

REQUEST FOR PROPOSAL (RFP)
FOR
VSAT CONNECTIVITY SERVICES
TO BRANCHES AND ATMs
UNDER OPEX MODEL

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

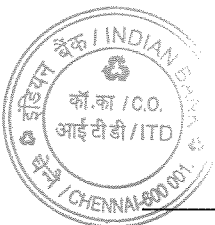
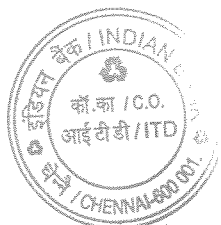


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SECTION – I**INVITATION FOR BIDS (IFB)**

1. Indian Bank is a premier Nationalized Bank with over 2900 Branches, 3400 ATMs plus BNAs and having a business of above Rs.4,00,000 crores. 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 Branches 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, Tele banking, Mobile banking, etc. Bank is also partnering various e-governance initiatives of GoI and State Governments.
2. The Bank is currently in the process of replacement of existing 600 VSATs with 5 years contract period, under OPEX Model.
3. The cost of the bid document is Rs.2,500/-(Rupees Two thousand and Five hundred only). The amount has to be paid by way of a Demand Draft (DD) favouring INDIAN BANK payable at Chennai. Cost of bid documents should be paid at the time of pre-bid meeting. Bidders who do not attend the pre-bid meeting can submit the DD along with technical bid.

Further information can be had from the bank at the address given below from 10.00 to 17.00 hours on all working days.

**Information Technology department,
Indian Bank, Head Office, 7th floor,
66, Rajaji Salai, Chennai – 600001
Phone Nos. 044-2527 9815/16/44, 2526 9724
E-mail: KEERTHIVASAN.P@indianbank.co.in;**

m.saravanan@indianbank.co.in;
rahul.bahuleyan@indianbank.co.in;
praveenkumar.s@indianbank.co.in;
nandhini.n@indianbank.co.in;

4. Bids must be delivered to the address given below, at or **before 15.00 hours IST on 18/09/2019** and must be accompanied by a **Bank Guarantee of INR 9,00,000/-(Rupees Nine Lakhs only)**.

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

Late Bids will be rejected. **Part I (Technical Bid) will be opened** for evaluation by the Bank **at 15:30 Hours on 18/09/2019** in the presence of the bidders. All bidders are requested to send their representatives to attend the bid opening process.



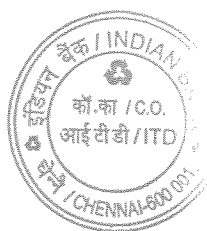
Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****5. Please note that**

- i. The cost of preparing the bids, including visit / visits to the Bank is 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/annul the tendering process without assigning any reason therefor.
- iii. The Bank can extend the last date for submission of bid.
- iv. Bank reserves the right to negotiate with lowest bidder for further reduction in price under exceptional circumstances.
- v. 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 Online Reverse Auction Process, Business Rules for the Auction and the details of the Agency who shall conduct the Reverse Auction.
- vi. 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.



SECTION – II**DESCRIPTION AND GUIDELINES**

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Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****1) DESCRIPTION**

- i) Name of the assignment is providing VSAT Connectivity Services for Branches and ATMs under OPEX model.
- ii) The Bank proposes to replace the existing VSAT Network to connect Rural and remote branches and Offsite ATMs. VSATs may also be utilised for connecting new Branches / ATMs or for having redundancy at Business critical Branches.
- iii) The description and the objectives of the Assignment are
 - ❖ Feasibility study at the remote locations.
 - ❖ Supply and installation of the VSAT Equipment at remote locations.
 - ❖ Commissioning of VSAT link at remote locations at specified bandwidth with defined latency, reliability and uptime.
 - ❖ Commissioning of backhaul connectivity from Hub site to Bank DC and DR Site with required bandwidth.
 - ❖ Maintenance of the VSAT equipments and associated network including replacement of non functional parts.
 - ❖ Providing bandwidth required for this VSAT network as per the requirements of the Bank from time to time.
 - ❖ Shifting the VSAT from existing location to new location as per Banks requirement.

2) QUALIFICATION CRITERIA FOR BIDDERS

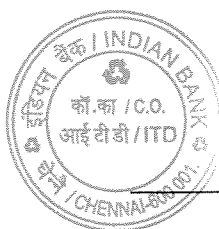
- i) The Bidder should be a Limited Company and should be in existence in India for more than three years as on 31.03.2019.
- ii) The turnover for last three financial years of bidder should not be less Rs. 25 Crores per year (2016-17,2017-18,2018-19).
- iii) The Bidder should have a currently valid license to provide VSAT services in India and should have own Hub.
- iv) The Bidder should have installed more than 2500 VSATs within India and the VSATs should be currently in Use (Proof to be submitted).
- v) The Company should have a minimum of 50 Service Locations in India and the list of service locations should be enclosed along with their addresses, contact persons and copy of latest phone bills. All these centres should be operational. Any deviation from the details submitted will make the bid liable for rejection.
- vi) The vendor should have implemented satisfactorily a minimum of two KU band VSAT based WAN projects covering more than 200 branches/sites (multiple orders from the same customer accepted) in each project spread across different states, of which at least one project should have been done for Banks/Financial Institutions in India and continue to provide connectivity as on date(Certificate from the customer should be attached).
- vii) The Bidder should not have been blacklisted by any Government Dept / PSU / Banks for non-implementation / non delivery of the order / not providing support currently (Undertaking to be submitted).

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

3) DELIVERABLES FROM THE BIDDERS

The scope of the assignment involve following activities and essential requirements:-

- i) The VSAT connectivity, as per the specifications / requirements should be supplied, installed and commissioned at the sites specified by the Bank, as per the delivery terms mentioned in the bid. In case any equipment is found faulty during the period of contract, the same should be replaced with standby / replacement equipment within the maximum period



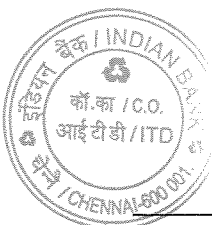
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specified for problem resolution. The faulty equipment will be handed over to the vendor at the site of installation. The charges are classified on the basis of Bandwidth ordered.

- ii) The service provider should establish the network in star topology allowing any number of VSAT sites to have two-way communication through a central hub. In the star topology, with VSAT sites treated as spoke, connect directly over the air (through Ku-Band, using satellite) to a central hub.
- iii) The VSAT Sites through the Hubsite has to be integrated with the existing network of the Bank so as to have cohesive behavior of the network as well as other equipments/Systems installed in the network including network management. The Layer 3 addressing schema, both IPv4 and IPv6, will be finalized based on mutual agreement, and Bank's decision will be final in case of difference in opinion. Bank will go with IPv4 initially. As and when required by the bank network should be migrated to IPV6 and necessary configurations should be done as per the Bank requirement. Bidder shall not charge any additional commercials for migrating the network from IPv4 to IPv6 as and when advised by the Bank during the validity of the contract period.
- iv) The backhaul connectivity between the VSAT Hubsite and Indian Bank DC and DR Site should be established by the successful bidder(s) and the cost of these links should be borne by the successful bidder(s).
- v) Shifting of VSATs and other related equipment installed from the sites to another site ordered by the Bank has to be carried out on stipulated timings. Maximum allowed duration for shifting VSATs under each shifting type is defined; Depending on the shifting types, charges are classified.
- vi) Any replacement of equipment necessitated due to obsolescence of technology or any other reasons during the contract period need to be carried out by the bidder at no extra cost to the bank. If the Service Provider fails to provide spares / standby equipment / service support for establishing connectivity within the stipulated time, penalty will be charged from the payment made for the subsequent month.
- vii) Management and monitoring of the installed network using network management software from the successful bidder's hubsite. Based on the monitoring, Reports have to be generated and provided as sought in the RFP.
- viii) The successful bidder shall establish a Helpdesk manned from 08:00 to 21:00 hours basis at the Bank's Office in Chennai, on all days except Sundays. One person should be available always from 08:00 to 21:00 hours basis at the Bank's Office in Chennai and should be operated in 2 shifts.

(b) Service requirements

Following are the essential service requirements to be fulfilled by the vendor, so as to ensure that the Bank is provided the best in class service, as per its expectations. By bidding for this tender, it is construed that the bidder is



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summarily agreeing to comprehensively adhere to all the requirements mentioned below.

- i) The Bank intends to install about 684 Ku Band VSATs on rental basis in Branches / Offsite ATM locations. The total requirement is subject to change.
- ii) The successful Bidder(s) shall ensure the network such that round trip latency between Bank's DC / DR site and remote VSAT site doesn't increase beyond 650 ms at any point of time under no load condition.
- iii) Backhaul connectivity with 100 Mbps MPLS bandwidth (highest class of service of the service provider (1:1) - 100% bandwidth should be available) should be provided between VSAT Hub site and Bank's Data Center and DR Site. The necessary equipments including routers, modems and IP Gateway at Hub site are to be provided by VSAT service provider. Backhaul link utilization has to be maintained at 70% & links has to be upgraded at DC & DR accordingly as and when required, without any extra cost to the Bank.
- iv) The successful bidder(s) have to adhere to the delivery schedule of each of the equipments and services as advised by the Bank.
- v) VSATs shall be operated in the licensed frequency permitted by Government of India. The successful Bidder(s) shall meet all the Government or other applicable Regulatory directions / requirements and ensure its compliance.
- vi) The successful Bidder(s) shall check the earthing and power supply before installation of the equipment at Branch / ATM site. The successful bidder shall connect earthing to the ODU unit and Cable for the same has to be arranged by successful bidder.
- vii) The successful Bidder(s) shall arrange Platform / Monkey cage / Snow Shield wherever necessary without any additional cost to the Bank. Bank has not ascertained the number of sites requiring Platform / Monkey cages / Snow shield and the bidder has to provide them to ensure uptime at remote site.
- viii) The successful Bidder(s) shall arrange for Road Permit for the locations applicable at no extra cost to the Bank.
- ix) Any other equipment which are not mentioned in this RFP and are required for making the VSAT live on the network shall be provided by the successful bidder only and no additional cost shall be borne by Bank in this regard.
- x) During the tenure of the contract, the successful bidder shall bear all the operational costs associated with VSATs commissioning, which may arise due to various problems.
- xi) The successful Bidder(s) may arrange for adequate insurance for all the equipments installed at Branch/ATM premises with no cost to Bank. Damage due to Earthing / Natural calamity / Theft or any other reasons will not be borne by the Bank and should be replaced by the successful



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Bidder free of cost. Bank will not reimburse the cost of equipment for any reason.

- xii) All the cabling shall be done with proper clamping between Indoor and Outdoor unit. The cables may be laid through conduits to avoid disturbances by Rodents, Monkeys etc.
- xiii) Bank will provide space and maximum two power sockets, mostly through UPS, with standard voltage and current (5A / 15 A) output for connecting the IDU. The successful bidder has to provide LAN cable with RJ 45 interface to connect the IDU with Bank's switch / router.
- xiv) The successful Bidder(s) shall provide site-wise uptime along with bandwidth utilization report on monthly basis. The successful Bidder shall also provide web portal for monitoring the network connectivity.
- xv) Complaint shall be lodged over phone / mail with the designated officials of the successful Bidders. The successful Bidders shall provide Call registration, assign a ticket number and track the calls. The call shall be escalated by the service desk as per the Escalation matrix.
- xvi) The Bank may place order for future requirements for two years from the date of contract on the rates finalized for various items and services during the contract period. However the services will be co-terminus with the contract end date.
- xvii) All charges up to delivery and installation have to be borne by the successful Bidder.
- xviii) Initially the contract is for a period of 5 Years. The contract may be further renewed with mutual consent of service provider and Bank.
- xix) Before deployment of VSAT, it would be the responsibility of the successful Bidder to conduct site survey and shall submit the report immediately to the concerned Indian Bank Zonal office / Corporate Office officials. The period taken for conducting site survey and installation will be included in the duration permitted for new installation or site shifting cases. No charges will be provided for carrying out site survey and Bank may not place order if the site is not feasible.
- xx) The successful Bidder(s) shall not make use of any of the existing Infrastructure provided for the Bank and all VSAT equipments provided to the Bank as part of the Project should be new during installation. The device make, model and serial number has to be indicated in the installation certificate for new / shifting / replacement cases.
- xxi) Notwithstanding the contract period of 5 years, the Bank reserves right to float tender at any time during the contract period for any additional requirements.
- xxii) Roof right will be arranged by the Bank. Orders for new VSAT or shifting VSAT to a Site will be made after obtaining necessary permission to place the VSAT.



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- xxiii) Upgrade / Downgrade of the bandwidth at sites should be carried in 2 weeks' notice period without downtime. The charges will be switched to respective slab from the date of upgrade / downgrade.
- xxiv) **Reports to be provided by Service Provider**
- (i) DC, DR Site Backhaul links inbound and outbound bandwidth utilization.
 - (ii) DC, DR Site Backhaul links uptime.
 - (iii) VSAT Hub Site to Satellite link inbound and outbound bandwidth utilization.
 - (iv) Site-wise VSAT link inbound and outbound bandwidth utilization.
 - (v) Site-wise VSAT link uptime.

4) PAYMENT AND DELIVERY TERMS**(i) New Installation:-**

The delivery instruction of VSATs at sites will be provided in phases. If the VSAT connectivity is not established within 8 weeks from the date of delivery instruction, penalty at a rate of Rs.1000/- per day will be deducted from the total monthly payments in the month in which the first time payment for that site is made. Maximum penalty applicable per site is Rs.15,000/-.

A site will be treated as successfully installed when the two way communication is continuously available between Bank's primary DC or DR Site and VSAT site LAN; the rental period for the same will commence thereafter.

(ii) VSAT connectivity established locations:-

Rental charges will be calculated monthly and paid quarterly in arrears based on the monthly uptime provided per-site. Per-site uptime requirement for a VSAT is 99% in a month.

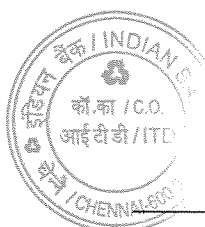
Penalty will be levied per-site based on the final downtime computed by subtracting exception hours from total downtime. For every 1 % of downtime or part there of (i.e. uptime less than 99%) 5% of monthly rental charges for that site will be deducted. No payment will be made for the site if the uptime falls below 90% in a month.

For penalty computations, all months are uniformly considered to have 30 days. Exceptions are allowed in following cases:-

- a single 'scheduled down event' maximum of 2 hours in a month.
- Down-time involving component replacements / device failures, an exception once in a month for 24 hours is allowed during week days. If public holiday / site close condition follows within 24 hours from downtime, the downtime will be considered to begin from 10:00 hrs from the first working day after public holiday / site closed conditions.
- Site down due to VSAT shifting.
- Site down due to Force Majeure situations
- Site down due to reasons attributable to the bank.

Downtime will be calculated based on the system generated uptime reports to be submitted by the Service provider for:-

- Site-wise VSAT link uptime – month wise
- DC, DR Site Backhaul VSAT link uptime – month wise



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Backhaul connectivity to be arranged at Bank's Primary DC and DR Site to connect the VSAT hub-site and no separate order will be placed along with the first-phase order. Backhaul connectivity with 100 Mbps MPLS bandwidth (highest class of service of the service provider (1:1) - 100% bandwidth should be available) should be provided between VSAT Hub site and Bank's Data Center and DR Site.

Failure of the Hub-site or outages in connectivity to DC and DR Site resulting in failure to connect Hub-site for all VSAT sites will attract penalty for all sites with the following exceptions.

- Scheduled down-time of 3 hours (once in a month) preferably during night time with advance notice to the bank.
- Down-time more than scheduled down-time of 3 hours (once in a month) – 10% of total monthly payment of all sites for the month for every 1% downtime or part thereof.

No payment will be made for connectivity at all sites if Hubsite or Backhaul downtime is more than 5% during the month. Such downtime in connectivity for more than 5% during the month can lead to termination of entire contract under Termination of default.

Down time due to issues attributable to bank will be exempted from calculating the downtime. Downtime will be calculated based on the system generated uptime reports to be submitted by the Service provider for:-

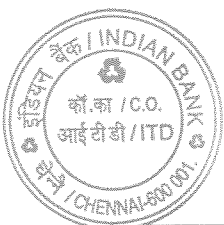
- DC, DR Site Backhaul link uptime.
- VSAT Hub Site to Satellite link inbound and outbound bandwidth utilisation (if the utilisation is above 90%, the period for which the utilisation was above 90% will be treated as down time).

(iv) Shifting of VSATs:-

The shifting process involves de-installation, site survey, transportation and installation of the VSAT. Orders for shifting will be placed individually for the sites and payment process will be initiated after successful installation of VSAT at destination sites and production of installation report with invoice. The duration allowed for shifting of VSATs are as follows.

- Shifting within same building / floor - 1 week
- Shifting to other building / location in same city - 2 weeks
- Shifting to other cities within the state - 3 weeks
- Shifting to other cities outside the state - 4 weeks
- Completion of installation/De-installation (only) – 5 Working days

Payment will be released after charging penalty for delay, if any, at a rate of Rs. 1,000 per day or its part from the maximum duration of shifting allowed in each category. If the VSAT is not shifted within in the above duration, and if the VSAT is not shifted within 21 days from the date of expiry of the above mentioned periods, Bank may cancel the site and no further rental charges will be paid for the site. If the VSAT is shifted with penalty, maximum penalty will be the total shifting charges payable for the shifting to the Service provider.



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(v) Other Terms

- The rental charges at any site for a particular Bandwidth in the country should be equal for all months during the contract period, irrespective of whether the site was provided monkey cages, snow shield, conduits, electrical earthing facility, involved road permit in transportation etc.
- The shifting charges under a particular type should be equal across any sites in the country during the contract period irrespective of involving road permit, shifting of monkey cage / snow shield, packaging etc.
- Rental charges for VSAT Sites will be calculated monthly and paid in arrears on quarterly basis within 30 days after submission of Invoice, uptime reports as indicated above. Single invoice for all VSATs delivered in a particular state has to be submitted.
- The charges for shifting of VSATs will be paid on completion of shifting within 30 days after submission of the invoice for the shifting charges, Installation report and road permit copy for availing permissible delay.
- Any deductions applicable for non-compliance of SLA terms will be made from the shifting / rental charges before making payment.

5) SPECIFICATIONS OF THE EQUIPMENT
i) Remote Ku-Band broadband VSAT specifications

In-Door Unit (IDU) Specification	
<u>1. In route</u>	
Bit Error Rate (BER)	Better than 1×10^{-7}
<u>2. Out route</u>	
Bit Error Rate(BER)	Better than 1×10^{-7}
<u>3. Physical Interface</u>	
a) No. of Ethernet Ports	One or above
b) Port Speeds	100 Mbps or above
c) Data Transport Protocols	TCP/IP and UDP, TCP acceleration
Other essential Features	Packet filtering
	TCP spoofing, Support both IPV4 & IPV6
	QOS on both inbound and outbound
	Power adjustment to counter rain-fade effect during rainy days to maintain the quality of communication
	Ethernet shall go down if satellite link is down
	IDU should have LED displays to show the status of connectivity
Access Schemes on Inbound to be supported	Guaranteed bandwidth
<u>4. Environmental specifications</u>	
Temperature	0 °c to 50 °c operating
Humidity	95% RH Non condensing at 0°c to 50°c
Antenna specifications for Ku broadband remote VSAT	

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<u>Antenna</u>	
Antenna Size (Diameter)	Maximum 1.2 meters
Tx Gain (Mid Band)	43.0 dBi
Rx Gain (Mid Band)	41.5 dBi
Antenna Adjustment Range	In Azimuth- 0° to 360° Continuous Fine
	In Elevation - 5° to 90° continuous
Wind condition	a) Operational -80 Kmph
	b) Survival - 200Kmph
<u>Out-Door Unit (ODU) Specification</u>	
<u>1. Block UpConverter (BUC)</u>	
Power Output Capacity	Minimum 2 Watt Power should be adjustable to counter rain-fade effect during rainy days to maintain the quality of communication
DC power requirement	From IDU
<u>2. Low Noise Block (LNB) Down Converter</u>	
DC power requirement	From IDU
<u>Environmental specifications</u>	
Temperature Range	-5 to +50 C (operating)

ii) Bandwidth required at Sites

S.No.	Bandwidth required	Usage
1	2 Mbps (1:1)	At Remote Site, the Bandwidth of 2 Mbps (full duplex) should be available. This category of VSATs may be used for requirements like branches primary connectivity.
2	256 Kbps (1:1)	At Remote Site, the Bandwidth of 256 Kbps (full duplex) should be available. This category of VSATs may be used for requirements like Extension counters & branches backup connectivity.
3	64 Kbps (1:1)	At Remote Site, the Bandwidth of 64 Kbps (full duplex) should be available. This category of VSATs may be used for requirements like E-lounges.
4	64 Kbps (1:10)	At Remote Site for 10 Sites, the pooled bandwidth of 64 Kbps (full duplex) should be available. This category of VSATs may be used for low bandwidth requirements like ATMs.



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****iii) Shifting Types**

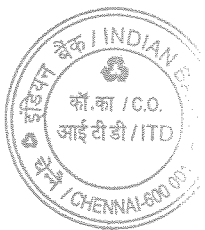
S.no	Details
1	Shifting within same building/floor
2	Shifting to other building/location in same city
3	Shifting to other cities within the state
4	Shifting to other cities outside the state
5	Only installation/De-installation(Shifting done by bank incase of emergency)

iv) Backhaul connectivity

- Backhaul connectivity with 100 Mbps MPLS bandwidth (highest class of service of the service provider (1:1) - 100% bandwidth should be available) should be provided between VSAT Hub site and Bank's Data Center and DR Site. The necessary equipments including routers, modems and IP Gateway at Hub site are to be provided by VSAT service provider. Backhaul link utilization has to be maintained at 70% & links has to be upgraded at DC & DR accordingly as and when required, without any extra cost to the Bank.
- The link including interconnects are to be terminated in Bank routers at DC and DR. The cost of link should be absorbed in the cost provided for VSAT connections. Bank will not pay the rental charges.
- The bidder shall provide MRTG graphs real time for the backhaul links which are accessible from the portal of service provider. The service provider should provide the login credentials to the portal.
- Service providers who has a backhaul already and if the cost of the link is not paid by the bank, may use the same link provided the bandwidth is upgraded to meet the conditions and bandwidth requirements of all orders issued by the bank to the service provider governing the backhaul.

v) Others

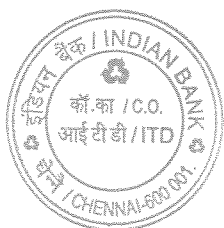
The successful bidder(s) shall ensure the network such that round trip latency between Bank's DC/DR site and remote VSAT site does not increase beyond 650 ms at any point of time under no load condition.



SECTION III - INSTRUCTIONS TO BIDDERS

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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.

1. Pre-bid meeting:

- a. A pre-bid meeting is scheduled to be held at the following address at 11.00 hours IST on **04.09.2019**. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.

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

In case the Probable Bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by paying the cost of bid document i.e Rs.2,500/- (non-refundable) by way of Demand Draft in favour of Indian Bank payable at Chennai. Only those Bidders or their Representatives (Maximum 2 persons) who have paid the cost of bid document will be allowed to participate in the pre-bid meeting. Such bidders who have submitted DD for attending pre bid meeting are not required to submit the DD for cost of Bid Document along with technical bid.

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

- c. The Bidder is requested to submit any queries/clarifications to the Bank in the format provided (Section V- Format 11) at least two days before the date of meeting to the following email ids:

KEERTHIVASAN.P@indianbank.co.in,
m.saravanan@indianbank.co.in,
rahul.bahuleyan@indianbank.co.in;
praveenkumar.s@indianbank.co.in;
nandhini.n@indianbank.co.in;

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in our web site and informed to the bidders who have raised queries in writing.

2. Amendment of bidding documents

- 2.1 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(s) requested by a prospective Bidder, may modify the Bidding Document by modification(s) / amendment(s).
- 2.2 The amendments if any, will be published in the Bank's website and will form part of the Bidding document.

3. Documents constituting the bid

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

- 3.1 Demand draft for cost of bid document.
- 3.2 Bid security (Earnest Money Deposit)
- 3.3 Technical Bid



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- 3.4 In addition to the Hard copy of the documents, a soft copy of the technical bid is also to be submitted. Commercial Bid to be submitted by successful bidder(s) after completion of online reverse auction. An indicative check list is provided in Section V- Format 12.

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

• **TECHNICAL BID**

- i) Validity period of the bid should be clearly mentioned.
- ii) The bidder should quote only one make and model VSAT in the Bid and should never quote more than one brand or model. Doing so may lead to disqualification of bid.
- iii) Format 1 to 6 of section V should be submitted along with Technical Bid
- iv) The technical proposal must not include any financial information.

• **COMMERCIAL BID**

- i) The price breakup should be submitted in the format attached to this bid (Format – 10 in section-V) after completion of online reverse auction.
- ii) The price should be firm and not dependent on any variable factors.
- iii) The final price should be inclusive of all duties, levies, installation charges etc but exclusive of GST only.
- iv) Cost must be expressed in Indian Rupees.
- v) TDS as per rules, if applicable, will be deducted from the amount quoted.

4. Bid Security (Earnest Money Deposit)

- The Bidder should furnish, as part of its bid, a bid security in the form of a bank guarantee issued by a Scheduled Commercial Bank located in India (other than Indian Bank), in the form provided in the Bidding Documents (format-6 in Section V) for a sum of Rs.9,00,000/- and valid for 135 days from the last date for submission of Bid. Bank may seek extension of Bank Guarantee, if required.
- Unsuccessful Bidders' Bid Security will be discharged or returned.
- The successful Bidder's Bid Security will be discharged upon the Bidder signing the Contract and furnishing the performance security.
- The bid security may be forfeited if :
 1. If a Bidder withdraws its bid during the period of bid validity
 - or
 2. In the case of a successful Bidder, if the Bidder fails to sign the Contract within the specified time of 15 days from the date of issue of purchase order, or to furnish performance security.

5. Period of validity of bids

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

6. Format and signing of Bid

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

7. Sealing and marking of Bids

The Bidder shall submit the bids duly marking the envelope as **"VSAT Connectivity Services for Branches and ATMs under OPEX model" – Part I (Technical Bid).**



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019**

The sealed envelope shall be addressed to the Bank at the address given below;

**Indian Bank, Corporate Office,
Expenditure Department,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai 600014**

bear the name **"VSAT Connectivity Services for Branches and ATMs under OPEX model" – Part I (Technical Bid)** and a statement: **"DO NOT OPEN BEFORE 18.09.2019 3:30 PM"**, to be delivered within the time and the date specified below.

8. Deadline for submission of Bids

Deadline for bid submission is: **18.09.2019 – 15:00 hours.**

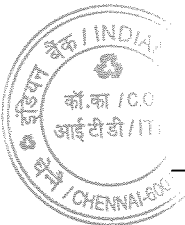
- Deadline for bid submission is: **18.09.2019 – 15.00 hours.** The bid document along with required enclosures should be submitted either in person or it can be sent by post but it should reach the concerned office on or before **15:00 hrs on 18.09.2019.**
- In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- The Bank may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents, in which case all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the Bidder.

9. 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 18.09.2019.**
- Bank shall call the commercial bids through Reverse Auction. Advance intimation will be given to all qualifying bidders of technical 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. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder.

10. 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.



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****11. Evaluation Methodology**

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

12. Splitting of Order

The initial quantity of VSATs will be split in the ratio of 60:40 between L1 and L2 bidders, if L2 bidder agrees to match the L1 Price. If not, L3 bidder will be given the option to match L1 price. If L2 and L3 bidders are not matching the L1 price, then entire quantity will be given to L1 bidder.

If the order is split between two bidders, subsequent locations will be ordered in sequence by giving equal number to both identified bidders.

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

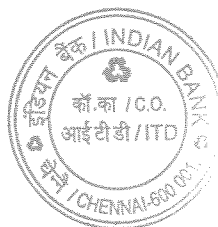
The Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders.

14. Signing of Contract

Within 15 (fifteen) days from the date of acceptance of the Purchase Order, the successful Bidder(s) shall sign the Contract and return it to the Bank (Format – 7 in section V).

15. Performance Security

- Within 15 (fifteen) days from the date of purchase order issued for the project by the Bank, the successful Bidder(s) shall furnish the performance security in accordance with the Conditions of Contract, in the performance Security Form (format-8 in Section V) provided in the Bidding Documents for 10% of one year cost of initial quantity of VSATs ordered valid for a period of 66 months (with further one month claim period), in the form of a Bank Guarantee in the format enclosed.



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019**

- The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their obligations under the Contract.
- Failure of the successful Bidder(s) to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.
- The performance security will be discharged by the Bank and returned to the Successful bidder(s) not later than thirty (30) days following the date of completion of the Successful bidder's performance obligations under the Contract, including any warranty obligations.

16. BID PROPOSAL AND OWNERSHIP

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

17. BID PRICING INFORMATION

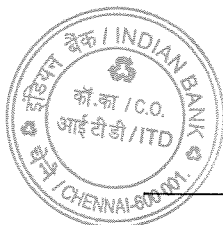
By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.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

18. DISCLAIMER

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

19. 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



Section IV - Conditions of Contract**Table of Contents**

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Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****1. DEFINITIONS**

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

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

1.2 Law governing the Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

1.3 Language

The contract has been executed in English which shall be the binding and controlling language for all matters relating to the meaning or interpretation of the contract.

1.4 Address for communication

The address of the Bank is:

**Information Technology Department
Indian Bank, Head office, 7th floor,
66, Rajaji Salai, Chennai -600001
Phone Nos. 044-2527 9815/16/44,2526 9724
E-mail : KEERTHIVASAN.P@indianbank.co.in;
m.saravanan@indianbank.co.in;
rahul.bahuleyan@indianbank.co.in;
praveenkumar.s@indianbank.co.in;
nandhini.n@indianbank.co.in**

1.5 Notices

Any notice, request or consent made pursuant to this contract shall be in writing and shall be deemed to have been made when delivered in person to an authorised representative of the party to whom the communication is addressed, or when sent by registered mail, courier or facsimile to such party at the address specified above.



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****2. OBLIGATIONS OF THE COMPANY****2.1. Confidentiality**

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

2.2. Reporting obligations

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

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

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

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

3. PACKING

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

4. USE OF CONTRACT DOCUMENTS AND INFORMATION

4.1. The Successful bidder(s) shall not, without the Bank'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 Bank in connection therewith, to any person other than a person employed by the Successful bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

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

5. TERMINATION FOR DEFAULT

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



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019**

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

‘For the purpose of this clause:

“corrupt practice” means the offering, giving, receiving or soliciting of any thing of 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.

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

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

6. FORCE MAJEURE

- 6.1 The Successful bidder(s) 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.
- 6.2 For purposes of this clause, “Force Majeure” means an event beyond the control of the Successful bidder(s) and not involving the Successful bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, Transponder failure and freight embargoes.
- 6.3 If a Force Majeure situation arises, the Successful bidder(s) shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical,



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and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

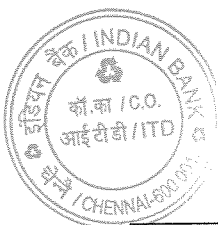
- 6.4 Force Majeure event also comprise of any action/regulation taken by the regulatory bodies or governmental bodies as result of their sovereign functions which renders the supplier incapacitated to perform under the contract without any attribution to cause such regulation/action due to its breach or negligence shall be considered to be a force majeure event.

7. SETTLEMENT OF DISPUTES

- 7.1 If any dispute or difference of any kind whatsoever shall arise between the bank and the Successful bidder(s) in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- 7.2 If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the bank or the Successful bidder(s) may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- 7.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.
- 7.4 Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

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

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



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as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

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

8. IT ACT 2000

The equipments to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

9. APPLICABLE LAW

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

10. LIMITATION OF LIABILITY

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

This limit shall not apply to third party claims for

- a) IP Infringement.
- b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.

11. INDEMNITY CLAUSE

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

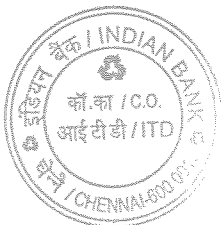
12. TERMINATION FOR CONVENIENCE

- 12.1 Either Parties, by 180 days written notice, 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

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of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.

- 12.2 The Goods that are complete and ready for shipment within thirty (30) days after the Successful bidder 's receipt of notice of termination shall be accepted by the Bank at the Contract terms and prices. For the remaining Goods, the Bank may elect :
- a. to have any portion completed and delivered at the Contract terms and prices; and / or
 - b. To cancel the remainder and pay to the Successful bidder an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Successful bidder



SECTION V
BID FORM, PRICE SCHEDULES AND OTHER FORMATS
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1. TECHNICAL BID

To

Date:

**INDIAN BANK,
INFORMATION TECHNOLOGY DEPARTMENT,
254-260, AVVAI SHANMUGHAM SALAI,
ROYAPETTAH, CHENNAI 600014.**

Having examined the Bidding Document CO/ITD/CNW/367/R1/2019-20 dated **27.08.2019** including Addenda Nos.(insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer **VSAT Connectivity Services for Branches and ATMs under OPEX model**, and submit our technical Bid as follows:

SPECIFICATIONS OF THE EQUIPMENT

1. Remote Ku-Band broadband VSAT specifications

In-Door Unit (IDU) Specification		Compliance/ Non Compliance
1. In route		-0-
Bit Error Rate (BER)	Better than 1×10^{-7}	
2. Out route		-0-
Bit Error Rate(BER)	Better than 1×10^{-7}	
3. Physical Interface		-0-
a) No. of Ethernet Ports	One or above	
b) Port Speeds	100 Mbps or above	
c) Data Transport Protocols	TCP/IP and UDP, TCP acceleration	
Other essential Features	Packet filtering	
	TCP spoofing, Support both IPV4 & IPV6	
	QOS on both inbound and outbound	
	Power adjustment to counter rain-fade effect during rainy days to maintain the quality of communication	
	Ethernet shall go down if satellite link is down	
	IDU should have LED displays to show the status of connectivity	
Access Schemes on Inbound to be supported	Guaranteed bandwidth	
4. Environmental specifications		-0-
Temperature	0 °c to 50 °c operating	
Humidity	95% RH Non condensing at 0°c to 50°c	
Antenna specifications for Ku broadband remote VSAT		
Antenna		-0-
Antenna Size (Diameter)	Maximum 1.2 meters	
Tx Gain (Mid Band)	43.0 dBi	

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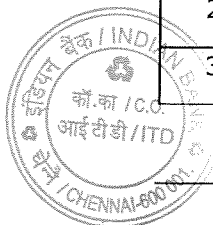
Rx Gain (Mid Band)	41.5 dBi	
Antenna Adjustment Range	In Azimuth- 0° to 360° Continuous Fine	
	In Elevation - 5° to 90° continuous	
Wind condition	a) Operational -80 Kmph	
	b) Survival - 200Kmph	
Out-Door Unit (ODU) Specification		-0-
1. Block UpConverter (BUC)		-0-
Power Output Capacity	Minimum 2 Watt Power should be adjustable to counter rain-fade effect during rainy days to maintain the quality of communication	
DC power requirement	From IDU	
2. Low Noise Block (LNB) Down Converter		-0-
DC power requirement	From IDU	
Environmental specifications		-0-
Temperature Range	-5 to +50 C (operating)	

2. Bandwidth required at Sites

S.No.	Bandwidth required	Usage	Compliance / Non-Compliance
1	2 Mbps (1:1)	At Remote Site, the Bandwidth of 2 Mbps (full duplex) should be available. This category of VSATs may be used for requirements like branches primary connectivity.	
2	256 Kbps (1:1)	At Remote Site, the Bandwidth of 256 Kbps (full duplex) should be available. This category of VSATs may be used for requirements like Extension counters & branches backup connectivity.	
3	64 Kbps (1:1)	At Remote Site, the Bandwidth of 64 Kbps (full duplex) should be available. This category of VSATs may be used for requirements like E-lounges.	
4	64 Kbps (1:10)	At Remote Site for 10 Sites, the pooled bandwidth of 64 Kbps (full duplex) should be available. This category of VSATs may be used for low bandwidth requirements like ATMs.	

3. Shifting Types

S.No.	Details	Compliance / Non-Compliance
1	Shifting within same building/floor	
2	Shifting to other building/location in same city	
3	Shifting to other cities within the state	



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4	Shifting to other cities outside the state	
5	Only installation/De-installation(Shifting done by bank incase of emergency)	

Other terms	Compliance / Non-Compliance
Backhaul connectivity with 100 Mbps MPLS bandwidth (highest class of service of the service provider (1:1) - 100% bandwidth should be available) should be provided between VSAT Hub site and Bank's Data Center and DR Site. The necessary equipments including routers, modems and IP Gateway at Hub site are to be provided by VSAT service provider. Backhaul link utilization has to be maintained at 70% & links has to be upgraded at DC & DR accordingly as and when required, without any extra cost to the Bank.	
The link including interconnects are to be terminated in Bank routers at DC and DR. The cost of link should be absorbed in the cost provided for VSAT connections. Bank will not pay the rental charges.	
The bidder shall provide MRTG graphs real time for the backhaul links which are accessible from the portal of service provider. The service provider should provide the login credentials to the portal.	
Service providers who has a backhaul already and if the cost of the link is not paid by the bank, may use the same link provided the bandwidth is upgraded to meet the conditions and bandwidth requirements of all orders issued by the bank to the service provider governing the backhaul.	
The successful bidder(s) shall ensure the network such that round trip latency between Bank's DC/DR site and remote VSAT site does not increase beyond 650 ms at any point of time under no load condition.	

List of deviations from the required specifications:

- 1)
- 2)

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

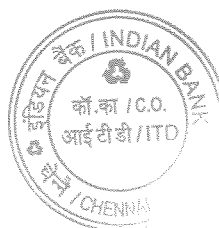
We agree to insure the equipment for all risks during the contract period at our cost.

We enclose the technical brochures for the model quoted.

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

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

If our bid is accepted, we will obtain the Guarantee of a bank in a sum equivalent to 10% of one year cost of initial quantity of VSATs ordered, valid for 66 months with



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further one month claim period 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 (90 days from the last date for submission of the Bids) specified and it should remain binding upon us and may be accepted at any time before the expiration of that period. Further, we agree to extend the bid validity, if required.

We agree to extend the period of Bid validity and Bank Guarantee, if required.

We agree to quote the price for monthly rental of equipment including bandwidth during the contract period and the monthly rental shall be equal for all months.

We agree to establish the backhaul connectivity between the Hubsite and Indian Bank DC and DR site for required bandwidth and the cost of link shall be borne by us.

We agree for replacement of equipment necessitated due to obsolescence of technology during the contract period at our cost.

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 confirm that we comply with the qualification criteria of the bidding documents.

Dated this day of 20.....

.....
Signature

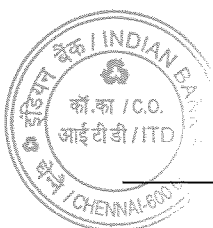
(In the Capacity of)

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

Ph:

Cell:

Email ID:



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****2. MANUFACTURER'S AUTHORIZATION FORM**

To

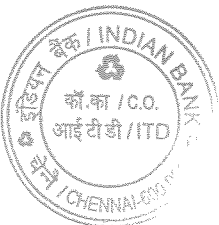
Dear Sir:

Sub: VSAT Connectivity Services for Branches and ATMs under OPEX model.**Ref:** Bid Document No. Ref:CO/ITD/CNW/367/R1/2019-20 dated 27/08/2019

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

Yours faithfully,

(Name of Manufacturer)



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****3. SELF DECLARATION – BLACKLISTING**

The Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Dear Sir,

Sub: VSAT Connectivity Services for Branches and ATMs under OPEX model.

Ref: Bid Document No:CO/ITD/CNW/367/R1/2019-20 dated 27/08/2019

We hereby certify that, we have not been blacklisted by any Government Dept / PSU
/ Banks for non-implementation / non delivery of the order / not providing support
currently.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

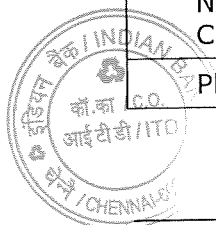


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4. VENDOR PROFILE

General	
Company Name	
Name of the CEO	
Name of the Principal Banker and address	
Holding Company or Parent Company (if any)	
If Holding Company, name of the Parent Company	
Company's address Head Office: Chennai Office, If any:	
Head Office Phone, fax, E-Mail Chennai Office Phone, fax, E-Mail	
Please provide details of ownership: private/public; Holding company, If any. Top 3 shareholders	
No. of Years in VSAT business	
Details of Licence available for provision of VSAT Services	
Name of the Contact person in Chennai	
Phone / Mobile/ FAX in Chennai	



Ref: CO/ITD/CNW/367/R1/2019-20

27/08/2019

<i>Financial Background (in Crores)</i> <i>(Audited Balance sheets to be submitted)</i>	<u>2016-17</u>	<u>2017-18</u>	<u>2018-19</u>
Turnover			
Net Profit After TAX			
Total Assets			
Total Liabilities			
Staff			
	In the company	In VSAT Division	
Total number of employees			
Hubsite technical staff			
Field Engineers			
VSAT Product Partnership			
Manufacturers with whom the company has partnership (letters from manufacturers to be submitted)			
What is the status of partnership (letters from manufacturers to be submitted) (like Gold, Silver etc. if any)			
How long the company is associated with the Manufacturer (letters from manufacturers to be submitted)			



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27/08/2019
5. CLIENTS' REFERENCES
VSAT Projects carried out in India in the last three years

The following information should be provided in the format below separately for each NETWORK PROJECT for which the client, legally contracted your Company. Along with this form, a letter from the same client regarding satisfactory support being provided by the bidder should also be attached. (Please attach additional sheets wherever necessary)

Name of the client	
Contact person from the client side for reference purpose on details of this project	
Contact Phone Nos. of the Client	
Nature of the VSAT Project	No. of VSATs -- Used for what purpose --- Type of VSATs – Ku Band or Extended C Band How many Rural VSATs -- Bandwidth utilisation -- Overall downtime --
No. of sites implemented in the project	
Professional staff provided by your firm for the project	
Duration of the project	
Any other relevant details on the project	
Letter of satisfaction from Client	Enclosed / Not enclosed



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****6. BID SECURITY FORM**

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

KNOW ALL PEOPLE by these presents that WE (*name of bank*) of (*name of country*), having our registered office at (*address of bank*) (*hereinafter called "the Bank"*), are bound unto Indian Bank in the sum of _____ for which payment well and truly to be made to the said Bank, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 201 ____.

THE CONDITIONS of this obligation are:

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

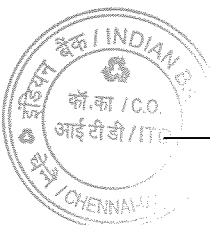
We undertake to pay the Bank up to the above amount upon receipt of its first written demand, without the Bank having to substantiate its demand, provided that in its demand the Bank will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying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

This guarantee will remain in force up to _____, and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

NOTE: 1. Successful bidder(s) should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the Bank Guarantee.

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



7. CONTRACT FORM

THIS AGREEMENT made theday of....., 20... Between Indian Bank of India (hereinafter "the Purchaser") of the one part and (Name of Supplier) of (City and Country of Supplier) (hereinafter called "the Supplier") of the other part :

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

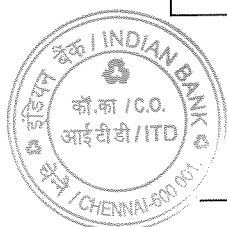
NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the Conditions of Contract;
 - (e) the Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the 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:

S.No.	BRIEF DESCRIPTION OF SERVICES	QUANTITY TO BE SUPPLIED	UNIT PRICE	TOTAL PRICE
1				
2				
3				

TOTAL VALUE:



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27/08/2019

DELIVERY SCHEDULE:

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

Signed, Sealed and Delivered by the

said (For Indian Bank)

in the presence of:.....

Signed, Sealed and Delivered by the

said (For the Supplier)

in the presence of:.....



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****8. PERFORMANCE SECURITY FORM**

Bank Guarantee No.

Date:

To :

INDIAN BANK, Chennai, INDIA :

WHEREAS (Name of Vendor)
hereinafter called "the Vendor") has undertaken , in pursuance of Contract
No..... dated,..... 20... to Providing VSAT Services.....
.....(Description of Goods and Services)
(hereinafter called "the Contract").

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

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

THEREFORE WE hereby affirm that we are Guarantors and responsible to you,
on behalf of the Vendor, 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
Vendor to be in default under the Contract and without cavil or argument, any
sum or sums within the limit of (Amount of Guarantee) as
aforesaid, without your needing to prove or to show grounds or reasons for your
demand or the sum specified therein.

This guarantee is valid until theday of.....20.....

Signature and Seal of Guarantors

.....
Date.....20.....Address:.....
.....**NOTE :**

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



Ref: CO/ITD/CNW/367/R1/2019-20**27/08/2019****9. PROFORMA OF CERTIFICATE FOR ISSUE BY THE BRANCH/ CIRCLE
OFFICE/HEAD OFFICE AFTER SUCCESSFUL COMMISSIONING OF VSAT****Date:****Sub:** Certificate of commissioning of VSAT.**Ref:** Bid Document No: CO/ITD/CNW/367/R1/2019-20 dated 27/08/2019

1. This is to certify that the equipment as detailed below has/have been received in good condition along with all the standard and special accessories and a set of spares in accordance with the purchase order. The same has been installed and commissioned.

(a) Order No. _____ dated _____

(b) Description of the equipments _____

(c) Quantity _____

(d) Date of delivery _____

(e) Date of installation / commissioning _____

2. The systems have been installed to our entire satisfaction.

3. The supplier has fulfilled its obligations as per order.

or

The supplier has failed to fulfill its obligations with regard to the following:

(a)

(b)

Signature _____

Name _____

Designation with stamp _____



Ref: CO/ITD/CNW/367/R1/2019-20

27/08/2019

10. COMMERCIAL BID for VSAT SERVICES
(To be submitted after completion of Online Reverse Auction)

Date:

To
INDIAN BANK,
INFORMATION TECHNOLOGY DEPARTMENT,
CORPORATE OFFICE,
254-260, AVVAI SHANMUGHAM SALAI,
ROYAPETTAH, CHENNAI 600 014.

Dear Sir,

Sub: VSAT Connectivity Services for Branches and ATMs under OPEX model.

Ref: Bid Document No:CO/ITD/CNW/367/R1/2019-20 dated 27/08/2019

Further to Online Reverse Auction conducted on _____ for **VSAT Connectivity Services for Branches and ATMs under OPEX model** for your Bank, we submit our commercial Breakup as follows:

PRICE SCHEDULE

Monthly VSAT Connectivity Service charges for five years:

(I) Remote KU Band VSATs

(in Rs.)

S. No.	Item	Quantity (A) @	Unit Price per VSAT per month #(B)	Total price for 5 years C=(A)x(B)x60
1	2 Mbps (1:1)	70		
2	256 Kbps (1:1)	247		
3	64 Kbps (1:1)	21		
4	64 Kbps (1:10)	346		
Total (C)				

(II) VSAT Relocation Charges

(in Rs.)

S. No.	Type of relocation	Qty. @ (D)	One time charges #(E)	Total one time charges # F=(D)*(E)
1	Shifting within same building/floor	25		
2	Shifting to other building/location in same city	25		
3	Shifting to other cities within the state	25		
4	Shifting to other cities outside the state	25		
5	Only installation/de-installation (Shifting done by bank incase of emergency)	25		
Total (F)				



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@ The quantity mentioned above for VSAT is only to arrive L1 price. The actual quantity may vary (i.e. it may be more or less than the quantity mentioned).

(III) SUMMARY

S.No.	Description	Amount (in Rs.)#
1	Remote KU Band VSATs Rental for 684 VSATs for 5 years (Total (C) of I)	
2	VSAT Relocation Charges for 125 VSATs (Total (F) of II)	
Grand Total (Quoted in Reverse Auction)		

Price to include all duties, levies, freight, insurance, installation charges etc but exclusive of GST only. Applicable TDS shall be deducted from payment.

The contract period is for five years from the date of Contract.

Dated this day of 20.....

.....
Signature
(In the Capacity of)

..... Duly Authorised to sign bid for and on behalf
of

(give below the Name & Address of Bidder with Office Seal)

Ph:

Cell:

Email ID:



Ref: CO/ITD/CNW/367/R1/2019-20

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11. FORMAT FOR PRE-BID QUERIES

S.No	RFP Point no/Title	Page no in RFP	Details provided in RFP	Query/ Changes Requested

12.CHECKLIST for Part - I

S. No	Item Description (Tick Yes if the item is attached, else No)	Submitted	Page No.
1	Signed Technical Bid Document with Addendas	Yes / No	
2	Sealed and signed copy of all pages of the Bid document, Clarifications/Amendments if any.	Yes / No	
3	Proof of Authorised Signatory	Yes / No	
4	Proof of Limited Company (Copy of Certificate of Incorporation)	Yes / No	
5	Copy of valid license to provide VSAT services in India and proof for owning Hub	Yes / No	
6	Proof of turn over in previous 3 financial years(copy of Audited Balance Sheet)	Yes / No	
7	Manufacturer's Authorisation Form	Yes / No	
8	Declaration for Blacklisting	Yes / No	
9	Proof for installation and maintenance of more than 2500 VSATs in India	Yes / No	
10	Proof for having more than 50 Operational Service Centers in India along with addresses, Contact Persons and copy of latest telephone bills.	Yes / No	
11	Certificate from customer for implementing minimum two number of KU band VSAT based WAN projects covering more than 200 branches spread across different states, of which atleast one project for banks/financial institutions in India.	Yes / No	
12	DD for Application Form	Yes / No	
13	BID Security Form (Bank Guarantee only)	Yes / No	
14	Vendor Profile Form	Yes / No	
15	Client Reference	Yes / No	

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

