserves the right to negotiate with lowest bidder for further reduction in price under exceptional circumstances.

(vii) Interested Bidders who has submitted the bid, may send their Representative to participate in the Bid Opening Process. After technical evaluation, only the eligible Bidders will be communicated of the date and time of Indicative commercial bid opening and Online Reverse Auction Process, Business Rules for the Auction and the details of the Agency who shall conduct the Reverse Auction.

(viii) All pages of the Bid document, Clarifications/Amendments if any should be sealed and signed by the Authorized Signatory and kept with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.

▪ **Late Bids**

- i. Late bids shall not be allowed in e-tendering portal after the due date and the specified time (including the extended period if any).
- ii. Bids will be auto rejected in case of any non submission of mandatory/supporting documents within the permitted timeline.
- iii. The bids submitted by telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- iv. Bank shall not be responsible for any non-receipt of the documents in e-tendering portal. No further correspondence on the subject will be entertained.



1.6 About Bank's Network

Tamil Nadu Grama Bank, has networked all the Branches and implemented Core Banking Solution (CBS). All Branches are connected through Wide Area Network.

Details About Design:

- The Branches are connected through various MPLS cloud providers primarily through a leased line backed up with an MPLS/RF/4G/VSAT. The bandwidth of the leased line is 2 Mbps normally and ranges up to 10 Mbps. Bank has provided additional leased line connectivity to selected branches from other Telecom Service providers. Some of the branches where the leased line is not feasible are connected through VSAT.
- Head Office, Salem & Project Office, Ethiraj Salai, Chennai are connected to the Data Centres, Chennai and DR site, Hyderabad with 10 Mbps bandwidth through MPLS Cloud.
- Mesh topology has been implemented in the existing network architecture.
- Bank is using BGP protocol for advertising LAN routes/IP addresses.



2. PROJECT SPECIFIC TERMS & CONDITIONS:

2.1 Description:

2.1.1 The name of the assignment is 'Providing MPLS connectivity to branches/offices/ATMs and other locations.

- The Bid is for providing MPLS connectivity to branches/offices/ATMs or any other locations finalised by the Bank. The successful bidder(s) has to provide the backhaul connectivity including fiber cross connects (at free of cost) to Bank's Data Center, Chennai and DR site, Hyderabad. Successful Bidder(s) should provide redundant links to the Data Centre and DR site (free of cost) through connection to 2 different PoPs/links under ring topology through two different routes.
- In case successful bidders are already having backhaul links connected at Bank's Data Center, Chennai and DR, Hyderabad, the existing links may be upgraded as per RFP Specifications and used.
- Backhaul has to be provided as per the same terms and conditions of DC and DR site at NDR site which may come in future.
- Cross connect: At the DC, DR and NDR sites, the two Fiber Cable handovers to be provided to enable bank to connect in the primary and secondary router.

2.1.2 The MPLS links need to be configured either as primary or backup depending on the requirement of the bank.

2.1.3 The Bank intends to provide redundant MPLS-VPN links to all locations and also to provide MPLS connectivity to locations where primary connectivity is provided by service providers other than BSNL/RailTel. Apart from the existing locations, redundant connectivity may also be required for the new locations proposed to be opened in future.

For the purpose of redundancy, the entire bandwidth including the last mile should NOT be through BSNL/MTNL/RailTel.

It is advisable to have **maximum links with wired last mile as copper/fibre**. Wherever the bidder is not in a position to provide wired link, such location may be given Radio Frequency (RF) connectivity/ MPLS over 4G/5G VPN or any other upcoming technology subject to the following conditions.

In case Radio Frequency (RF) connectivity is proposed by the provider, Bank will arrange permission from the landlord wherever required on the provision of certificate by the service provider(s) that if infrastructure being installed in bank premises is used only for connecting the branch and will not be used for any other purpose. Bank will provide space and UPS power to Modems/equipments that may be required to implement the connectivity at the last mile at bank's premises. The height of the Pole/tower should not be greater than 12 meters, however in case, the height of pole/tower is more than 12 meters, the permission for such request for exceeding tower/pole height will be



considered in exceptional circumstances only and decision of the Bank will be final on such request.

If both wired and RF last mile connectivity is not feasible at any location(s), bidder may provide MPLS over 4G/5G VPN or VSAT or any other upcoming technology at the locations, but in such cases, permission from the Bank is mandatory and number of sites for such cases should not increase more than 10% of the total links to be delivered by the Service provider. In exceptional circumstances, successful bidder(s) may request Bank to relax the ceiling of 10% and the decision of the Bank will be final on such request.

The prospective service provider shall establish the MPLS-VPN Network and should be capable of maintaining it for a minimum period of 6 years.

2.2 ELIGIBILITY CRITERIA FOR BIDDERS

Bidders must meet the following eligibility criteria. Technical or Commercial bids which are not compliant with the criteria will not be evaluated.

1. The Bidder should be a Public/ Private Limited Company and should be in existence in India for the last 3 years (as on 31/03/2023).
2. The Bidder should have positive net worth for the last 3 consecutive years (2020-21, 2021-22, 2022-23) with minimum annual turnover of Rs. 500 crores.
3. The Bidder should have at least three years of experience in supplying, installing, commissioning and maintenance of MPLS VPN and should have implemented MPLS VPN in at least two Public Sector banks in India.
4. In the last 5 calendar years, the Bidder should have connected at least 1000 sites across India, out of which at least 200 sites should be of a single customer.
5. The Bidder should submit a Declaration that the entire network infrastructure provided is owned by them or they should be an authorized vendor to use the same till the entire Project Period of 6 years.
6. The Bidder should have valid NLD and MPLS-VPN license from regulatory authorities/Govt. of India to provide and operate MPLS connectivity to customers.
7. Declaration for having 1,00,000 KM own fibre/IRU/Lease basis connectivity network across India.
8. The Bidder should produce letter of satisfaction/e-mail from authorized signatory of the respective organisation on their MPLS VPN service from at least two of their existing customers who have availed MPLS VPN connectivity from them for at least 1 year.
9. Network Service provider should have its own Network Operations Center (NOC) with network Management System (NMS) to check the uptime of links, utilisation, health of network devices of at least 500 links. The Bidders NOC should have valid ISO 27001 certification.



10. Should have and Provide Toll Free number and e-mail id for fault registering within India (number and email id to be intimated).
11. Should have and provide a web portal to enable the bank to view the status of the circuits, utilization and uptime.
12. The bidder company shall be having / should have support services in all state capitals, Metros and at all major urban locations all over the country
13. The Bidder should not have been blacklisted by any Government Dept / PSU / Banks currently.
14. Bidder should have Service support centres managed by its own staff/Managed Service Providers in at least all District headquarters in Tamilnadu. The list of support centres containing Office Address, Telephone nos., contact person etc. shall be submitted.
15. The Bidder should be capable of providing high bandwidth on demand at any location(s) as required by the Bank.
16. The Bidder must ensure that the key project personnel to be employed in this project have been sufficiently involved in similar installations, executed by the Bidder in the recent past.

The bidder shall furnish relevant documents supporting the above eligibility/ qualification criteria.

The Bidder must submit the bid in accordance with the formats specified in the tender document.

The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.

2.3 Scope of the Work & Deliverables:

The summary of the work involved and the responsibilities of the successful bidder(s) are as detailed below. Unless stated explicitly, all the work is detailed below is for all the locations.

The successful bidder(s) shall

- 1) Supply Layer 3 MPLS-VPN bandwidth for Bank connectivity with last mile through wired (copper or fibre)/Radio Frequency (RF)/ MPLS over 4G/5G VPN or any other upcoming technology at the locations and at new locations proposed in future across India. **Successful bidder(s) should connect at least 80% of links allotted to L1 (approximately 392) & L2 (approximately 168) from the locations mentioned in RFP.**
- 2) The service provider(s) must provide the MPLS links to the 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(s) and without touching Bank's DC,DR & NDR Site. The routing between devices should be done using BGP or any other protocol as decided by the Bank (if required).

- 3) Providing of MPLS-VPN bandwidth, establish a separate MPLS Layer 3 network and integrate with bank's network at all locations (i.e., communication between any to any location in bank's network is enabled). The last mile handoff should be delivered on Ethernet. If at any location V.35 handoff is proposed and if the router has the facility to receive v.35 handoff, the link may be commissioned with v.35 handoff after taking concurrence from the Bank and the necessary converter is also to be provided by successful bidders.
- 4) If the bidder(s) proposes to offer last mile in wireless, then such media should be licensed and the communication on wireless media should be encrypted. Bank recommends AES 256 bit or higher. However, it is up to the service provider to implement the encryption. 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. It is the responsibility of the Service provider to get approvals (if required) for setting up the pole/tower or any other permission required from the government or regulatory authorities for providing connectivity to the Bank locations.
- 5) The bidder(s) may have partnership with other Service providers (except BSNL, MTNL & RailTel) in providing only last mile media. The bidder should provide details of such partners and get the prior approval of the bank before provisioning of such links. Such notification shall not relieve the Bidder from any liability or obligation under the Contract. It is desired that the bidder should have long term contractual relationship with such partners to ensure seamless managed network services for the Bank.
- 6) At some locations, the bank may require 4 Mbps/8 Mbps/10 Mbps/20 Mbps or any other bandwidth depending on the business requirements.

7) Security Considerations

- a) The bidder(s) should confirm that at no point of time the traffic of the Bank will be moving out of the country for monitoring or any other purpose.
- b) **Audit of network:** Should undertake to implement the observations/recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or External Agencies/regulatory authorities within 15 days and any cost on this account shall be borne by the bidder(s). The Network infrastructure of the bidder should be made available for inspection by Bank's Audit team or Authorized Representative of the Bank.
- c) **Management Access:** Details regarding how the management access to the network infrastructure is controlled for troubleshooting access as well as Operations Support Systems (OSS) system access should be given. The communication between the NOC and bank's network should be encrypted.
- d) The CPEs used in the Network or Networking Equipments used by the bidder(s) in their backbone should comply with the policies laid down by Government of India, Department of Telecommunications or any other regulatory body and should not have any spyware or malware built into it.



- 8) Co-ordinate with Bank's Network Equipment vendor and system integrator for terminating and commissioning of the links at all locations.
- 9) The successful Bidder(s) should prepare, implement and ensure fallback solution to switch over to DR site as and when required by the Bank.
- 10) Configure automatic failover using dynamic routing protocol and without disturbing the existing network between Primary and Secondary links at all locations where Primary link is already available and the secondary link is being provided through this RFP process.
- 11) The proposed connectivity will also be used as Primary Link or for load balancing/sharing/Unified Communications of Bank's traffic depending upon the convenience of Bank.
- 12) To enable the bank's System, Integrator to design and architect IP addressing scheme for the bank (if required).
- 13) Devise formats in consultation with the Bank for Feasibility requests, Feasibility completion, Link commissioning, Request for removal/modification of infrastructure, scheduled downtime etc.
- 14) Provide escalation matrix for issues in Provisioning of Links and maintenance of links.
- 15) Liaise with authorities for any approvals, network diagrams etc.
- 16) All the CPE devices provided in the Network and their internal components should be new and original.
- 17) Create and provide access to dashboard on progress of implementation of orders placed with them, status of links, bandwidth usage (current and history) and their services along with suitable, executive summaries.
- 18) Successful Bidder(s) should provide redundant link to the Data Centre and DR Site (free of cost) through connection to 2 different PoPs/link under ring topology through two different routes.
- 19) Initially, 80% of the bandwidth for all links given in first Purchase Order should be provided in backhaul links at Data Center, Disaster Recovery(DR)/Near DR Site (NDR). Whenever, new sites are added later in multiples of 30 based on future purchase orders, the corresponding bandwidth of 50Mbps(80% of newly added 30 sites i.e., 80%*30*2Mbps) should be upgraded in DC, DR & NDR Backhaul links without incurring any additional cost to the bank.
- 20) The Successful Bidder(s) should ensure that the Backbone and bandwidth including the last mile is not through BSNL/MTNL/RailTel lines, as the Bank wants total redundancy at service provider level.
- 21) **Internet Traffic: The WAN traffic of Bank should be totally separated from internet traffic and the links should not connect to Internet at any point.** The bidder(s) should



ensure the separation of traffic. The architecture diagram showing the network topology of banks network and the service provider's internet network should be provided.

- 22) **Last-Mile Connectivity (Wireless or Wired Technologies):** Wired as well as Wireless technology options for last mile connectivity should be explicitly stated along with its support for data security.
- 23) Should enable the network for functioning of all the client-server, web based applications deployed/to be deployed by the Bank. The network should be enabled for functioning of video conferencing on IP etc.
- 24) Based on the requirements of the bank the Service provider(s) should migrate the network to IPV6 without any additional charges to the Bank.
- 25) The LAN IP address should not be restricted/fixed to any location and can be self-advertised by the bank in the bgp . There should not be any intervention from the ISP to advertise the LAN IP addresses for any particular location.
- 26) The number of prefixes learned should not have any maximum cap or the minimum value.
- 27) Support for DR drill should be given as per the Bank's requirement.
- 28) **Criteria for completion and acceptance tests:**
Acceptance tests will be carried out after the completion of the implementation and delivery of link at each location. Bank will carry out acceptance tests at each location and certify completion based on the results of the tests.
- 29) **Demonstrable of the Acceptance Test:**
 - i) Ping from any location to any location including Data Center, DR & NDR site for 1000 packets without disruptions. The size of ping echo packet will be 100 bytes, with less than 50 ms response time, under no load conditions. Any response greater than 100ms for 1 hour or more will be considered as downtime.
 - ii) Demonstration of jitter sensitive and delay intolerant transport for voice, and video whenever the bank uses them.
 - iii) Demonstrate guaranteed delivery (jitter insensitive, delay insensitive) for reasonable delays (< 50 msec). For locations identified for Tier 3 cities and Rural locations, < 100 msecs
 - iv) Liaison and co-ordinate with System integrator of the Bank to demonstrate end-to-end IPsec tunnel (business data/mail).
 - v) Liaison with System integrator of the Bank to demonstrate link redundancy/failover and fallback.
 - vi) The acceptance means Core banking and ATM applications are running successfully at a particular location through Successful Service Provider(s) link.
 - Bank will have the right to inspect the remote NOC of service provider(s).
 - Ensure the availability of hardware, software, manpower and other facilities required to manage and monitor the network to meet the agreed SLA terms.



- Monitor and manage all links for strict compliance with SLA, QoS and security requirements. The monitoring should also be done from the service providers own NOC using SNMP V3 or later.
- Provide 24x7 support for all users for maintaining and integrating the network.
- If required by the Bank, the service provider should be able to publish NMS reports. The NMS reports for the mentioned period should be submitted to the Bank on demand as and when required by the Bank. The required reports may contain utilization, response times of link, uptime reports, number of connectivity's in the MPLS cloud etc.

30) Publish NMS reports to prove SLA compliance. The following reports should be submitted as and when required by Bank.

- **Interface Availability:** It shall show Availability report having interface daily, weekly, monthly or custom period basis to measure device level and network level availability and ensure that SLA specifications are being met.
- **Interface Traffic statistics:** It shall show Graphs & reports of interface traffic and utilization statistics to analyze network usage and plan for additional capacity.
- **Interface Response time monitoring:** It shall measure network latency and alert when thresholds are violated by identifying degradations early to ensure optimal VPN performance for end-users.
- **Interface errors:** It shall monitor errors and discards on each interface to quickly identify faulty interface and take corrective action.
- **NMS- MIS reports** on bandwidth and link utilization, response times of link application, uptime, downtime reports, configuration updates if any, number of connectivity's in the cloud, addition and deletion of the connections should be submitted on monthly basis or whenever required by the Bank without any errors.
- **Real time web based reports and web based monitoring through portal** should be provided to the Bank.

31) **Upgradation of Bandwidth:**

Any Upgradation in the bandwidth requirements at any of the locations has to be made available within 14 days from the date of work order/PO and the same should be provided after the working hours at the respective location with pre-determined downtime, in consultation with Bank, not exceeding four hours for the existing systems and network. Also, the Upgradation in Bandwidth on demand should be provided, wherever feasible, without any change in the media already provided.

32) **Shifting of Links:**

Whenever bank wishes to shift the location of any site, the links should be shifted to the new site within 4 weeks from the date of request for shifting or the date of intimation from the Bank about the site readiness at new locationm whichever is later.

The charges for shifting of links irrespective of the type of the last mile connectivity/Bandwidth should be quoted by the provider in **Sl.No.II of the Commercial Bid (Annexure IV) which will not be reckoned for determination of L1.**

The L1 bidder will have to match with the lowest rate (Charges for Shifting) quoted by any of the technically short-listed bidders under Sl. No. II of Commercial Bid (Annexure IV).



Also, the successful bidder should co-ordinate with Bank's System Integrator/Network equipment vendor to shift to the new locations.

Whenever the bank wishes to relocate the link/infrastructure within the premises of the bank (e.g. shifting of link from the banking hall to ATM room, shifting of infrastructure from first floor to second floor etc.), the same should be arranged without any extra cost.

33) Surrendering of Links:

The Bank reserves the right to surrender the links in case of merger of locations or for any other administrative reasons by giving notice period of 30 days.

Once the link is surrendered the service provider should de-install all the equipments/accessories provided for the surrendered link within notice period from the surrender date. Bank would not be responsible for the equipments/accessories of the surrendered link after the said period.

34) Non-functioning of Links:

After commissioning of links, when the link has become non-functional due to LOS issues, infrastructure issues etc., the provider has to make all the necessary arrangements immediately to restore the link.

In case it is not possible to restore the link within a reasonable time, the links should be provided in an alternate media in consultation with the Bank.

35) Links for New Locations:

The bank has plans to expand the Network by opening new branches and offices, ATMs etc. in India. Commissioning of links at new locations for which PO is issued separately should be completed within 4 weeks from the date of PO. PO will be issued post confirmation of the feasibility from the service providers.

36) Conversion of Links:

When the location which is connected using Wireless last mile and if subsequently wired connectivity become feasible the vendor have to convert the last mile to wired link at no additional cost to the bank.

37) Preventive Maintenance (PM):

The service provider(s) should arrange preventive and breakdown maintenance activities, including periodical inspection and maintenance of their equipments. Whenever the equipments become faulty, the same have to be replaced within the MTTR of the particular site.

The PM shall be done preferably yearly once to ensure that bandwidth functions without any defect or interruption. The reports & summary of the same have to be shared with Bank.

2.4 TIME FRAME FOR COMPLETION OF THE PROJECT:

a) Of the total 700 links, the order for 70% of the total links (490 approximately) mentioned in the RFP will be placed with L1 bidder. The offer to commission remaining 30% of links (210 approximately) mentioned in RFP for L1 price will be given to L2 bidder.



i) The service providers will have to submit L2 feasibility report preferably for the locations along with the mode of last mile connectivity (Wired/Wireless) and RF tower/pole height details within 7 days from the intimation given by the Bank to service providers.

ii) After the submission of the feasibility report as mentioned above in point (i), the purchase order for link commissioning at the locations will be placed to respective service providers as per the feasibility submitted and criteria set in the RFP for the Service providers. Bank's decision will be final for placing the purchase order for the respective locations to the respective service providers.

iii) In case the service provider(s) delays to provide the feasibility report as per the timeline mentioned above in point (i), the same will be considered under liquidated damages (LD) for the commissioning of link and delay will be considered for charging penalty as per clause 2.5 (d) of this RFP.

iv) Link commissioning at all the locations for which Purchase order has been placed by the Bank are to be **completed within 8 weeks** from the date of issue of Purchase order / commissioning instruction by the Bank.

b) Backhaul Link commissioning at DC,DR & NDR Site should be completed within the timeline specified in point (iv) of 2.4.

c) Acceptance for the commissioning of branch/office links will be given only after the establishment of DC,DR & NDR Site backhaul connectivity. The date of acceptance of branch/office links will be with effect from the date of commissioning of branch/office link or the date of commissioning of DC,DR & NDR Site backhaul, whichever is later.

d) The monitoring and maintenance of links should start from the day of commissioning of link(s).

2.5 SPECIFICATION OF SERVICES

a) Likely Initial Bandwidth Requirements

Bandwidth Required with 100% bandwidth availability (highest class with data and voice)	No of Links	Termination
2 Mbps MPLS VPN	700 (Approximately)	Ethernet-Copper
10 Mbps MPLS VPN	2	Ethernet-Copper
700 Mbps MPLS VPN(DC/DR/NDR Site) for L1 bidder	2	Ethernet-Fiber-Multimode-LC
300 Mbps MPLS VPN(DC/DR/NDR Site) for L2 bidder	2	Ethernet-Fiber-Multimode-LC

Backhaul bandwidth calculation:

**80% of total Bandwidth means (2Mbps*700 Links + 10Mbps*2 Links*2) * 80%
= 1150Mbps approx. splitted into 70% & 30% for L1 & L2 bidder(s) respectively.**



b) Uptime Requirements

	Link bandwidth with 100% bandwidth availability (highest class with data and voice)	Monthly Uptime required	Mean Time to Recover (MTTR) in hours
Branches/Offices	2 Mbps(1:1)	99.00%	3
Head Office/Project Office	10 Mbps (1:1)	99.50%	1
DC/DR Site	700 Mbps(1:1)/	99.99%	1
	300 Mbps (1:1)/		

c) SLA clauses:

The Bidder(s) shall assume total responsibility for the fault free operation of MPLS links and maintenance for a total duration of six years. The vendor(s)/ Service Provider(s) should provide a monthly uptime as defined below for the links, calculated monthly on total availability in that month in minutes.

The network uptime shall be computed as under:

$$\text{Uptime (\%)} = \frac{\text{Sum of TH during the month} - \text{Sum of DH during the month}}{\text{Sum of TH during the month}} \times 100$$

- Note: 1. Uptime (%) shall be calculated after providing cushion for permissible MTTR as described above.
 2. TH = Total Hours
 3. DH = Downtime Hours

d) Penalty for Delay in Commissioning:

The penalty for delay period in weeks and part thereof after the timeframe mentioned above for any link(s) will be calculated as follows.

Delay in Weeks	Penalty (% of Half-Yearly cost for the link)
1	5%
2	10%
3	20%
4	30%
5	40%
6 and above	50%

In case the provider has completed all the necessary required infrastructure but the link could not be commissioned due to issues attributed to bank, such delay will be exempted from the penalty calculations. The provider has to record the reasons



for the delay in providing the link and communicate to TMD, Head Office, Salem then and there. The copy of this communication should be produced along with the invoice for claiming exemption in penalty.

Wherever the commissioning is delayed due to delay in obtaining permission from local authorities, it will not attract penalty if supporting documents acceptable to the bank are provided. The provider has to inform the details to TMD, Head Office, Salem along with copies of the application to local authorities and necessary fees paid, if any, to claim exemption from penalty.

The successful bidder(s) must strictly adhere to the implementation schedule, specified in the Purchase Order for the performance of the obligations arising out of the contract at all the locations and any delay will enable the Bank to resort to any or both of the following:

- a) The successful bidder(s) shall be liable to pay the Bank, penalty at the rate specified for delayed performance per week or part thereof of such delay, subject to a maximum of 50 % of the Half-Yearly cost of connectivity.
- b) Termination of the agreement fully or partly and claim of liquidated damages.

The penalty as above for delayed commissioning of links will be deducted from the periodical payments.

Similarly, penalty as above will be deducted from the periodical payments towards the links which are not commissioned within the permitted time.

Whenever locations are shifted to new premises, the links have to be shifted within 4 weeks from the Date of request for shifting or the date of intimation from the Bank about the site readiness at new location, whichever is later. Penalty for delayed commissioning of shifting links will be levied as specified above for procurement of new links.

If the delay is beyond 8 weeks for any links, the periodical payment of all the links will be withheld till the commissioning is completed and the Bank reserves the right to invoke the performance guarantee submitted by the successful bidder.

e) Penalty for not meeting the SLA terms on Uptime:

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

Location	Network Uptime	Penalty
Branches/RO	99.00%	Penalty will be deducted @ 10% of the total monthly charges of that link(s) for every 1% downtime.
HO/PO	99.50%	
DC/DRS	99.99%	

The downtime commences and will be calculated after allowing applicable MTRR.



Note: Every 30 minutes will be counted as 1 downtime instance for calculation of penalty. MTRR will be allowed only for two downtime instances for each location in a month.

Bank will pay charges on per site basis after taking into account the downtime of the Link at each location as detailed below.

Penalty for downtime, if any, will be calculated on monthly basis and will be deducted in the quarterly payment. The penalty for downtime for any link during any month shall not exceed the monthly charges payable for that particular link.

Whenever the links are not functioning due to reasons attributable to Bank like earthing, UPS power, problems in Bank's router etc., the penalty for downtime will not be levied. The provider has to record the above reasons and communicate to TMD, Head Office, Salem then and there. The copy of this communication should be produced along with the invoice for claiming exemption in penalty.

At all locations, for every percentage or part thereof, for downtime over and above the MTRR allowed for respective locations, 10 % of the monthly charges payable will be deducted as penalty.

When there is downtime in any of the DC/DRS, all the locations which are connected to the respective data centre will be reckoned as down.

MTRR will not be calculated after working hours of the locations except for data centres. In case of 24*7 locations, MTRR will be calculated during the working hours accordingly .

If MTRR is above the limit consistently for six months, it will be treated as unsatisfactory Service and Bank may replace the vendor for that link(s).

As business critical applications will be running on the Bank's Network, any extended downtime as mentioned below will severely affect Bank's business causing substantial financial and reputation loss. Therefore, to avoid such losses, the successful bidder(s) should take adequate steps to deliver the desired uptime.

The bank will have periodical review of the availability/performance of links. If the links are down continuously for a longer time or non-fulfilment of various parameters in functioning of links, the bank may terminate the contract fully or partly, if required.

Bank at its discretion may relax/waive the penalty on case to case basis on genuine grounds.

Bank shall recover the Penalty amount from any of the payments due to the successful bidder or by invoking the Bank guarantee submitted for performance.

2.6 OTHER CONTRACTUAL OBLIGATIONS OF THE SUCCESSFUL BIDDER(S)

The following are the general terms and conditions proposed to be included in the Contract.



1. Wherever contractual arrangements are necessary, it will be the sole responsibility of the Successful Bidder(s) to make all necessary contractual arrangements across all components of the solution.
2. All equipments and services to be supplied by the successful bidder(s) in response to this Tender and under the resultant contract must be eligible for export to India for use as per the contract, under the existing regulations of the country(s) of origin.
3. **Network equipments required for the links, at all locations for all types of last mile connectivity other than Routers should be supplied and maintained by the successful bidder(s).**

The necessary Data cabling, Electrical cabling, and all other infrastructure required for the connectivity up to the Router / LAN segment of the location should be provided by the successful bidder(s).

Any modem/equipments provided by the service provider(s) should not have Wi-Fi facility.

4. All the specifications and other related literature & information, provided by the Service Provider as agreed, will also form a part of the agreement.
5. The bill of material containing item-wise details in respect of Supply & Maintenance of MPLS-VPN Bandwidth by the Successful Bidder(s), must be furnished along with the prices thereof, in the commercial bid/Annexure IV and as per the terms and conditions contained in this document.
6. The successful bidder(s) will abide by the job safety, insurance, customs and immigration measures prevalent and the laws in force in India, and will indemnify the Bank against all demands or responsibilities arising from accidents or loss of life, the cause of which is the Successful Bidder's negligence. The Successful Bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
7. The Successful Bidder(s) shall be responsible for, and obligated to conduct all contracted activities with due care and diligence, in accordance with the Contract and using state-of-the-art methods and economic principles, and exercising all reasonable means to achieve the performance specified in the Contract.
8. The Successful Bidder(s) shall work closely with the Bank's staff, act within its own authority, and abide by directives issued by the Bank that are consistent with the terms of the Contract.
9. The Successful Bidder(s) shall be responsible for managing the activities of its personnel and any sub-contracted personnel, and will hold itself responsible for any misdemeanours/loss/expenses.
10. The Successful Bidder(s) shall appoint an experienced Representative to manage its performance of the Contract. The Representative shall be authorized to accept



orders and notices on behalf of the Successful Bidder(s), and to generate notices and commit the Successful Bidder(s) to specific courses of action within the scope of the Contract. The Representative may be replaced only with the prior written consent of the Bank. The Successful Bidder(s) shall be solely responsible for the performance of the contract to the satisfaction of the Bank.

11. The Successful Bidder(s) should assign a qualified and experienced person well versed in similar projects/MPLS Technology, to manage the configuration and successful commissioning of links at all the locations.

2.7 OTHER CONDITIONS.

1. The Successful Bidder(s) shall provide a qualified and experienced senior network engineer (**resident engineer**) well versed in similar projects/MPLS Technology on **ALL WORKING DAYS** as specified below who shall manage and coordinate the project throughout the country.

Location	Duration
Head Office, Salem	One person from 09.00 AM to 06.00 PM

Apart from the above timing, the resident engineer should be present at Head Office/ Data Centre as and when required by the bank to take care of any contingencies/activities.

2. Site Visits:

Site visits may be sought at the discretion of the Bank. Bidders shall arrange for visits to customer sites/Bidder's own NOC/PoP/any other office/location at their own cost.

2.8 PRICES AND TAXES

The rates quoted by the bidder for MPLS connectivity shall be uniform across the country for all locations irrespective of mode/transmission (wired/RF/MPLS over 4G/5G or any upcoming technology) and irrespective of location.

No separate per location cost in respect of Data Centre, DR & NDR Site, Head Office (TMD, Salem & Project Office, Chennai) should be quoted by the bidder.

The quoted prices shall be all inclusive i.e. inclusive of all taxes like sales tax, custom duty, excise duty, any other applicable duties and taxes **excluding Service Tax component** and should be uniformly applicable to any part of the country. No price variation will be accepted for increases in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons. However, any decrease in Government levies, customs, and taxes till the date of invoice have to be passed on to the Bank. Cost must be expressed in Indian Rupees. Any reference made to variation in pricing due to appreciation/depreciation of Indian rupees against any other currency is not acceptable.

The bidder should have valid digital certificate to participate in the online reverse auction.



Any bid received, which is not in line with these conditions will be summarily rejected. Any commercial bid, which is conditional and/or qualified or subjected to suggestions or attaching any addendum / annexure, other than those specified in this document, will also be summarily rejected.

Prices should be furnished item-wise with break-up of unit costs as per Commercial bid in Annexure IV.

Prices quoted by the Bidder shall remain fixed during the Bidder's performance of the contract and will not be subject to any upward variation on any account. However, the bank reserves its right to negotiate with the Successful Bidder(s) for downward revision of price in case of fall in price due to market conditions.

A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. **Price should not be indicated at any place in the Technical Bid. If the price is indicated in the technical bid, the entire bid will be summarily rejected.**

2.9 Payment:

Payment will be made in quarterly arrears (i.e, payment for the previous quarter will be made during the subsequent quarter) based on the submission of invoices and NMS reports towards links commissioned/maintained at our locations during the previous quarter.

At the time of commissioning of links, the provider has to arrange for commissioning report containing the full details of the links commissioned which will be prepared /signed by the provider and validated by Bank/Network integrator of Bank. The payment will be considered for the links commissioned based on these reports.

Penalties for delayed commissioning of links and downtime, if any, shall be calculated for every month and recovered from payments to be made at the end of that quarter as defined in clause 2.5 of the RFP.

2.10 SUBMISSION OF PERFORMANCE BANK GUARANTEE

Within 30 (thirty) days (inclusive of holidays) of the date of acceptance of the Purchase Order, the Successful Bidder(s) shall furnish a bank guarantee (for the commissioning of the links) for a period of 36 months with a claim period of 3 months from the date of expiry of guarantee for an **amount equivalent to 5% of the order value** in the format as per Annexure V. The performance security submitted by the successful bidder(s) shall be invoked by the Bank as compensation for any loss resulting from the successful bidder's failure in completing their obligations under the Contract.

The guarantee shall be invoked if the entire lot or part of connectivity is not commissioned within time specified from the date of acceptance of Purchase Order or if the contract is terminated by the bidder. Non submission of BG within the stipulated time, Bank may retain the BG amount from the ensuing bill.

The above-mentioned bank guarantees shall be issued by any scheduled Commercial bank. Successful Bidder should inform the Guarantee Issuing Bank to forward the original guarantees directly to the Bank. Bank reserves its right to invoke the Bank Guarantee on the grounds of unsatisfactory performance as per the scope and the terms and conditions of this RFP.



3. INSTRUCTION TO BIDDERS

3.1. Introduction

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

3.2 Bidder's Inquiries On RFP & Bank's Response

All enquiries from the bidders, related to this RFP must be directed in writing/email, at least two (2) days prior to pre bid meeting. Any clarifications/queries received thereafter shall not be considered and will be ignored. The preferred mode of delivering written questions, to the aforementioned contact person would be through email. In no event, Bank will be responsible in ensuring receipt of inquiries.

Bank makes no commitment on its part to accept all the queries / suggestions / requests submitted by the bidders. Bank on reviewing the inquiries received from the bidders, wherever needed, will carry out necessary amendments to its RFP clauses, if any, and the same will be posted in the Bank's website and no separate communication will be sent to individual bidders.

3.3 Amendments to RFP terms and conditions:

Banks reserves its right to issue any amendments to the RFP at any time prior to deadline for submission of bids. Such amendments to RFP shall be webcasted through Bank's official website or through direct intimation to short-listed bidders. From the date of issue, amendments to tender document shall be deemed to form an integral part of the tender document.

3.4 Documents constituting the Bid:

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

- a. Bid cost (Paid details)
- b. Earnest Money Deposit (EMD) (Paid details)
- c. Technical Bid

A soft copy of the technical bid is to be submitted in the e-tendering portal. Commercial Bid to be submitted by successful bidder after completion of online reverse auction.

Any bid document not accompanied by any of the above are liable for rejection.

A. TECHNICAL BID

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



All the required documents as per section 7. Checklist to be submitted except Annexure IV-Indicative Commercial bid. The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

No commercial information shall be furnished during submission of technical bids.

Note: All the documents and certificates as per Section 7. Checklist (Except Annexure IV-Indicative Commercial bid) and should be submitted along with the technical bid.

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

B. INDICATIVE COMMERCIAL BID – Indicative Commercial Bid shall be filled and submitted in e-tendering portal as per the format specified in Annexure IV – Indicative Commercial Bid.

Actual commercials with breakup details as per format is also to be submitted by successful bidder within next working day from the date of online reverse auction.

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

3.5 Bid Validity

Bids (both technical as well as commercial bid) shall be valid for a period of 3 months from the last date for submission of bids. Bids submitted with a short validity period will be treated as non-responsive and will be rejected.

3.6 Submission of Bids

Bidders satisfying the Project Specific terms and conditions and General terms and conditions specified in this RFP and ready to provide the MPLS-VPN in conformity with RFP, may submit their bid through Bank's e-tendering service provider website on or before the time line stipulated vide clause A.Schedule of the RFP.



Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank, e-tendering website will receive the bids up to the appointed time on the next working day. **Extension / preponement of submission date and time will be at the sole discretion of the Bank.**

Bids submitted by any other means other than bid submission in e-tendering website will not be accepted by the Bank.

Any bid received by the Bank after the deadline for submission of bids will be rejected. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day. **Extension of submission date and time will be at the sole discretion of the Bank.**

3.7 Format and Signing of Bids:

The original Technical and Commercial bids shall be typed and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the contract. The person or persons signing the bid shall initial all pages of the offer.

3.8 Opening of Bids by Bank

The Bank will open the Part I of the bid (Technical bid) in the presence of officers authorised for the purpose and bidders' representatives at 15:30 hours on 21/06/2023. Bank shall call the commercial bids through Reverse Auction. Advance intimation will be given to all qualifying bidders of commercial bid about the date and time of reverse auction.

The Bidders' names, bid modifications or withdrawals and the presence or absence of the requisite bid security and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the bid opening. Late bids shall not be allowed in e-tendering portal and bids will be auto rejected in case of any non submission of mandatory documents within the permitted time.

3.9 Clarification of Bids

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

3.10 EVALUATION OF BIDS AND AWARDING THE CONTRACT

1) Evaluation of Technical Bids:

The Bank's evaluation of the **technical bids** will take into account the following



factors and based on such evaluation the technically qualified bidders will be short-listed for opening the commercial bid submitted in the e-tendering website.

- a) Bids will be short-listed based on the qualification criteria specified in the bid and compliance to Technical specifications.
- b) Compliance of terms and conditions stipulated in RFP clauses duly supported by certified documentary evidence/proof called for therein.
- c) Review of written reply, if any, submitted in response to the clarification sought by the Bank, if any.
- d) Submission of duly signed relevant documents & annexure (including technical and commercial bid) and documents as per RFP.

2) Evaluation of Commercial Bids:

Commercial bids (submitted in the bank's e-tendering website) of only the technically qualified short-listed bidders will be opened and evaluated for awarding the contract.

- Technically qualified Bidders alone will be intimated to participate in the Indicative commercial bid opening and Online Reverse Auction to identify L1 (lowest quoted) Bidder for awarding contract.
- The comparison shall be between the price quoted. The price should be
 - a. Inclusive of all Duties, Levies, Freight, Insurance, Delivery, Installation etc.
 - b. Exclusive of GST.
- The offer to commission the connectivity in 30% of links mentioned in RFP for L1 price will be given to L2 bidder. If L2 bidder is not willing to provide the link at L1 Price, then L3 bidder will be offered to provide the link at L1 Price and if L3 bidder is not willing to provide the link at L1 Price, then L4 bidder will be offered to provide the link at L1 Price.
- If none of the bidders are ready to match with L1 price, order will be placed with L1 vendor for total number of links mentioned in RFP.

3.11 Splitting of Order

The initial quantity of links will be split in the ratio of 70:30 between L1 & L2 bidders subject to feasibility.

If the order is split between two bidders, subsequent locations will be ordered to identified bidders as per the feasibility submitted by the bidders for the link.

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

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



3.13 Negotiation

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

There will be no negotiation on the price. As such bidders in their own interest should quote the most competitive prices. The Bank reserves the right to reject L1 bid if the same is found unreasonable.

If for any reason the Purchase Order given to the L1 bidder does not get executed or the L1 bidder backs out, the Bank will go for fresh bids. The defaulting bidder will also be blacklisted and debarred from participating in any of the future bids of the bank for a period of 2 years from the date of Purchase Order.



4. GENERAL TERMS & CONDITIONS:

4.1 PERIOD OF CONTRACT & SERVICE LEVEL AGREEMENT:

The period of the contract shall initially be **3 years**, from the date of acceptance of Purchase Order irrespective of the date of commissioning of various links. There shall be no increase in the contracted price during the said period of 3 years. Bank shall have the option of terminating the contract during the contract period by giving a 3 month's notice. Renewal of contract after 3 years shall be on mutually agreed terms and conditions.

Successful Bidder(s) and the Bank should execute a Service Level Agreement & NDA consisting of terms and conditions specified in the RFP and Purchase Order.

4.2 BIDDER'S RESPONSIBILITY VIS-À-VIS THIRD PARTY PRODUCTS / EQUIPMENTS / SOFTWARE:

If the proposal includes equipment or software marketed and / or supported by other companies/individuals, the bidder, as the prime contractor for the delivery, installation and maintenance of the entire system, must declare that they possess the requisite permission / license for the equipment / software.

4.3 LIABILITIES OF THE BANK:

This RFP is not an offer of the Bank, but an invitation for Bidder's responses. No contractual obligations on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a Purchase Order is signed and executed by duly authorised officers of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together, notification of award of contract and Bidder's written acceptance thereof shall constitute a binding contract with the vendor.

4.4 OWNERSHIP:

The RFP and all supporting documentation / templates are the sole property of the Bank and violation of this will be breach of trust and the Bank would be free to initiate any action deemed appropriate. The proposal and all supporting documentation submitted by the bidders shall become property of the Bank.

4.5 FURNISHING OF INFORMATION:

The Bidder is expected to examine all instructions, forms, terms and specifications in these documents. Failure to furnish all information required in the documents or to submit a bid not substantially responsive to the documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

4.6 AUTHENTICATION OF ERASURES / OVERWRITING ETC.

Any inter-lineation, erasures, or overwriting shall be valid only if the person or persons signing the bid initial them.



4.7 CONFIDENTIALITY:

Successful Bidder(s) and its employees will strictly undertake not to communicate or allow to be communicated to any person or divulge in any way, any information relating to the ideas, the concepts, know-how, techniques, data, facts, figures and information whatsoever concerning or relating to the Bank and its affairs to which the said employees have access in the course of the performance of the contract. Nondisclosure agreement as per format provided in Annexure X should be signed by the Successful Bidder(s).

4.8 ERRORS AND THEIR RECTIFICATION

Arithmetical errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

4.9 BANK'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS.

Notwithstanding anything contained in any of the clauses, Bank hereby reserves its right to accept or reject any or all the bids and to annul the bidding process at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Bank's action.

4.10 CONTACTING THE BANK:

Any effort by a Bidder to influence the Bank in its decisions on bid evaluation, bid comparison or contract award will result in the rejection of the Bidder's bid.

4.11 ACCEPTANCE OF CONTRACT.

Within 7 days (inclusive of holidays) of receipt of the Purchase Order, the Successful Bidder(s) shall sign, affix official stamp and date the duplicate copy / photo copy of the Purchase Order and return it to the Bank as a token of having accepted the terms and conditions of the Purchase Order. In case the Successful Bidder(s) fails to submit its acceptance to the Purchase Order within the above stipulated period, the bank reserves the right to disqualify the Successful Bidder(s) from participating in any of the tender/ RFP invited/floated by the Bank for a period of 2 years from the date of Purchase Order, in addition to forfeiting the EMD.

4.12 FORMATION OF CONTRACT.

The notification of award in the form of a Purchase Order or Letter and acceptance thereof by the bidder will constitute the formation of the Contract.

In addition to this, the successful bidder should enter into Non-Disclosure Agreement (NDA) as per the Annexure X and Service Level Agreement (SLA) within 30 working days of the award of the tender or within such extended period as may be permitted by the Bank. SLA should contain all terms and conditions laid down in this RFP and any other



terms and conditions acceptable to the Bank without affecting the prices quoted by the successful bidder and without having any other financial implication.

A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank. The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank in SLA.

4.13 ASSIGNMENT

The Successful Bidder(s) shall not assign/subcontract, in whole or in part, its obligations to perform under this Contract. Only for providing last mile media, the bidder may partner with other Service providers subject to conditions specified in 2.1,2.2 and 2.3.5.

4.14 USE OF CONTRACT DOCUMENTS AND INFORMATION

The Bidder and its employees will strictly undertake not to communicate or allow to be communicated to any person other than a person employed by the bidder in the performance of the contract or divulge in any way any information relating to the ideas, concepts, know-how, techniques, data, facts, figures and all information whatsoever concerning or relating to the Bank and its affairs to which the said employees have access in the course of performance of the contract.

Disclosure of any part of the aforementioned information or data to parties not directly involved in providing the services requested could result in pre-mature termination of the contract. The Bank may, apart from blacklisting the bidder/Successful Bidder(s), initiate legal action against the bidder/ Successful Bidder(s) for breach of trust. The Successful Bidder(s) shall enter into a Non-disclosure Agreement with the bank as per Annexure X.

4.15 INSURANCE

The entire infrastructure at the bank's premises provided and installed by the service provider at the bank locations should be fully insured against all losses by the Service Provider.

The Bank will arrange to provide the UPS power, earthing etc. to the equipments supplied by the provider like the infra provided to the equipments of the Bank. The provider has to arrange for necessary insurance for their equipments and the Bank will not be liable for any damage of the provider's equipments due to **the reasons in which there is no fault from Bank side.**

4.16 TERMINATION FOR DEFAULT

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

- a. if the Bidder fails to commission the connectivity within the period specified in the Purchase Order, or within any extension thereof granted by the Bank or
- b. if the Bidder fails to perform any other obligations(s) under the Contract.



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

The performance of the Successful Bidder(s) will be continuously reviewed by the Bank in terms of various requirement clauses specified in the document. Based on the review, if the selected bidder fails to satisfy/maintain their commitment with respect to uptime, performance, timely implementation of the project etc for provision of links at desired locations, the contract may be terminated by giving one month notice. Bank's decision in this regard will be final. In case of termination of this contract, the Bank shall have the right to avail services of any other provider to continue the project without any let or hindrance from the Successful Bidder(s), whose services are to be terminated. Bank will not pay any charges to the bidder towards packing/forwarding/freight/transit insurance etc., for the equipment at the time of termination/completion of the contract.

4.17 TERMINATION FOR INSOLVENCY

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

4.18 FORCE MAJEURE:

Notwithstanding the provisions of **clauses 4.16 to 4.17**, the Successful Bidder(s) shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics.

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

Similarly, Bank shall also be not liable for any delay or failure in providing required infrastructure or support to the Successful Bidder(s) to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bank



and not involving the Bank's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.

4.19 COPY RIGHT / LICENCE VIOLATION

Wherever the equipment is supplied with pre-loaded software and upgrades, appropriate LTU (License-To-Use) for each of the systems shall have to be provided by the bidder free of cost.

The bidder shall explicitly absolve the Bank of any responsibility/liability for use of system/software delivered along with the equipment; (i.e. the bidder shall absolve the bank in all cases of possible litigation/claims arising out of any copy right/license violation.) for software (s) sourced either from third parties or from themselves.

4.20 COMPLIANCE TO LABOUR ACT:

As per Government (Central/State) Minimum Wages Act in force, it is imperative that all the employees engaged by the bidder are being paid wages / salaries as stipulated by government in the Act. Towards this, Successful Bidder(s) shall submit a confirmation as per format provided in Annexure IX of the RFP.

4.21 RESOLUTION OF DISPUTES

In case of any disagreement or dispute between the Bank and the bidder, the dispute will be resolved in a manner as outlined hereunder.

The Bank and the bidder shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute between them on any matter connected with the contract or in regard to the interpretation of the context thereof. If, after thirty (30) days from the commencement of informal negotiations, the Bank and the Bidder have not been able to resolve amicably a contract dispute, such differences and disputes shall be referred, at the option of either party, to the arbitration of one single arbitrator to be mutually agreed upon and in the event of no consensus, the arbitration shall be done by three arbitrators, one to be nominated by the Bank, one to be nominated by the bidder and the third arbitrator shall be nominated by the two arbitrators nominated as above. Such submission to arbitration will be in accordance with the Arbitration and Conciliation Act 1996. Upon every or any such reference the cost of and incidental to the references and award shall be at the discretion of the arbitrator or arbitrators or Umpire appointed for the purpose, who may determine the amount thereof and shall direct by whom and to whom and in what manner the same shall be borne and paid.

Courts of Salem city shall alone have jurisdiction to the exclusion of all other courts, in respect of all differences and disputes envisaged above.



5. INSTRUCTIONS TO BIDDERS FOR E-TENDERING

5.1. GENERAL

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

5.2. INSTRUCTIONS

5.2.1. RULES FOR WEB PORTAL ACCESS

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
2. e-tendering will be conducted on a specific web portal website - <https://www.tenderwizard.com/TNGB> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.
8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.
9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.
10. **Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids.** In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in A. Schedule of bidding process. However,



physical documents to be submitted offline, can be submitted on the next working day up to 02.00 PM on the next working day. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.

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

5.2.2. REGISTRATION

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

The following steps are to be followed during the registration process

- a) Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e- tendering portal
- b) Upload the scan copy of the PAN Card and GST Registration certificate
- c) Acknowledgement copy will be generated with user id & password & the same will be sent to their registered email id.
- d) After verification by department/service provider, the id will be activated.
- e) At the first login, DSC details will be automatically captured by the system.
- f) Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the bids through e-tendering Website will be provided by the service provider M/s. Antares Systems Limited.

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

Support Desk Contact Details

M/s. Antares Systems Limited
#24, Sudha Complex, 3rd Stage, 4th Block
Basaveshwaranagar, Bangalore – 560 079.

Support Contact No. 97319 67722

Support Email: gunaseelan.m@antaressystems.com

5.2.3 SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL

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

- a. Eligibility Criteria, along with all supporting documents required (As per the checklist given in page: of this RFP).



- b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- c. Relevant brochures
- d. Any other information sought by the Bank with relevant to this tender

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. **The files are to be uploaded are in PDF format and ensure the contents of the documents to be "legible"**. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

5.2.4. BID RELATED INFORMATION

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

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

5.2.5. OTHER INSTRUCTIONS

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

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

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

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



6. ANNEXURE

ANNEXURE I

OFFER COVERING LETTER

The General Manager,
Tamil Nadu Grama Bank,
Head Office,
No.6, Yercaud Road,
Hasthampatti,
Salem -636 007

Dear Sir,

Sub: Providing MPLS Links to Wide Area Network (WAN)

Ref: Your RFP No TMD/4/23-24 dated 01/06/2023

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for providing said Service as detailed in your above referred RFP.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited RFP and agree to all the terms and conditions of the RFP and subsequent amendments made, if any.

We also understand that the Bank is not bound to accept the bid / offer either in part or in full and that the Bank has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.

We furnish hereunder the details of Online transfer submitted towards RFP document fees and EMD Amount.

Description	Amount (₹)	UTR No of RTGS/NEFT/IMPS	Date of RTGS/NEFT/IMPS
Cost of Bid Document	59,000/-		
EMD	10,00,000/-		

Authorized Signatory

Signature:

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE – II

COMPANY DETAILS

1) Name of the Company		
2) Registered Address of the Company		
3) Year of Incorporation		
4) GSTIN of the Company		
5) PAN of the Company		
6) <u>Authorized Contact Details</u> a) Contact Person Name: b) Designation: c) Phone/Mobile No: d) E-mail		
7) Turnover and Net Profit of the company (Rs. In Crores)		
FINANCIAL YEAR	Turnover	Net Profit (After Tax)
2019 – 20		
2020 - 21		
2021 - 22		
8) Details of at least 2 orders comprising Providing MPLS WAN Connectivity/NOC/SOC/similar Projects in any State / Central Government / PSU / Banking / Insurance company in India in the last three (3) financial years other than Tamil Nadu Grama Bank		
9) Bank Account details of the Company		

We attach herewith the proof of documents in compliance with Bidder's Qualification Criteria stipulated in the RFP along with this bid.

We confirm that the prices quoted by us in the commercial bid are all inclusive as stipulated by the Bank in the RFP No 04/2023-24 dated 01/06/2023 . We also confirm that we agree to all the terms and conditions mentioned in this RFP No 04/2023-24 dated 01/06/2023 .

Authorized Signatory

Signature:

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE III

TECHNICAL BID

The General Manager,
Tamil Nadu Grama Bank,
Head Office,
No.6, Yercaud Road,
Hasthampatti,
Salem -636 007

Dear Sir,

Sub: Providing MPLS Links to Wide Area Network (WAN)

Ref: Your RFP No TMD/4/23-24 dated 01/06/2023

Having examined the Bidding Documents including Addenda Nos.(insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **Provide MPLS connectivity to Wide Area Network** and submit our technical Bid as follows:

Technical Specifications for MPLS leased lines:

S.No	Product Description	Please write Complied or Not Complied
1	Provide Layer 3 MPLS-VPN Links for Bank connectivity with last mile through wired/Radio Frequency(RF) media at the locations and new locations proposed in future across India	
2	MPLS VPN links with highest class of service of the service provider- 100% bandwidth should be available.	
3	The link cost includes the interconnect charges if any payable to the Data Center providers and the links are to be terminated in Tamilnadu Grama Bank routers.	
4	The links are to be provided with 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 touching Bank's Core router at DC, DR & NDR Site. The routing between devices should be done using BGP.	
5	MPLS VPN link with termination at premises of 1)Tamilnadu Grama Bank DC Chennai and 2) Tamilnadu Grama Bank DR Hyderabad 3) NDR site on Fiber (Multimode-LC) on service providers own cables	
6	Should provide redundancy for the last mile to the data centre and DR & NDR site through connection to 2 different PoPs/link under ring topology through two different routes	
7	Supply of VPN bandwidth for Bank connectivity through Ethernet.	



8	The network equipments deployed will be ipv6 compatible and whenever the bank requires the network will be migrated to IPV6 without any additional cost.	
9	The Backbone and bandwidth including the last mile is not through BSNL/ MTNL/RaiiTel lines.	
10	If the last mile is in wireless, then such media should be licensed and the communication on wireless media should be encrypted	
11	The Successful bidder shall be responsible for the configuration of the hardware, installation and commissioning of the link with appropriate wiring	
12	Configure automatic failover using dynamic routing protocol and without disturbing the existing network between Primary and Secondary links at all locations where Primary link is already available and secondary links are being provided through this RFP process. The proposed connectivity may be used as primary/secondary link or for load balancing/sharing/Unified Communications of Bank's traffic depending upon the convenience of Bank.	
13	Implement and ensure Fallback solution to switch over to DR and NDR site as and when required by the bank	
14	All hardware required for terminating the connectivity at bank end except the router shall be provided, maintained and managed by the Successful bidder and shall remain the property of Successful bidder during and after the completion of the contract.	
15	Row/Roof rights in bank premises will be arranged by bank subject to feasibility. Successful bidder should not demand any extra cost from the bank for installation of equipments to commission the link(both wired and RF)	
16	Shall do installation and commissioning of Last mile connectivity at all locations for which connectivity is requested by the bank.	
17	At no point of time the traffic of the Bank will be moving out of the country for any purpose.	
18	The WAN traffic of bank is totally separated from internet traffic and the links are not connected to Internet at any point.	
19	The observations/recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies will be implemented within 15 days and any cost on this account shall be borne by the bidder. The Network infrastructure of the bidder should be made available for inspection by Bank's Audit team or authorized representative of the Bank	
20	Shall monitor and manage all links for strict compliance with SLA.	



21	The CPEs used in the Network or Networking Equipments used by the bidder in their backbone should comply with the policies laid down by Government of India, Department of Telecommunications and should not have any spyware or malware built into it.	
22	Shall publish NMS reports for bandwidth utilization and prove SLA compliance.	
23	Shall provide reports on service's performance including throughput, delay and loss parameters etc	
24	<p>Demonstrable of the Acceptance Test</p> <p>i) Ping from any location to any location including data centre and DR & NDR site for 1000 packets without disruptions. The size of ping echo packet will be 100 bytes, with less than 50ms response time, under no load conditions. Any response greater than 100ms for 1 hour or more will be considered as down time.</p> <p>ii) Demonstration of jitter sensitive and delay intolerant transport for voice, and video whenever the bank uses them.</p> <p>iii) Liaison and co-ordinate with System integrator of the Bank to demonstrate end-to-end IPsec tunnel (business data/mail).</p> <p>iv) Liaison with System integrator of the Bank to demonstrate link redundancy/fail over and fall back.</p> <p>v) Setup remote management and generate sample-simulated reports from remote NOC.</p> <p>vi) The acceptance means Core banking and ATM applications are running successfully at a particular location through Successful Service Provider link .</p>	
25	<p>MIS Reports</p> <p>a) VPN Links view: NMS shall monitor all VPN links by providing detailed view of all interfaces, with traffic, utilization, and error statistics, which helps to gain visibility into the performance of VPN.</p> <p>b) Interface Availability: It shall show Availability report having interface daily, weekly, monthly or custom period basis to measure network level availability. These details should be shared whenever Trouble Ticket is generated by Bank/Service Provider.</p> <p>c) Interface Traffic statistics: It shall show Graphs & reports of interface traffic and utilization statistics to analyze network usage for bank to plan for additional capacity. Alerts have to be sent through mail or ported in NMS portal.</p> <p>d) Interface errors: Service Provider shall provide PE interface errors to quickly identify faulty interface and take corrective action when the issue is reported on mail or a trouble ticket raised in case of any issues.</p> <p>NMS shall have out of the box tools as per the NMS parameters requested in RFP. Data Collection should be possible on MIB Expressions using specific formulas like Utilization of Links in Kilo Bits Per Second, Mega Bits Per Second</p>	



	<p>f) NMS- MIS reports on utilization, response times of link, uptime reports, number of connectivity's in the MPLS cloud, addition and deletion of the connections should be submitted manually or ported in NMS portal on monthly basis or whenever required by the Bank without any errors.</p> <p>g) Real time and Historical web based reports and web based monitoring through portal should be provided to the Bank with maximum delay of 15 minutes</p> <p>h) The required data/reports/information should be provided, as and when asked by Bank.</p>	
26	Any Upgradation in the bandwidth requirements at any of the locations has to be made available within 14 days from the date of work order and the same should be provided after the working hours at the respective location with pre-determined downtime, in consultation with Bank, not exceeding four hours for the existing systems and network. Also the Upgradation in Bandwidth on demand should be provided, wherever feasible, without any change in the media already provided.	
27	Whenever bank wishes to shift the location of any site, the links should be shifted to the new site as per the requirement of Bank.	
28	When the location which is connected using Wireless last mile and if subsequently wired connectivity become feasible the vendor have to convert the last mile to wired link	

The Bank does not bind itself to accept the lowest offer and may at its discretion accept one or more bidders for availing the facility on PAN India basis.

List of deviations from the required specifications:

- 1)
- 2)

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

We enclose the technical brochures for the equipments/services quoted.

We submit that we should abide by your terms and conditions governing the quotations mentioned in the bidding document. We submit that we abide by the details given above. We undertake, if our bid is accepted, to complete the services in accordance with the delivery schedule specified in the bid.

We agree to abide by this for the bid validity period specified and it should remain binding upon us and will be accepted at any time before the expiration of that period. Until a formal contract is prepared and executed, this bid, together with your notification of award, should constitute a binding Contract between us.

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



We understand that you are not bound to accept the lowest or any bid you may receive. We clarify/confirm that we comply with the qualification criteria of the bidding documents.

We confirm that the prices quoted by us in the commercial bid are all inclusive as stipulated by the Bank in **clause 2.8 of the RFP No 4/2023-24 dated 01/06/2023**. We also confirm that we agree to all the terms and conditions mentioned in this RFP No 4/2023-24 dated 01/06/2023.

Authorised Signatory

Name and Designation

Office Seal

Place:

Date:



Annexure IV

INDICATIVE COMMERCIAL BID

(The successful Bidder should submit the actual commercials with breakup details within next working day from the date of Online Reverse Auction)

1. Name of Bidder :
2. Address of Corporate Office :

Price Schedule:

(I) CONNECTIVITY CHARGES:

Bandwidth Required with 100% bandwidth availability (highest class with data and voice)	No of Links (A)	Annual Charges per Link in ₹. (B) #	Total rental charges for 3 years for all the locations in ₹. $C=3*(A*B)$ #
a) 2 Mbps MPLS VPN	700		
b) 10 Mbps MPLS VPN	2		
Total Connectivity Charges			

(II) SHIFTING CHARGES:

Type of Shifting	Qty @ (D)	One Time Charges (E)# in ₹.	Total One Time Charges in ₹. $F=(D)*(E)$ #
Shifting outside the premises within the city	90*		

*The quantity mentioned above for shifting is only to arrive L1 price. The actual quantity may vary (i.e. it may be more or less than the quantity mentioned). The rates for the changed quantity whether less or more will be same as quoted price.

(III) SUMMARY:

S.No.	Description	Amount (in Rs.) #
1	Total Connectivity Charges (Table I)	
2	Total Shifting charges ((F) of Table II)	
Indicative Grand Total		

#Exclusive of GST



Note :

1. The L1 & L2 Bidders have to match the rates table-wise, both table I & table II. The lowest rates among bidders (table wise), will be taken into account for finalizing and the commercial and order will be placed accordingly.
2. Additional links will be provided at the rates quoted above.
3. If there is any reduction in bandwidth charges in the market/Govt/TRAI then the same has to be passed on to the bank.
4. Apart from 2Mbps, 10Mbps, various slab rates (2/4/8/10/20 Mbps) should also be submitted by the successful bidder(s).

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

We certify that the price quoted are all-inclusive (excluding Service Tax component) as per clause 2.8 of the RFP No. **4/2023-24 dated 01/06/2023**. We also confirm that the price quoted meets all the specifications and scope of work mentioned in the RFP No. **4/2023-24 dated 01/06/2023**.

Authorised Signatory:

Name and Designation:

Office Seal:



ANNEXURE – V
PROFORMA OF BANK GUARANTEE

THIS GUARANTEE AGREEMENT executed at _____ this _____ day of _____ Two Thousand Twenty Three BY: _____ Bank, (*) a **body corporate constituted under** _____ having its Registered Office/Head Office at _____, and a Branch Office at _____ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns)

IN FAVOUR OF:

TAMIL NADU GRAMA BANK, a **body corporate constituted under Regional Rural Bank Act, 1976** having its Head Office at No.6, Yercaud Road, Hasthampatti, Salem 636007 (hereinafter referred to as "**Bank**", which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

1. WHEREAS the Bank, on _____ has concluded a Contract with _____ a company within the meaning of the Companies Act, 1956 (1 of 1956) and having its registered office at _____ for provision of MPLS VPN Connectivity hereinafter collectively called "MPLS VPN Connectivity" at Branches / Regional and other Offices located in Tamil Nadu.

2. AND WHEREAS pursuant to the Bid Documents, purchase order, and the other related documents (hereinafter collectively referred to as "the said documents"), the Bank has agreed to purchase from M/s.....who has agreed to provide to the Bankthe said MPLS VPN Connectivity, more particularly described in the said documents, subject to payment of the price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained in the said documents.

3. AND WHEREAS pursuant to the above arrangement, the Bank, has concluded a Contract, with M/s. on (Hereinafter referred to as "the Vendor" which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns), subject to the terms and conditions contained in the said documents and the vendor has duly confirmed the same.

4. AND WHEREAS in terms of the Contract stated in the said documents, the **vendor** has agreed to commission and maintain the entire MPLS VPN Connectivity and to provide an unconditional and irrevocable performance bank guarantee, in favour of the Bank, from a Scheduled Commercial Bank other than TAMIL NADU GRAMA BANK acceptable to the Bank for securing the Bank towards faithful observance and performance by the **vendor** of the terms, conditions, covenants, stipulations, provisions of the Contract/the said documents.



5. **AND WHEREAS** at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of Rs. _____ (Rupees _____ only) being 5% of the contract value towards faithful observance and performance by the Vendor of the terms of the Contract.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

In consideration of the premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees the Bank as follows:

1. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Salem, forthwith, an amount of Rs (the amount equal to 5% of the order value or any part thereof, as the case may be), as aforesaid due to the Bank from the vendor, towards any loss, costs, damages, etc. suffered by the Bank on account of default of the **Vendor** in providing comprehensive maintenance as per the contractual terms and in the observance and performance of other terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse or protest or without any reference to **Vendor**. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the **Vendor** or any dispute between the Bank and the **Vendor** pending before any Court, Tribunal, Arbitrator, or any other authority.

2. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.

3. The Bank shall be the sole judge to decide whether the vendor has failed to perform comprehensive maintenance as per the contractual terms by the Vendor to the Bank, and on account of the said failure what amount has become payable by the **Vendor** to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.

4. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank

5. The liability of the Guarantor, under this Guarantee shall not be affected by any change in the constitution or winding up of the Vendor or any absorption, merger or amalgamation of the **Vendor** with any other company, corporation or concern; or

ii) Any change in the management of the **Vendor** or takeover of the management of the **Vendor** by the Government or by any other authority; or

iii) Acquisition or nationalization of the **Vendor** and/or of any of its undertaking(s) pursuant to any law; or

iv) Any change in the constitution of the Bank / **Vendor**; or



v) any change in the setup of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or

vi) The absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.

6. Notwithstanding anything contained herein:

7. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of Salem city where the Bank has its Head Office shall alone have jurisdiction to the exclusion of all other courts.

IN WITNESS WHEREOF the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

SIGNED AND DELIVERED BY

the within named Guarantor, _____, by the hand of Shri. _____, its authorized official.

(*) To be suitably altered depending on the nature of constitution of the bank that issues the guarantee.

(**) There shall be a claim period of three months from the date of expiry of the guarantee.



ANNEXURE - VI

ESCALATION MATRIX

Support Issues:

SI No	Name	Level/Designation	Response time	Office Address	Contact details (email & phone)
1		First Level Contact	4 hours		
2		Second Level Contact	24 hours		
3		Support Head	48 hours		
4		Company Head/MD/CEO	Beyond 48 hours		

Service Delivery & Service Assurance:

SI No	Name	Level/Designation	Response time	Office Address	Contact details (email & phone)
1		First Level Contact	4 hours		
2		Second Level Contact	24 hours		
3		Support Head	48 hours		
4		Company Head/MD/CEO	Beyond 48 hours		

Business Issues:

SI NO	Name	Level/Designation	Response time	Office Address	Contact details (email & phone)
1		First Level Contact	4 hours		
2		Second Level Contact	24 hours		
3		Business Head	48 hours		
4		Company Head/MD/CEO	Beyond 48 hours		

Bank can contact the next level in the escalation matrix if the response is not received or no solution is provided for the issue within the time frame mentioned.

We will inform the Bank immediately as and when any changes are effected in the escalation matrix.



Authorized Signatory

Signature:

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE – VII

LETTER OF AUTHORISATION/UNDERTAKING

The General Manager,
Tamil Nadu Grama Bank,
Head Office,
No.6, Yercaud Road,
Hasthampatti,
Salem -636 007

Dear Sir,

1. We hereby confirm that we agree to all the RFP terms and conditions of the RFP No 04/2023-24 dated 01/06/2023 ., its Annexure's, amendments made to the RFP without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed with this letter.
3. We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

For _____

Signature: _____

Name: _____

Designation: _____

Authorized Signatory

Signature:

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE - VIII

CERTIFICATE FROM CLIENT

We hereby certify that M/s. _____ was awarded contract for MPLS WAN Connectivity/NOC/SOC/similar Projects vide our Purchase Order Reference No. _____ dated _____ (copy of PO enclosed) with reference to our RFP Reference No. _____ dated _____.

We also certify that M/s. _____ has executed the contract so awarded to them complete in all respects as per terms and conditions of the above referred Purchase Order /RFP. The details of project execution under the above purchase order / RFP is as under.

Contract Period (from and to date)	Total Order Value	Number of locations served	Name and details of contact person of the organization for reference

Authorised Signatory

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE - IX

CONFIRMATION TO MINIMUM WAGES

The General Manager,
Tamil Nadu Grama Bank,
Head Office,
No.6, Yercaud Road,
Hasthampatti,
Salem -636 007

Sir,

**Sub: Confirmation for Government Rules relating to Minimum Wages:
Ref: Your RFP No TMD/4/23-24 dated 01/06/2023**

In case of awarding of contract to us, we confirm that the employees to be engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

Authorised Signatory

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE-X

NON-DISCLOSURE AGREEMENT

Sub: RFP for Providing MPLS Links to Wide Area Network (WAN)

Ref: Your RFP No TMD/4/23-24 dated 01/06/2023

This Agreement made at _____, on this ____ day of _____ 20__ .BETWEEN _____ a company incorporated under the Companies Act, 1956 having its registered office at _____ (hereinafter referred to as "_____ " which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the ONE PART;

AND

_____, a body corporate constituted under the Regional Rural Bank Act,1976 and having its Head Office at _____ (hereinafter referred to as "_____" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the OTHER PART

And are hereinafter individually referred to as party and collectively referred to as "the Parties". Either of the parties which discloses or receives the confidential information is respectively referred to herein as Disclosing Party and Receiving Party.

WHEREAS:

The Parties entered to a contract and established business relationship between them. In the course of such business relationship, it is anticipated that both the parties may disclose or deliver to either of the Parties certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such business relationship (hereinafter referred to as "the Purpose").

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOW:

1. Confidential Information:

"Confidential Information" means all information disclosed/ furnished by either of the parties to another Party in connection with the business transacted/to be transacted between the Parties and/or in the course of discussions and negotiations between them in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Either of the Parties may use the Confidential Information solely for and in connection with the Purpose.

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show:



- a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party,
- b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it, from the Disclosing Party,
- c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or
- d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

2. Use of Confidential Information:

- a) Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.
- b) The bidder shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in its direct employment who have a need to access and knowledge of the said information, solely for the purpose authorized above. The company shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Company agrees to notify the Bank immediately if it learns of any use or disclosure of the Bank's confidential information in violation of the terms of this agreement.
- c) The bidder shall not make news releases, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval.

3. Non-disclosure:

The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law



or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

4. Publications

Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents/provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

5. Term

This Agreement shall be effective from the date hereof and shall continue till termination of business relationship between the Parties. Upon expiration or termination as contemplated herein, the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

Notwithstanding anything to the contrary contained herein, the obligations of Receiving Party respecting disclosure and confidentiality shall continue to be binding and applicable without limit in time except and, until such information enters the public domain.

6. Title and Proprietary Rights

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

7. Return of Confidential Information

Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.



8. Remedies

The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

9. Entire Agreement, Amendment, Assignment

This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

10. Governing Law and Jurisdiction

The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Salem.

11. General

The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.

12. Indemnity

The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.

IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

For and on behalf of _____

Name of Authorized signatory:

Designation:



ANNEXURE – XI

SELF DECLARATION – BLACKLISTING

The General Manager,
Tamil Nadu Grama Bank,
Head Office,
No.6, Yercaud Road,
Hasthampatti,
Salem -636 007

Dear Sir,

Sub: Providing MPLS Links to Wide Area Network (WAN)

Ref: Your RFP No TMD/4/23-24 dated 01/06/2023

We hereby certify that, we have not been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP.

Authorised Signatory

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE XII

Restriction on Procurement due to National Security

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

The General Manager,
Tamil Nadu Grama Bank,
No. 6, Yercaud Road,
Hasthampatti,
Salem – 636 007

Dear Sir,

Sub: Providing MPLS Links to Wide Area Network (WAN)

Ref: Your RFP No TMD/4/23-24 dated 01/06/2023

1. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that we (bidder) are not from such a country and are eligible to be considered."
2. "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; / certify that we (bidder) are not from such a country or, if from such a country, have been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)"

Authorized Signatory

Name:

Designation:

Place:

Date:



7. CHECKLIST

Bidders have to ensure the submission of the bids enclosing the below mentioned documents with details filled in completely, wherever required. All these documents (except demand draft, if any) should be duly signed by the bidder or the person authorized to sign on behalf of the bidder.

The bids received without any of these documents or with incomplete details will summarily be rejected.

SI No.	Documents to be submitted in e-tendering portal	Submitted (Yes/No)
1	Complete RFP document (including amendments) duly signed by Authorized signatory on every page, for having read and understood all the terms and conditions of the RFP.	
2	Annexure – I : Offer Covering Letter	
3	Annexure – II : Company Details	
4	Annexure – III : Technical Bid	
5	Annexure – IV : Commercial Bid	
6	Annexure – V : Proforma of Bank Guarantee	
7	Annexure – VI : Escalation Matrix	
8	Annexure – VII : Letter of Authorisation/Undertaking	
9	Annexure – VIII : Certificate from Client	
10	Annexure – IX : Confirmation to Minimum Wages	
11	Annexure – X : Non-Disclosure Agreement	
12	Annexure – XI : Self Declaration – Black Listing	
13	Annexure – XII: Restriction on Procurement due to National Security	
14	Certificate of Incorporation – Copy	
15	Memorandum of Association (MOA) - Copy	
16	Articles of Association (AOA) – Copy	
17	GST Registration certificate – Copy	
18	PAN Card - Copy	
19	Duly certified Audited Balansheet of last 3 financial years – Copy	
20	Duly certified Audited Profit & Loss statement of last 3 financial years	
21	Turnover Certificate – Copy (Authorised by CA)	
22	Proof of having atleast Two years experience in supplying, installing, commissioning and maintenance of MPLS VPN and having implemented MPLS VPN in two Public Sector Banks in India (Copy of purchase order issued by Banks/ Financial Institutions)	
23	Proof for having connected at least 1000 sites across India, out of which atleast 200 sites should be of a single customer	
24	Proof for valid NLD and MPLS- VPN license from regulatory authorities/Govt. of India to provide and operate MPLS connectivity to customers.	
25	Declaration for having 1,00,000 KM own fibre/IRU/Lease basis connectivity network across India.	



26	Letter of Satisfaction on MPLS VPN service from atleast two existing customers who have availed MPLS VPN connectivity for atleast 1 year other than Tamilnadu Grama Bank.	
27	Copy of Valid ISO 27001 certification for NOC	
28	Proof for having support services in all districts of Tamilnadu, state capitals, Metros and at all major urban locations all over the country	

Note : Commercial Bid should not be attached with Part – I (Technical bid).

8. LIST OF LOCATIONS (ADDRESS DETAILS)

List of location details such as branch name and address details are shared in a separate sheet for checking network feasibility and reference.

