



Corporate Office: Technology Management Department
254-260,AvvaiShanmugamSalai, Royapettah, Chennai – 600014

Request for Proposal for Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft cloud under OPEX model.

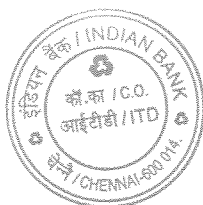
RFP NO:CO:ITD:359/R1:2018-19

04/10/2018

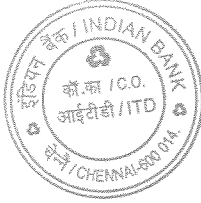


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Abbreviations	
IT	information Technology
ATM	Automated Teller Machine
ATS	Annual Technical Support
OEM	Original Equipment Manufacturer
IST	Indian Standard Time
DD	Demand Draft
BG	Bank Guarantee
EMD	Earnest Money Deposit
IP	Intellectual property
DB	Database
EE	Enterprise Edition
PSU	Public Sector Undertaking
RFP	Request for Proposal



1. Invitation for Bids

Indian Bank is a Premier Nationalised Bank with over 2800 Branches. The Bank had been a forerunner in absorption of technology and has many first to its credit in implementation of IT in Banking. The Bank has overseas presence through one Branch each in Singapore, Colombo & Jaffna and has reciprocal arrangements with various Foreign Banks across the globe. Core Banking Solution has been implemented in all the Branches. The Bank has introduced Debit Cards, Credit Cards and Exclusive Credit Card "Bharat Card" for common man – first of its kind in the Banking industry. Banking services are offered through Multiple Delivery Channels like ATM, Internet Banking, Telebanking, Mobile Banking etc. The Bank is also partnering various e-governance initiatives of Govt. of India and State Governments.

The Bank invites sealed bids from eligible bidders for the supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model. Part-I of the Bid Document will consist of Technical and other details and Part II of the Bid Document is commercial bid. Both Part I and Part II should be submitted manually.

Interested eligible bidders if required may obtain further information from the Bank, at the address given below from 10:00 hours to 17.00 hours on all working days from Monday to Saturday (except 2nd and 4th Saturdays of the month).

The address for communication is:-

Assistant General Manager,
Information Technology Department,
Indian Bank Head Office,
2nd floor,
66, Rajaji Salai, Chennai, India – 600001.
Phone: 044 -25279830
E-Mail - uthayakumar.p@indianbank.co.in
easwarkb@indianbank.co.in
krishna.cp@indianbank.co.in

The Bidder has to submit bid fee in the form of DD for Rs.10,000/- (Rupees Ten Thousand only) at the time of pre-bid meeting. If bidder is not attending the pre-bid meeting then the DD should be submitted along with bid.

Bids must be delivered on or before 15.00 Hours IST on 30/10/2018 and must be accompanied by a Bid Security of Rs.25,00,000/- (Rupees Twenty Five Lakhs only).

Late Bids will be summarily rejected. Part I of the Bid (consisting of, Bid Form, Bid Security Form, Manufacturer's Authorisation Form & Partnership certificate, Qualification Criteria, and Undertaking of Authenticity) will be opened by the Bank at 15.30 Hours IST on 30/10/2018 in the presence of Bidders' representatives at Indian Bank Corporate Office, Chennai.

Interested Bidders 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 Commercial Bid opening.



2. Instructions to Bidders

2.1 Introduction

The Bidder is expected to read the instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk.

2.2 Pre-bid meeting

2.2.1A pre-bid meeting is scheduled to be held at the following address at 11.00 hours IST on 12/10/2018. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.

Information Technology Department,
Indian Bank Head Office,
2nd floor,
66, Rajaji Salai, Chennai, India – 600001.

2.2.2The purpose of the meeting will be to clarify the doubts raised by the probable bidders.

2.2.3 The Bidder is requested to submit any queries/clarifications to the Bank at least two working days before the date of meeting in the format as mentioned in Point no. 19.

2.2.4The Bidder has to submit bid fee in the form of DD for Rs.10,000/- (Rupees Ten Thousand only) at the time of pre-bid meeting. If bidder is not attending the pre-bid meeting then the DD should be submitted along with bid.

2.2.5The text of the queries (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be posted in the Bank's website.

2.3 Amendment of bidding documents

2.3.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidder(s), may modify the Bidding Document by Amendment(s).

2.3.2 All prospective Bidders may check the Bank's website for amendment(s) and it will be binding on them.

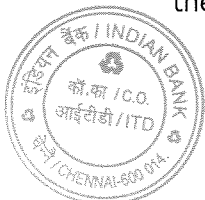
2.4 Documents constituting the bid

2.4.1 The Part-I of the Bid prepared by the Bidder shall comprise the following components:

a) Technical Bid

The Bidder shall furnish as part of their bid, documents establishing the Bidder's eligibility to bid and their qualifications to perform the Contract, if their bid is accepted. As part of their bid, the bidder should submit documents agreeing to the bid's terms and conditions. The documentary evidence of the Bidder's qualifications to perform the Contract if their bid is accepted shall be established to the Bank's satisfaction:

i) that, the Bidder has the financial and technical capability necessary to perform the Contract;



ii) that, the Bidder meets the Qualification requirements.

- b) A Bid Form of the Bid Document as per format enclosed.
- c) Bid security (Earnest Money Deposit) for Rs.25,00,000/- (Rupees Twenty five Lakhs only).
- d) DD for Rs.10,000/- (Rupees Ten Thousand only), towards cost of the bid if the bidder has not attended the pre-bid meeting
- e) An undertaking from the bidder that they will extend support for a period of three (3) year from the date of migration of all the mailboxes to the cloud.
- f) Detailed implementation/migration plan with respect to timelines given in the tender.
- g) Other documents as mentioned in Checklist.

2.4.2 The Part-II of the Bid will be decided by Online Reverse Auction after technical evaluation. Only the eligible Bidders will be communicated of the date and time of Online Reverse Auction Process, Business Rules for the Auction and the details of the Agency who shall conduct the Reverse Auction. The bidder should have valid digital certificate to participate in the online reverse auction.

The Bank may, at its discretion, reject any bid document not accompanied by the above.

2.5 Documents establishing goods' conformity to Bidding Documents

2.5.1 The Bidder shall furnish, as part I of their bid, documents establishing conformity to the Bidding Documents of all goods and services, which the Bidder proposes to supply under the Contract.

2.5.2 The documentary evidence of conformity of the goods and services to the Bidding Documents may be in the form of literature, drawings and data, and shall consist of:

- a) a detailed description of essential technical and performance characteristics of the goods;
- b) an item-by-item commentary of the Purchaser's Technical Specifications demonstrating responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

2.6 Bid Security (Earnest Money Deposit)

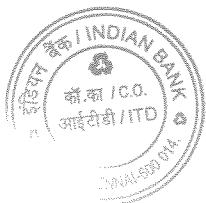
The Bidder shall furnish, as part of their bid, a Bid Security in the form of a Bank Guarantee issued by a Scheduled Commercial Bank located in India, as per the format provided in Point No:8 for a sum of Rs.25,00,000/- (Rupees Twenty five Lakhs only) and valid for One Hundred and Thirty Five (135) days from the last date for submission of Bid. The Bank may seek extension of Bank Guarantee, if required.

2.6.1 Unsuccessful Bidders' Bid Security will be discharged or returned after the expiration of the period of bid validity prescribed by the Bank.

2.6.2 The successful Bidder's Bid Security will be discharged upon the Bidders signing the Contract and furnishing the Performance Security.

2.6.3 The bidder will forfeit the Bid Security

- a) if the bidder withdraws its bid during the period of bid validity.
- (or)



- b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security.

2.7 Period of validity of bids

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

2.8 Format and signing of Bid

2.8.1 The person or persons signing the bid shall sign all pages of the bid document, except for un-amended printed literature.

2.8.2 Any interlineations, erasure or overwriting shall be valid only if they are signed by the person or persons signing the Bid.

2.8.3 The Bidder should use the Bank's format downloaded from website for giving their compliance. Use of any other format shall make their bid liable for rejection.

2.9 Sealing and marking of Bids

The Bidder shall seal the Part I of the bid in separate envelope, duly marking the envelope as **"Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model." – PART I – Technical** and a statement: **"DO NOT OPEN BEFORE 30.10.2018"**, to be completed with the time and the date specified below.

2.9.1 The envelope shall:

2.9.2.1 be addressed to the Bank at the address given below;

Assistant General Manager,
Indian Bank, Corporate Office,
Expenditure Department,
254-260 AvvaiShanmugamSalai
Royapettah, Chennai, India - 600014.

2.9.2.2 bear the Project name and a statement: **"DO NOT OPEN BEFORE"**, to be completed with the time and the date specified below.

2.10 Deadline for submission of Bids

2.10.1 Deadline for bid submission is 30/10/2018, 15.00 hours IST. The Bid Document along with required enclosures should be submitted at the place mentioned in clause 2.9.2.1 either in person or by post, but it should reach the concerned officer on or before 15.00 hours IST on 30/10/2018.

2.10.2 In the event of the specified date for the submission of bids, being declared a Holiday for the Bank, the bids will be received up to the appointed time on the next working day.

2.10.3 The Bank may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents, in which case all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.



2.10.4 Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will summarily be rejected and returned unopened to the Bidder.

2.11 Opening of Bids by Bank

2.11.1 The bids (PART-I) will be opened at 15.30 hours IST on 30/10/2018 in the presence of Bidders' Representatives.

2.11.2 The Bidders' names, bid modifications or withdrawals and the presence or absence of the requisite bid security and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except late bids, which shall be returned unopened to the Bidder.

2.11.3 The technically qualified Bidders will be intimated to participate in the Reverse Auction to identify Lowest Quoted (L1) Bidder.

2.12 Clarification of Bids

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

2.13 Evaluation Criteria

2.13.1 General /Technical Evaluation

- a) The Bank will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- b) The Bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- c) Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviations.
- d) The Bidder should meet all the Qualification Criteria mentioned in Point No: 5.
- e) Bank will visit any reference site(s) submitted by the bidder. . The bidder has to take the necessary approvals for arranging reference site visit to the reference sites submitted by bidder from the officials of the respective sites. Bank will give one week prior notice to the bidder for arranging site visit. However, Bank will incur the cost towards travel, boarding and lodging (if required) of their staff for site visits.
- f) The Licences offered should meet all the Technical Specifications as stipulated in the bid.



2.13.2 Commercial Evaluation

- a) Technically qualified Bidders alone will be intimated to participate in the Online Reverse Auction to identify lowest quoted (L 1) Bidder for awarding contract.
- b) Price quoted should be as per the commercial bid (Part-2) format.

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

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

2.15 Bank's right to vary quantities

The Bank reserves the right to increase or decrease the number of subscription licenses during the contract period without any change in unit price and other terms and conditions.

If Bank decides to procure additional subscription license, purchase order upto Twenty Five percent (25%) over and above the quantity of Licences mentioned in this RFP from the awardee of the Contract, Repeat Order will be placed within six (6) months from the date of original purchase order at the same price and terms & conditions of this tender/contract.

2.16 Signing of Contract

Within fifteen (15) days from the date of issue of the Purchase Order, the Successful Bidder shall sign the Contract and return it to the Bank.

2.17 Performance Security

- a) Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the Performance Security equivalent to 10% of the contract value quoted in the reverse auction in the form of a Bank Guarantee, valid for 39 months with further one month claim period, in the format enclosed. Performance guarantee to be extended by successful bidder if contract is extended for fourth and fifth year.
- b) The Performance Security shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- c) If not invoked, the Performance Security will be discharged by the Bank and returned to the Supplier after expiry of claim period.

2.18 Awarding of Contract

The Purchase Order will be issued to lowest quoted (L1) Bidder. Acceptance of Purchase Order should be submitted within Seven (7) days from the date of issue of the Purchase Order along with Authorisation Letter.

2.19 Other Terms and Conditions

- 2.19.1** The cost of preparing the proposal including visit / visits to the Bank is not reimbursable.



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

2.19.3 The Bank reserves the right to negotiate with the lowest quoted (L1) Bidder under exceptional circumstances.

2.19.4 Either the Agent on behalf of the Principal or the Principal directly could bid in a tender but not both.

2.19.5 All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory and kept with Part-I. A certificate of authorization should also be attached along with the Part-I.

2.19.6 The supplier has to provide names of two buyers to whom similar items are supplied in the recent past, as per the format in Point No: 12, and to whom reference may be made by the Bank regarding the bidder's technical and delivery ability.

2.19.7 The bidder should have a team of well qualified and experienced employees (with an experience of minimum 3 years) on Microsoft Azure Cloud (with an experience of minimum 3 years) stationed at Chennai Branch of the bidder who will be able to attend the calls in person/provide onsite support, respond to the issues at a very short notice and they should have the knowledge to extend support to the bank for the in-scope activities on a need basis. Self declaration for the same to be submitted.

2.19.8 Primary Data Center and DR Site where bank's data will be stored should be located in India only.

2.19.9 The solution should support DMARC, which stands for "Domain-based Message Authentication, Reporting & Conformance", an email authentication, policy, and reporting protocol.

3. Conditions of Contract

3.1 Definitions

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

3.1.1 "The Contract" means the agreement entered into between the Purchaser and the Supplier, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;

3.1.2 "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;

3.1.3 "The Goods" means all of the equipment, machinery, and / or other materials which the Supplier is required to supply to the Purchaser under the Contract;

3.1.4 "The Services" means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the Supplier covered under the Contract;

3.1.5 "The Purchaser" means Indian Bank.



3.1.6 "The Supplier" means the Company supplying the Goods and Services under this Contract.

3.1.7 "The Project Site", where applicable, means the place of installation of item.

3.2 Use of Contract Documents and Information

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

3.2.2 The Supplier shall not, without the Purchaser's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the Contract.

3.3 Patent Rights

The Supplier shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

3.4 Exit Requirements

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services. Self-Declaration to this effect, as per format specified in Point No: 16, should be submitted along with the bid.

3.5 Delivery and Documents

The delivery of the Licence shall be made by the Supplier in accordance with the terms specified in the Schedule of Requirements in Point No: 4.

The details of documents to be furnished by the Supplier are as follows.

3.5.1 Copy of the Supplier Invoice showing contract number, description, quantity, unit price, total amount;

3.5.2 Delivery Note, acknowledgement of receipt of goods from the Consignee, if any;



3.6 Maintenance and Support Terms

The bidder has to provide onsite support and maintenance for a period of three year by posting two onsite engineers at Bank premises in Chennai all bank working days, and provide support in case of exigency.

(i) Based on the manpower requirement, the bidder should ensure to provide the required manpower by adequately provisioning staff to meet exigencies like leave or other absence. Whenever the regular working engineers are not able to attend the office, suitable replacement engineer should man the work as per the requirements. Such changes has to be informed to the bank at least one day in advance.

(ii) Maximum of 12 days leave of absence in a year is admissible for engineers at our Offices. The engineers must be always available and replacement should be provided during the absence/leave period of engineers. For each day the engineer is absent beyond the permissible period penalty @ Rs.5,000/- per day will be charged. However, the total amount of penalty deducted per engineer per month will be pegged at charges payable for that month for that engineer.

(iii) The engineer should have valid certificates on MS exchange/MCSE.

3.7 Payment Terms

3.7.1 License Cost with ATS covering onsite support and updates and Migration Cost: 100% payment (cost of subscription licenses for one year, 1st year ATS, onsite support and migration cost) will be made after delivery of Subscription licenses with migration of mail services to the cloud and on submission of Bank Guarantee, Contract Form, Non-Disclosure Agreement (on Individual capacity and on behalf of the organization). The payment will be released within 15 days of submission of a request letter along with Invoice and delivery challan duly acknowledged by official of the Bank.

3.7.2 Subscription Payment from 2nd year: Yearly in advance for the actual number of subscriptions as per the rates quoted in the RFP on delivery of renewal in Microsoft website.

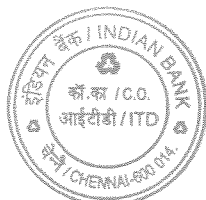
3.7.3 For onsite engineer payment will be released quarterly in arrear.

3.7.4 The Bank reserves the right to renew the subscription licenses directly with OEM or through the same vendor (successful bidder) at mutually agreed rate.

3.8 Change Orders

3.8.1 The Bank may at any time, by a written order given to the Supplier make changes within the general scope of the Contract.

3.8.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Bank's change order.



3.9 Delays in the Supplier's Performance

3.9.1 Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Bank in the Schedule of Requirements in Point No: 4.

3.9.2 If at any time during performance of the Contract, the Supplier should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Bank shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

3.10 Liquidated Damages

If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the Invoice price for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of ten percent (10%). If the Subscription are not delivered in time, the Bank may consider termination of the contract.

3.11 Termination for Default

3.11.1 The Bank, without prejudice to any other remedy for breach of contract, by Seven (7) days written notice of default sent to the Supplier, may terminate this Contract in whole or in part :

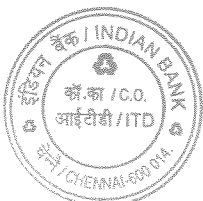
- a) if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;
- b) if the Supplier fails to perform any other obligation(s) under the Contract.
- c) If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

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

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

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



3.12 Force Majeure

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

3.12.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

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

3.13 Termination for Convenience

The Bank, by Thirty (30) days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Bank at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

3.13.1 to have any portion completed and delivered at the Contract terms and prices; and / or

3.13.2 to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

3.14 Settlement of Disputes

3.14.1 If any dispute or difference of any kind whatsoever shall arise between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

3.14.2 If after thirty(30) days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

3.14.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract. Arbitration proceedings shall be conducted in accordance with the following rules of procedure. The dispute resolution mechanism to be applied shall be as follows:

- a) In case of dispute or difference arising between the Purchaser and a domestic Supplier relating to any matter arising out of or connected with this agreement,



such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of three (3) arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of thirty (30) days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.

- b) If one of the parties fails to appoint its arbitrator within thirty (30) days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, both in cases of the Foreign Supplier as well as Indian Supplier, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
- c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

3.14.4 Notwithstanding any reference to arbitration herein,

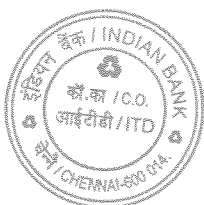
- a) the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- b) the purchaser shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

3.15 Limitation of Liability

Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a) IP Infringement indemnity.
- b) Bodily injury (including Death) and damage to real property and tangible property caused by Supplier's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the Supplier that gave rise to claim, under this tender.
- c) Supplier shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.



3.16 Confidentiality

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

3.17 Applicable Law

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

4. Schedule of Requirements

4.1 Brief Description

Subscription Licenses:

S. No.	Details of License Required	Quantity
1	Microsoft Office 365 E3	100
2	Enterprise Mobility + Security (EMS) E3	100
3	Microsoft Power BI Pro	100
4	Microsoft Exchange Online Plan 2	10000
5	Advanced Threat Protection	10100
6	Microsoft Premier support	200 hrs/year

Prices quoted for above will remain valid for 5 years, initial order will be placed for 3 years and to be renewed for 4th and 5th year at the discretion of the Bank.

Migration Services:

1	Migration Services for 10,000 mailboxes	1
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Software Assurance for the following Licenses till 31/12/2021:

S. No.	Product	Qty
1	SQL Server Standard Edition (converted to core) – 2 core pack	4
2	Windows Server Standard (converted to core) – 2 core pack	200
3	System Centre Standard (converted to core) – 2 core pack	152
4	Windows Server CAL User License SA	10000

4.2 Delivery Locations

The Licences have to be delivered at Head Office, Chennai. All subscription licenses should be available in Indian Bank's Microsoft account.

4.3 Delivery Schedule

The Delivery of the Subscription licenses and software and migration of existing mail boxes should be made within four (4) weeks from the date of acceptance of purchase order.

4.4 Scope of Work

1. Supply, Installation, migration and maintenance of 100 no. of Microsoft Office 365 E3, Enterprise Mobility + Security (EMS) E3 and Microsoft Power BI Pro subscription licenses respectively.
2. Supply, migration and maintenance of 10,000 mail boxes on Microsoft cloud mail solution.
3. Providing software subscription licenses as per the requirement of the bank.
4. Renewal of Software Assurance for the Microsoft Products as given in the tender.
5. The following documents have to be provided.
 - a) Subscription License certificate
 - b) Implementation/Installation document
 - c) User manual/Operation manual
6. 200 hours per year of Microsoft Premier support.
7. Providing the mail boxes data as and when required by the bank.
8. Configuration and maintenance of ADFS (With on-site AD server and exchange on cloud).
9. Onsite support by minimum of 2 support staff (L1) during Bank's working hours, on all working days except on national holiday.
10. Ensuring that the mail solution meets all regulatory and compliance guidelines of our country.
11. Any other issues unforeseen now, but faced by the Bank with respect to the supplied software subscription licenses should be sorted out by the vendor.
12. Providing proper documentation and user guide/manual of the supplied software subscription license.

4.5 ONSITE SUPPORT :-

The successful bidder shall provide two onsite support engineer of which one engineer should be available from 9:00 AM to 6:00 PM and the second resources to be available from 10:00 AM to 7:00 PM respectively for the solution from the date of completion of migration of all the mailboxes for a period of three years and can be extended for further period at mutually agreed terms. The successful bidder needs to provide the price breakup of the resources allocated during the 36 months support period. On banks' request, the successful bidder is bound to increase the onsite support resource at the cost specified in the price breakup.

Manpower can be changed only with personnel with similar experienced substitute, after giving an advance notice of two weeks and taking approval from the Bank. The Successful bidder should provide Resume/Curriculum Vitae and Background Verification of the personnel/ engineer assigned at Indian Bank to be part of the Implementation/Onsite support. Also, the personnel/engineer will be interviewed by Indian Bank. Indian bank reserves the right to disqualify any personnel/ engineer if the personnel do not match Indian banks' requirements

The scope for the on-site engineer will include configuration changes, version up-gradations, performance monitoring, trouble shooting, and support for day to day software solution functional and technical operations.



Scope of Work for onsite engineers (Indicative):

1. The bidders' engineers should create a test plan, test environment and data with the help of the Bank to test the functioning of the software before implementation. The test has to be carried by the bidder by implementing the solution in Head office and Zonal office after customization
2. Should manage and maintain the active directory of the bank hosted in Bank's premises.
3. Should maintain the internal DNS of the bank.
4. Should assist all mail users on configuration, backup and archival issues.
5. Should attend to mail users configuration / reconfiguration requests.
6. Should coordinate with M/s Microsoft for all mail related requirements.
7. Recover deleted items in a user's mailbox
8. Determine how long deleted email should be retained before it's permanently deleted.
9. Set up mailbox features such as the mailbox sharing policy: how users can share calendar and contacts information with others outside of your organization.
10. Set up "Send As" and "Send on Behalf" delegates for someone's mailbox. For example, an executive may want their assistant to have the ability to send mail on their behalf.
11. Create shared mailboxes so a group of people can monitor and send email from a common email address.
12. Set up anti-spam and malware filters for the organization.
13. Manage Office 365 Groups
14. End to end maintenance and administration of all the products subscription under the RFP

5. Qualification Criteria

1. The Bidder should be Limited Company and should be in existence in India for the last five (5) years (as on 31.03.2018).
2. The Bidder should have Net profit during last three financial years of the bidder. (2015-16, 2016-17, 2017-18)
3. The Bidder should not have been blacklisted currently by any Government Department/PSU/Banks.
4. The Annual turnover should be more than Rs. 30 crores for the last three financial years of the bidder. (2015-16, 2016-17, 2017-18)
5. The Bidder should be Microsoft's Licensing Solution Partner (LSP)/Large Account Reseller presently.
6. The bidder should have satisfactorily migrated minimum of 5,000 no. of mail boxes from On-premises mail messaging solution to cloud and should be providing support services to at least one reputed company in India. Copy of Purchase orders issued should be submitted along with Technical Bid. Further, the bidder should submit a letter issued by the company stating the services are found satisfactory. The letter should be obtained after the date of issue of the RFP.
7. The Bidder should have office in Chennai.



6. Bid Form

(Bidders are required to furnish the Bid Form)

Date: _____

To

Indian Bank Corporate Office,
 Information Technology Department
 254-260, Avvai Shanmugam Salai,
 Royapettah, Chennai, India - 600014

Sub: Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model.

Ref: Bid Document No. CO:ITD:359/R1:2018-19 dated 04/10/2018.

Having examined the Bidding Documents including Amendments & Clarifications, if any, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install and maintain the following licences in conformity with the said bidding documents:

Subscription license:

S. No.	Details of License Required	Quantity
1	Microsoft Office 365 E3	100
2	Enterprise Mobility + Security (EMS) E3	100
3	Microsoft Power BI Pro	100
4	Microsoft Exchange Online Plan 2	10000
5	Advanced Threat Protection	10100
6	Microsoft Premier support	200 hrs/year

Prices quoted for above will remain valid for 5 years, initial order will be placed for 3 years and to be renewed for 4th and 5th year at the discretion of the Bank.

Migration Services:

1	Migration Services for 10,000 mailboxes	1
---	---	---

Software Assurance for the following Licenses till 31/12/2021:

S. No.	Product	Qty
1	SQL Server Standard Edition (converted to core) – 2 core pack	4
2	Windows Server Standard (converted to core) – 2 core pack	200
3	System Centre Standard (converted to core) – 2 core pack	152
4	Windows Server CAL User License SA	10000

We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified. If our bid is accepted, we will obtain the Guarantee of a Bank in a sum





Corporate Office: Technology Management Department
254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014
CO:ITD:359/R1:2018-19 Date: 04.10.2018

equivalent to ten percent (10%) of the amount quoted for the due performance of the Contract, in the form prescribed by the Bank. We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period and Bank Guarantee towards Earnest Money Deposit, if required. Until a formal contract is prepared and executed, this bid, together with your notification of award, shall constitute a binding Contract between us. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India. We understand that bank is not bound to accept the lowest or any bid bank may receive. We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.

Dated this _____ day of _____ 201_____

Signature

(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name _____ & _____ Address _____ of _____ Bidder)

Phone: _____

Email: _____



7. Self Declaration – Non Blacklisting

To

The Assistant General Manager,
Indian Bank Corporate Office,
Information Technology Department,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai, India - 600014

Dear Sir,

Sub: Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model.

Ref: Bid Document No. CO:ITD:359/R1:2018-19 dated 04/10/2018.

We hereby certify that, we have not been blacklisted currently by any Government Department / Public Sector Undertakings / Banks.

Signature of Authorized Official

Name:

Designation:

Place:

Date:

Office Seal



8. Bid Security Form

Whereas _____ (Hereinafter called "the Bidder") who intends to submit bid dated _____ (date of submission of bid) for the supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX mode (Hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We _____ (Name of Bank) of _____ (Name of Country), having our registered office at _____ (address of Bank) (hereinafter called "the Bank"), are bound unto Indian Bank in the sum of _____

_____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Seal of the said Bank this _____ day of _____ 2018.

THE CONDITIONS of this obligation are:

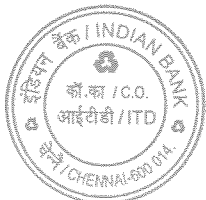
1. If the Bidder
 - a) withdraws its Bid during the period of bid validity
 - or
 - b) does not accept the correction of errors in accordance with the Instructions to Bidders; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
 -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

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the conditions, specifying the occurred condition or conditions. This Guarantee will remain in force up to _____ and any demand in respect thereof should reach the Bank not later than _____.

(Signature of the Authorised Official of Bank)

NOTE:

1. The bidder should ensure that the seal and Code No. of the signatory is put by the bankers, before submission of the Bank Guarantee.
2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



9. Contract Form

THIS AGREEMENT made the _____ day of _____ 2018 Between Indian Bank, having its Corporate Office at 254-260, AvvaiShanmugamSalai, Royapettah, Chennai 600014 (hereinafter called "the Purchaser") of the one part and _____ (Name of Supplier) having its Registered Office at _____ (City and Country of Supplier) (hereinafter called "the Supplier") of the other part:

WHEREAS the Purchaser invited bids vide RFP No. CO:ITD:359/R1:2018-19 dated 04/10/2018 for certain Goods and ancillary services viz., Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model and has accepted a bid by the Supplier for the provision of those goods and services for the sum of

____ (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

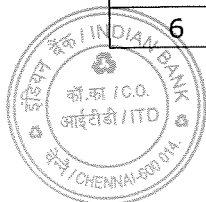
NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

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

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

Subscription license:

S. No.	Details of License Required	Quantity
1	Microsoft Office 365 E3	100
2	Enterprise Mobility + Security (EMS) E3	100
3	Microsoft Power BI Pro	100
4	Microsoft Exchange Online Plan 2	10000
5	Advanced Threat Protection	10100
6	Microsoft Premier support	200 hrs/year



Prices quoted for above will remain valid for 5 years, initial order will be placed for 3 years and to be renewed for 4th and 5th year at the discretion of the Bank.

Migration Services:

1	Migration Services for 10,000 mailboxes	1
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3 Years Software Assurance till 31/12/2021 for the following Licenses:

S. No.	Product	Qty
1	SQL Server Standard Edition (converted to core) – 2 core pack	4
2	Windows Server Standard (converted to core) – 2 core pack	200
3	System Centre Standard (converted to core) – 2 core pack	152
4	Windows Server CAL User License SA	10000

4.6 Scope of Work

- Supply and Installation of 100 Microsoft Office 365 E3 subscription license.
- Supply, migration and maintenance of 10,000 mail boxes on Microsoft cloud mail solution.
- Providing software subscription licenses as per the requirement of the bank.
- Renewal of Software Assurance for the Microsoft Products as given in the tender.
- The following documents have to be provided.
- License/Subscription certificate
- Implementation/Installation document
- User manual/Operation manual
- 200 hours per of Microsoft Premier support.
- Providing the mail boxes as and when required by the bank.
- Configuration and maintenance of ADFS(With on-site AD server and exchange on cloud).
- Onsite support by minimum of 2 support staff (L1) during Bank's working hours.
- Ensuring that the mail solution meets all regulatory and compliance guidelines of our country.
- Any other issues unforeseen now, but faced by the Bank with respect to the supplied software subscription license should be sorted out by the vendor.
- Providing proper documentation and user guide/manual of the supplied software subscription license.

4.7 Scope of Work for onsite engineers:

- The bidders' engineers should create a test plan, test environment and data with the help of the Bank to test the functioning of the software before implementation. The test has to be carried by the bidder by implementing the solution in Head office and Zonal office after customization

2. Should manage and maintain the active directory of the bank hosted in Bank's premises.
3. Should maintain the internal DNS of the bank.
4. Should assist all mail users on configuration, backup and archival issues.
5. Should attend to mail users configuration / reconfiguration requests.
6. Should coordinate with M/s Microsoft for all mail related requirements.
7. Recover deleted items in a user's mailbox
8. Determine how long deleted email should be retained before it's permanently deleted.
9. Set up mailbox features such as the mailbox sharing policy: how users can share calendar and contacts information with others outside of your organization.
10. Set up "Send As" and "Send on Behalf" delegates for someone's mailbox. For example, an executive may want their assistant to have the ability to send mail on their behalf.
11. Create shared mailboxes so a group of people can monitor and send email from a common email address.
12. Set up anti-spam and malware filters for the organization.
13. Manage Office 365 Groups
14. End to end maintenance and administration of all the products subscription under the RFP

TOTAL VALUE : Total value of the contract is the sum of the below:

S.No.	Particulars
1	Cost of Subscription license
2	Cost of Software Assurance renewal
3	Cost of Onsite Support for the three years

DELIVERY SCHEDULE:

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

Signed, Sealed and Delivered by the

said _____ (For Indian Bank)

in the presence of:

1. _____

2. _____





Corporate Office: Technology Management Department
254-260,AvvaiShanmugamSalai, Royapettah, Chennai – 600014
CO:ITD:359/R1:2018-19 Date: 04.10.2018

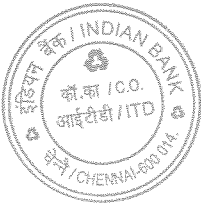
Signed, Sealed and Delivered by the

said _____ (For the Supplier)

in the presence of:

1. _____

2. _____





Corporate Office: Technology Management Department
254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014
CO:ITD:359/R1:2018-19 Date: 04.10.2018

10. Performance Guarantee

Bank Guarantee No. _____

Date: _____

To

Indian Bank, Chennai, India.

WHEREAS

(Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Contract No _____ dated _____ to supply and maintain

_____ (Description of Goods and Services) (hereinafter called "the Contract").

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

AND WHEREAS we have agreed to give the Supplier a Guarantee:

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

This guarantee is valid until the _____ day of _____, 2018 and claim period is valid up to _____.

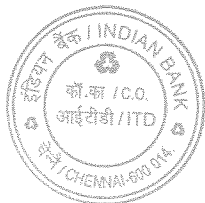
Signature of Authorised Official with Seal _____

Date _____/_____/2018

Address: _____

NOTE:

- 1.The Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the Bank Guarantee.
- 2.Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



11. Manufacturers' Authorization Form

No. _____ Date: _____

To
The Assistant General Manager,
Indian Bank Corporate Office,
Information Technology Department,
254-260, AvvaiShanmugamSalai,
Royapettah, Chennai, India - 600014

Dear Sir,

Sub: Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model.

Ref: Bid Document No. CO:ITD:359/R1:2018-19 dated 04/10/2018.

We who are established and reputable manufacturers of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud (name & descriptions of goods offered) do hereby authorize, M/s

_____ (Name and address of Agent) to submit a bid, and sign the contract with you for Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model against the above RFP. We certify that M/s _____ is our Licensing Solution Partner(LSP)/Large Account Reseller(LAR). We duly authorise them to act on our behalf in fulfilling all installation, technical support and maintenance obligations required by the Contract.



Yours faithfully,

(Name of Manufacturer)

12. Proof of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud supplied by the Bidder
(Please attach a copy of the purchase order)

S.N o.	Order placed by Full address of Purchaser with contact details	Order No. and Date	Quantit y supplie d	Value of Order (Optiona l)	Date of completion of delivery		Remarks indicating reasons for late delivery, if any
					As per Contract	Actual	

Date:

Signature of Authorised Official with Seal



13. Proforma of Installation Certificate for Issue by the Bank after Successful Commissioning

Date: _____

Sub: Certificate of commissioning of equipment.

Ref: Purchase Order No.

1. This is to certify that the Subscription licenses as detailed below has/have been delivered, installed and commissioned.
Contract No. _____ dated _____
Description of the Subscription licenses _____
Quantity _____
Date of delivery _____
Date of commissioning _____
2. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms
3. The supplier has fulfilled its contractual obligations satisfactorily* Or
4. The supplier has failed to fulfil its contractual obligations with regard to the following:
(a) _____
(b) _____

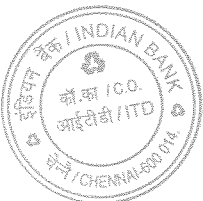
Signature

Name

Designation with date and stamp

Explanatory notes for filling up the certificates:

- (a) The Supplier has adhered to the time schedule specified in the contract in dispatching the documents pursuant to Technical Specifications.
- (b) The Supplier has supervised the commissioning of the equipment in time i.e. within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the system.
- (c) In the event of documents having not been supplied or installation and commissioning of the equipment have been delayed on account of the supplier, the extent of delay should always be mentioned.



14. Non Disclosure Agreement

THIS AGREEMENT made and entered into at _____ on this the _____ day of _____, 2018 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014, hereinafter called the "**Bank**" which term shall wherever the context so require includes its successors and assigns

AND

M/s. _____ Limited a company registered under the Companies Act having its registered office at _____ hereinafter called the "**supplier**" which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is inter alia engaged in the business of banking and have been procuring computer systems,

M/s _____ Limited has been engaged in the business of supply and installation of Software Subscription licenses.

The Bank and Supplier have established a business relationship by entering into contract dated ____/____/____ for _____ (nature of services) and in course of the performance of the contract _____. In the course of discussions and negotiations, it is anticipated that the parties may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information for the purpose of business relationship.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Confidential information

Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample, note or module thereof and electronic material or records. Receiving party may use the information solely for and in connection with the Purpose.

2. Use of Confidential Information

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. The receiving



party 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 the direct employment of the Receiving Party who have a need to 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 non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. 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. Neither party shall make news release, 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 of the other party.

3. Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

- a) Is already known to the Receiving party at the time of the disclosure without any obligation of confidentiality
- b) Is or becomes publicly known through no unauthorized act of the Receiving party
- c) Is rightfully received from a third party without restriction and without breach of this agreement
- d) Is independently developed by the Receiving party without use of the other party's confidential information and is so documented
- e) Is disclosed without similar restrictions to a third party by the Party owning the confidential information
- f) Is approved for release by written authorization of the disclosing party; or
- g) Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or 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, note or modules thereof.

Notwithstanding anything contained herein, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.



5. 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 or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6. 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, abstracts, extracts, samples, note 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.

7. 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.

8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supercedes any and all prior oral discussion 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 rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Dispute resolution mechanism

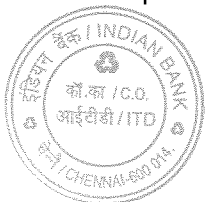
In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai. Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

11. Jurisdiction

The parties to this agreement shall submit to the jurisdiction of courts in Chennai.

12. Governing laws

The provisions of this agreement shall be governed by the laws of India.





Corporate Office: Technology Management Department
254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014
CO:ITD:359/R1:2018-19 Date: 04.10.2018

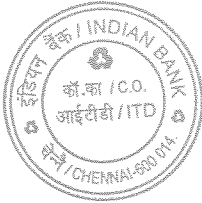
In witness whereof, the parties hereto have set their hands through their authorised signatories

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

1. _____
2. _____

Signed, Sealed and Delivered by the
said _____ (For the Supplier)
in the presence of:

1. _____
2. _____



15. Undertaking of authenticity

Sub: Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model

Ref: Bid Document No. CO:ITD:359/R1:2018-19 dated 04/10/2018.

This has reference to Microsoft Subscription Licenses being quoted to Indian Bank vide our Quotation No. _____ Dated _____.

We undertake that in respect of Microsoft license asked by Indian Bank shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source. Should Indian Bank require, we shall produce certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letter from our OEM supplier's at the time of delivery or within a reasonable time. In case of default and we are unable to comply with above at the time of delivery or during installation or support, for the subscription licenses already billed, we agree to return the money if any paid to us by Indian Bank in this regard and our EMD/BG get forfeited. We also take full responsibility as per the content even if there is any defect by Authorized Reseller etc.

Signature of Authorized Official

Name:

Designation:

Place:

Date:

Office Seal

The above declaration has to be given by the company secretary duly Signed on the Letter Head of the Company



16. Self Declaration – Exit Requirements

To

The Assistant General Manager,
Indian Bank Corporate Office,
Information Technology Department,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai, India - 600014

Dear Sir,

Sub: Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model

Ref: Bid Document No. CO:ITD:359/R1:2018-19 dated 04/10/2018.

We hereby certify that in the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, we shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

Signature of Authorized Official

Name:

Designation:

Place:

Date:

Office Seal



17. Commercial Bid (Part-II)

To

The Assistant General Manager,
 Indian Bank Corporate Office,
 Information Technology Department,
 254-260, Avvai Shanmugam Salai,
 Royapettah, Chennai, India - 600014

Dear Sir,

Sub: Supply, migration (present mail boxes) and maintenance of Microsoft mail messaging services and Microsoft office products on Microsoft Azure cloud under OPEX model

Ref: Bid Document No. CO:ITD:359/R1:2018-19 dated 04/10/2018.

We submit hereunder the price details of Microsoft Licences/Subscription and services as per the requirement of the tender.

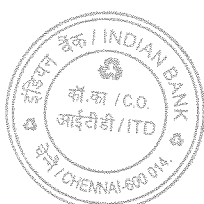
A. Subscription license:

S. No.	Details of License Required	Unit Price/Year	Quantity	Total Price for 3 years
1	Microsoft Office 365 E3		100	
2	Enterprise Mobility + Security (EMS) E3		100	
3	Microsoft Power BI Pro		100	
4	Microsoft Exchange Online Plan 2		10000	
5	Advanced Threat Protection		10100	
6	Microsoft Premier support		200 hrs/year	

Prices quoted for above will remain valid for 5 years, initial order will be placed for 3 years and to be renewed for 4th and 5th year at the discretion of the Bank.

B. Migration Services:

S No.	Description	Quantity	Price
1	Migration Services for 10,000 mailboxes	1	



C. Software Assurance for the following Licenses till 31/12/2021:

S. No.	Product	Unit Price/Year	Quantity	Total Price for 3 years
1	SQL Server Standard Edition (converted to core) – 2 core pack		4	
2	Windows Server Standard (converted to core) – 2 core pack		200	
3	System Centre Standard (converted to core) – 2 core pack		152	
4	Windows Server CAL User License SA		10000	

D. Onsite Support

S. No.	Description	Unit Price/Year	Quantity	Total for 3 years
1	Onsite L1 Support on Bank working days		2	

Total(A+B+C+D) Rs. _____ (to be quoted for Reverse Auction)

Price in words: Rupees _____

- Inclusive of all duties, levies, delivery, installation, support etc. and exclusive of taxes. TDS if applicable will be deducted as per the applicable rates from the payment.

We submit that we shall abide by the details given above and the conditions given in your above tender.

We submit that the prices quoted will be valid for 5 years for A.

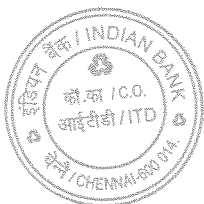
Signature of Authorized Official

Name:
 Designation:
 Place:
 Date:



18. Check List (Part-I)

S.No.	Qualification Criteria	Documents Required
1.	The Bidder should be Limited Company and should be in existence in India for the last five (5) years (as on 31.03.2018).	Copy of the certificate of incorporation issued by the Registrar of Companies.
2.	The Bidder should have Net profit during last three financial years of the bidder.(2015-16,2016-17,2017-18)	Copy of audited balance sheet should be attached.
3.	The Annual turnover should be more than Rs. 30 crores for the last three financial years of the bidder.(2015-16,2016-17,2017-18)	
4.	The Bidder should not have been blacklisted currently by any Government Department/PSU/Banks.	As per the format provided in Point No: 7
5.	The Bidder should be Microsoft's Licensing Solution Partner(LSP)/Large Account Reseller(LAR) presently.	Copy of Partnership certificate from the OEM.
6.	The Bidder should have office in Chennai.	Copy of Latest Landline bill/insurance policy should be attached
7.	The bidder should have a team of well qualified and experienced employees on Microsoft Azure Cloud stationed at Chennai Branch of the bidder who will be able to attend the calls in person/provide onsite support, respond to the issues at a very short notice and they should have the knowledge to extend support to the bank for the in-scope activities on a need basis.	Employee profiles and self declaration to be submitted.
8.	Bid Security of required amount	As per the format provided in Point No: 8
9.	Manufacturer's Authorisation Form(MAF)	As per the format provided in Point No: 11
10.	Bid Form	As per the format provided in Point No: 6
11.	Undertaking of Authenticity	As per the format provided in Point No: 15
12.	Exit Requirements	As per the format provided in Point No: 16



19. FORMAT FOR PRE-BID QUERIES

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

