

# CENTRAL BANK OF INDIA



## REQUEST FOR QUOTATION

For

*12Mbps POINT TO POINT LINK*

*FOR*

*CENTRAL BANK OF INDIA CALL CENTRE*

CENTRAL BANK OF INDIA

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# 1. Invitation for RFQ:

Central Bank of India invites sealed quotations from eligible vendors as specified in this document.

The details are given below:

Reference No.	CO/DIT/PUR/2021-22/341
Date of issue of INVITATION FOR QUOTATION	12.10.2021
Last Date and Time for submission of sealed offers	20.10.2021 at 3.00 pm
Address of Communication	Asst. General Manager-IT, Central Bank of India, Department of Information Technology, 1 <sup>st</sup> Floor, Plot No. 26, Sector – 11, CBD Belapur, Navi Mumbai – 400614
Cost of Document	₹ 200/- (Rupees Two Hundred Only)
Contact Telephone Numbers	Phone : 022-67123684 : 022-67123669
Email Id:	<a href="mailto:smcbsnoc@centralbank.co.in">smcbsnoc@centralbank.co.in</a> <a href="mailto:smitpurchase@centralbank.co.in">smitpurchase@centralbank.co.in</a>
Bids to be submitted to	At above address

## 2. **Background:**

Central Bank of India requires Point to Point connectivity of 12Mbps link from “Central Bank of India Building, 3<sup>rd</sup> Floor, opp. Belapur railway station, plot no 26, sector 11, CBD Belapur Navi Mumbai-400614” to Bank’s Call Centre at “T351, 5<sup>th</sup> Floor, Tower No-8, Belapur Station Commercial Complex, Sector 11, CBD Belapur, Navi Mumbai-400614”.

## 3. Instructions to vendors

You are requested to submit a sealed quotation for providing Rental 12Mbps Point to Point link for the period of 1 year at below mentioned address.

"A" END ADDRESS	"B" END ADDRESS
Central Bank of India building, 3rd floor, Plot No 26, sector 11, Opp Belapur railway Station, CBD Belapur, Navi Mumbai-400614	T351, 5 <sup>th</sup> Floor, Tower No-8, Belapur Station Commercial Complex, Sector 11, CBD Belapur, Navi Mumbai-400614

- The tenure of the contract shall be 1 year from the date of commissioning.
- Taxes if any shall be exclusive and should be mentioned separately.
- Last Mile of the link should be on Ethernet only.
- Routers will be provided by Bank (2 routers for primary link and 2 routers for backup link)
- Payment shall be made at the end of the quarter after commissioning of the links and on raising invoice and deduction of Liquidated Damage/ penalty if any.

- The link should be commissioned within four weeks from the date of receipt of the purchase order.
- Liquidated Damages: For delay in commission the link beyond 4 weeks LD will be applicable as 0.01 % of annual contract value per week or part thereof maximum of 1% annual contract value.
- Link uptime shall be 99.5%.
- Downtime Penalty: In breach of SLA, i.e. for downtime in excess of 65 minutes in a quarter, the payment equivalent to two times the circuit outage of period will be deducted from quarterly bills. Maximum penalty would be 10 % of the TCO, beyond that bank may at its discretion cancel the link.
- Order is likely to be cancelled if the uptime of link in any two subsequent quarters falls below 95%.
- Termination of the contact by either party with one month notice.

## 4. Terms and Conditions

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Central Bank of India invites the Vendor's attention to the following terms and conditions which underline this RFQ and which provide a statement of understanding between the interested parties.

### 4.1 Single Bid System

Sealed Envelopes Containing Technical Proposal (Technical Bid) and Commercial Proposals (Commercial Bid) should be clearly superscribed as "RFQ for Point to Point connectivity for Central Bank of India Call Centre" and should be addressed to and submitted at: -

Asst. General Manager-IT,  
Department of Information Technology,  
Central Bank of India,  
1<sup>st</sup> Floor, Plot No. 26, Sector – 11  
CBD Belapur, Navi Mumbai – 400 614

### 4.2 Date of Submission

The proposal should be prepared in English and should reach the Bank on or before date and time mentioned on page-3. The proposals received later than the above targeted date and time will not be accepted. The e-mail address and phone/fax numbers of the vendor should also be indicated on the sealed cover. The details in both the Bids should be exactly as stipulated and otherwise the offer is liable to be rejected.

### 4.3 Liabilities of Bank

This RFQ is not an offer by Bank, but an invitation for Vendor responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFQ process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the Vendor(s).

### 4.4 Proposal Process Management

Bank reserves the right to accept or reject any and all proposals, to revise the RFQ, to request one or more re-submissions or clarifications from one or more Vendors, or to cancel the process in part or whole. No Vendor is obligated to respond to or to continue to respond to the RFQ. Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFQ process, and

without re-issuing the RFQ. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFQ and subsequent presentations and contract negotiation processes.

#### **4.5 Date of Bid Expiration**

Proposals must be valid for a minimum of 30 days from the proposal date. Responses must clearly state the validity of the bid and its explicit expiration date.

#### **4.6 Bidder Indication of Authorization to Bid**

Responses submitted by a Vendor to this RFQ (including response to functional and technical requirements) represent a firm offer to contract on the terms and conditions described in the Vendor's response. The proposal must be signed by an official authorised to commit the bidder to the terms and conditions of the proposal. Vendor must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney / authority letter authorizing the signatory to sign the bid.

#### **4.7 RFQ Ownership**

The RFQ and all supporting documentation/templates are the sole property of Central Bank of India 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 Vendor to be irrevocably disqualified. The aforementioned material must be returned to Bank when submitting the Vendor proposal, or upon request. In case the Vendor is not interested in responding to the RFQ, the RFQ documents and any appendices must be returned to Bank immediately.

#### **4.8 Proposal Ownership**

The proposal and all supporting documentation submitted by the Vendor shall become the property of Central Bank of India unless the Vendor specifically requests, in writing, that the proposal and documentation be returned or destroyed.

#### **4.9 Bid Pricing Information**

By submitting a signed bid, the Vendor certifies that:

The Vendor has arrived at the prices in its bid without agreement with any other bidder of this RFQ 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 RFQ. No attempt by the Vendor to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.

#### **4.10 Bidder Status**

Each Vendor must indicate whether or not they have any actual or potential conflict of interest related to contracting services with Central Bank of India.

#### **4.11 Confidentiality**

This document contains information confidential and proprietary to Central Bank of India. Additionally, the Vendor will be exposed by virtue of the contracted activities to internal business information of Bank, affiliates, and/or business partners. Disclosure of receipt of any part of the aforementioned information to parties not directly involved in providing the services requested

could result in the disqualification of the Vendor, pre-mature termination of the contract, or legal action against the Vendor for breach of trust.

No news release, public announcement, or any other reference to this RFQ or any program there under shall be made without written consent from Bank. Reproduction of this RFQ, without prior written consent of Bank, by photographic, electronic, or other means is strictly prohibited.

#### **4.12 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.

The short-listed vendor should execute (a) a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and (b) Non-disclosure Agreement.

#### **4.13 Right to Reject**

Central Bank of India reserves the right to reject any or all proposals received in response to the RFQ without assigning any reasons thereof.

Waive or modify any formalities, irregularities, or inconsistencies in proposal format delivery. Reserve the right to discuss any specific aspect/s of the proposal with any consultant and negotiate with more than one consultant at a time.

Accept/reject any counter proposal or addendum submitted by the consultant.  
Extend time for submission of all proposals.

Select the next most responsive vendor in the event of negotiations with the L1 vendor fail to result in an agreement within a specified time frame.

Share the information/ clarifications provided in response to RFQ by any vendor, to any other vendor(s) /others.

#### **4.14 Other General Conditions:**

All responses received after the due date/time would be considered late and would not be accepted.

All responses should be in English Language. All responses by the vendors to this RFQ document shall be binding on such vendors for a period of 30 days after the opening of the bids.

All responses would be deemed to be irrevocable offers/proposals from the vendors and may if accepted by the bank form part of the final contract between the bank and the selected vendor.

Any bid, submitted cannot be withdrawn /modified after the last date for submission of the bids unless specifically permitted by the bank.

The vendor is requested to quote in Indian Rupees (INR). Bids in currencies other than INR would not be considered.

Bank reserve the absolute right to reject the offer if it is not in accordance with its requirements and no further correspondence, whatsoever, will be entertained by the Bank in the matter.

**The prices quoted by the vendor shall include all charges, levies, expenses etc, except GST, which will be reimbursed on actuals**

Any additional or different terms and conditions proposed by the vendor would be rejected unless expressly assented to in writing by the bank.

All terms and conditions, payments schedules, time frame for completion of assignments as per this tender will remain unchanged unless explicitly communicated by the Bank in writing to the vendor. The bank shall not be responsible for any judgments made by the vendor with respect to any aspect of the assignment.

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party, and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of the arbitration shall be Mumbai jurisdiction only.

#### **4.16 Payment Terms**

The Vendor must accept the payment terms proposed by the Bank. The financial bid submitted by the vendor must be in conformity with the payment terms proposed by the bank. Any deviation from the proposed payment terms would not be accepted.

The bank shall have the right to withhold any payment due to the vendor, in case of delays or defaults on the part of the vendor. Such withholding of payment shall not amount to a default on the part of the bank.

The payment terms need to be read in conjunction with the price bid:

#### **4.17 Force Majeure**

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

For purposes of this Clause, "Force Majeure" means an event explicitly beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, Acts of God or of public enemy, acts of Government of India in their sovereign capacity and acts of war.

If a Force Majeure situation arises, the vendor shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the vendor shall continue to perform his 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.

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

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

#### **4.19 Acceptance of Terms and Conditions:**

The vendors participating in the tender process should give an Acceptance Certificate for all the points mentioned through 1 to 4.26. Otherwise their offers are liable to be rejected.

#### **4.20 Clarifications and amendments of RFQ Document**

##### **RFQ Clarifications**

During Technical Evaluation of the proposals Bank may, at its discretion, ask bidders for clarifications on their proposal. The bidders are required to respond within the prescribed time frame.

##### **Amendments in RFQ**

At any time prior to deadline for submission of proposal, Bank may for any reason, modify the RFQ. The prospective bidders having received the RFQ shall be notified of the amendments through Email, website and/or newspapers and such amendments shall be binding on them.

#### **4.21 Cost of RFQ Document**

Cost of RFQ document is ₹ 200/- (Rupees Two Hundred Only) which is to be paid through NEFT favoring CENTRAL BANK OF INDIA, BANK ACCOUNT NO. 3287810289, IFSC CODE - CBIN0283154 or by way of Bankers Cheque/Demand Draft/Pay Order favoring Central Bank of India, payable at Mumbai, which is non-refundable, must be submitted in an independent envelope along with tender submission.



# Proposal Formats:

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## 5. TECHNICAL BID – RFQ for 12Mbps Point to Point connectivity for Central Bank of India Call Centre.

### PART-I GENERAL INFORMATION

No.	Particulars	To be furnished by the Vendor
1	Name and address of the Vendor	
2	Year of establishment and constitution	
3	Telephone no., Fax no. and E-mail-id	
4	Name and designation of the personnel authorized to take decisions on behalf of the Vendor and can make commitments to the Bank	
5	Any other facts to declare	

Place:

Date:

Seal & Signature of the Vendor

## **6. Acceptance Letter to be given by the Vendor**

To

**Asst. General Manager-IT,  
Department of Information Technology,  
Central Bank of India,  
1<sup>st</sup> Floor, Plot No. 26, Sector – 11  
CBD Belapur, Navi Mumbai – 400 614**

### **REG: Acceptance of the Terms and Conditions and Confirmation of the Offer for RFQ for 12Mbps Point to Point connectivity for Central Bank of India Call Centre.**

We hereby acknowledge and confirm having accepted all terms and conditions of the RFQ, and Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFQ and related PROC documents, in short listing of vendors for providing end to end connectivity for Central Bank of India Call Centre.

We also acknowledge the information that this response of our Company for the Bank's RFQ process is valid for a period of 30 Days, for the selection purpose, from the date of expiry of the last date for submission for response to RFQ and related enclosures.

We also confirm that we have noted the contents of the RFQ including various documents forming part of it and have ensured that there is no deviation in submitting our offer in response to the RFQ. The Bank will have the option to disqualify us in case of any such deviations.

We also confirm that we will abide by the Terms & Conditions mentioned in section-4 and Scope mentioned in section-3 as given in the RFQ Document in full and without any deviation.

Place:

Date:

Seal & Signature of the Vendor

## **7. COMMERCIAL BID: RFQ FOR 12Mbps Point to Point connectivity for Central Bank of India Call Centre**

**(To be submitted as per this format only)**

The vendor must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

To

**Asst. General Manager-IT,  
Department of Information Technology,  
Central Bank of India,  
1<sup>st</sup> Floor, Plot No. 26, Sector – 11  
CBD Belapur, Navi Mumbai – 400 614**

**REG: Commercial Bid for 12Mbps Point to Point connectivity for Central Bank of India Call Centre.**

<b>PARTICULARS</b>	<b>SITE SURVEY &amp; COMMISSIONING CHARGES ( PAYABLE AS ONE TIME CHARGES EXCLUDING GST IN ₹ [A]</b>	<b>ANNUAL RECURRING CHARGES EXCLUDING GST IN ₹ [B]</b>	<b>COST PER YEAR EXCLUDING GST IN ₹ [C= A+B]</b>
<b>COST IN ₹</b>			
<b>Total Cost of Ownership (TCO) FOR 1 YEAR</b>			

Place:

Date:

Seal & Signature of the Vendor

**~~ End of document ~~**