

Request for Proposal and Quote

For

Structured Data Cabling of SIB Branches, Offices & ATMs



The South Indian Bank Ltd
Information Technology Operations Department,
SIB Building, Info park Road,
Rajagiri Valley, Kakkanad,
Ernakulam – 682 039.
Kerala.

Ref	ITOD/DATA CABLING/2021-22
Version	1.0
Date of issue of RFPQ	01.09.2021
Last date for Receipt of Proposal	15.09.2021

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1. About our Bank

The South Indian Bank Limited (www.southindianbank.com) is one of the leading scheduled commercial banks having more than 900 branches and 1400 ATMs spread across India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State. There are eighteen Regional Offices (ROs), geographically spread across the country, coming under the administrative control of the Head Office.

SIB offers various customer services such as Anywhere-Any Time Banking supported with online ATM's, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, online payment, on line trading etc. The Bank has already adopted significant technological advancements and using them to leverage business operations such as RTGS, NEFT, Domestic ATM sharing, SWIFT, Treasury, Forex, etc. The bank is using 'Finacle -10' as the Core Banking Solution (CBS) from M/s. Infosys Technologies Ltd., Bangalore.

The bank has setup a robust scalable state-of-the art Wide Area Network connecting its various branches and offices with its Data Centre & Disaster Recovery Site. The branches are connected using MPLS connectivity from two or more service providers in each site.

2. Terms and Abbreviations used in this document

- 1) **'Bid'** shall mean the set of Bid/Request for Proposal and Quote (RFPQ) documents provided by Vendor to the bank for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.
- 2) **'SIB/Bank'** means The South Indian Bank Ltd.
- 3) **'Data Center (DC)'** means to the Bank's Data Center at Kochi, Kerala, where the servers are installed.
- 4) **'Disaster Recovery site (DR)'** means to the Bank's Disaster Recovery Center at Bangalore, Karnataka.
- 5) **'Vendor/Provider/bidder'** means the entity who has submitted the Bid documents for the said "Works" with the intention of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.
- 6) **'Successful Vendor'** means the Vendor whose Bid is accepted by the Bank and been awarded the Contract of Works.
- 7) **'CBS'** – Finacle Core banking solution installed at our Data Center Kochi.
- 8) **'RFPQ'** – This Request for Proposal & Quote
- 9) **'Full Acceptance'** means the solution has been 'fully implemented' and has passed the acceptance test as per the acceptance test plan.

3. Existing Setup

Presently, Bank had empanelled various data cabling vendors based on their region of presence, for the data cabling work of our branches and office ATMs.

4. Scope of Work

For FY 2021-22 SIB desires to select vendors for the structured data cabling of its branches, offices and ATMs spread across all over India. Vendors are requested to submit the quotations as per the attached Annexure I. The detailed scope of work is mentioned below

- a) Supply, installation, testing and commissioning Structured LAN cabling for our branches/offices and ATMs.
- b) Vendors have to attend all types of data cabling requirements like I/O port complaint rectification, additional I/O port work, new branch, office & ATM cabling, data cabling during branch renovation/shifting, extending of service provider's connectivity to branches and ATMs etc.
- c) Vendors have to mention their region of presence (state wise) as per Annexure II.
- d) Bank preferred brands are R&M, Molex and AMP for Cat 6 cables and APW and Netrack for racks (12U/ 9U for Offices/Branches and 6U for ATMs). **Vendors should submit separate quote for each brand products as per annexure I.**
- e) The vendor will have to provide **one-year** comprehensive on-site warranty and support for all the products supplied and for the data cabling work done.
- f) The bidder must be genuine dealer of the products and materials supplied to the bank.

5. Vendor Responsibility

- a) If Vendor is aware of or believes that the product/material provided by them or by a third party contains error/defect, it is the responsibility of the Vendor to notify SIB about such error and ensure that the corrective action is taken.
- b) Data cabling work done is futuristic enough and be able to accommodate future scalability and requirements with ease.
- c) Vendor should compulsorily respond to any clarification (technical, functional, commercial) letter/email send by the bank.
- d) If, during the warranty period, any fault is identified for the materials supplied/ data cabling work due to any reason except due to the act of god, the vendor shall arrange replacement of the same by new product of same or higher quality, at no cost to the Bank.

- e) The vendor should have to attend the work within 2 days in case of minor works (like I/O port complaint, additional I/O port requirement etc) and within one-weeks' time in case of major works (like new, shifting, renovation related cabling work of branch/office/ATMs). If the work completion is delayed, bank will charge a penalty of 18% p.a on entire purchase order value for every day of delay, subject to a maximum of 10% of the order value or will lead to cancellation of the purchase order itself. However, the VENDOR shall make all endeavors to complete the work before the date.
- f) If the vendor is not able to deliver the work/material after acceptance of purchase order, bank will charge a penalty of 10 % of purchase order.
- g) Fluke meter testing should be done (free of cost) in branches/offices where the no. of points is more than 20 and the reports to be submitted along with the invoices.
- h) SIB is very much interested in long-term association with the potential Vendor and hence Vendor shall adapt to changes in SIB requirements and provide superior products and Services and not by mere fulfillment of contractual commitments set here forth.
- i) Vendors shall adhere to the procedure and processes laid down in this document.
- j) The vendor shall explicitly absolve the Bank from any responsibility/ liability with regard to copyright/ license violations, if any.
- k) Vendor should ensure that all points in the RFPQ document are taken into account before submitting the Bid Documents.

6. Warranty & Support

- a) The product shall carry **minimum 12 months' Comprehensive on-site warranty from the date of installation**. Besides the above, the bidder shall extend the warranty terms & conditions, if any available by default or extended by OEM, with the product from OEM.
 - b) The vendor must ensure that the support of products/materials and all the related components supplied will be available **at least for five years** from the date of implementation.
 - c) Any service/Materials related faults of the recently completed works or any fault related requirements should be attended as per mentioned below
 - (i) NBD for Kerala and Metro branches
 - (ii) NBD+1 for Tier 2 & 3 Cities
 - (iii) Within One week's time for major works (branch shifting/renovation etc.)
- ** Metro, Tier 2 & Tier 3 as per IBA Classification**

7. Commercials

- a) The prices of the materials/ labor charges should be exclusive of all local/central taxes. The price should be inclusive of other charges, as applicable, like excise, custom duties, packing/ forwarding/ freight/ transit insurance, etc., A clear price break-up should be indicated for all the components supplied.
- b) The prices quoted by the vendor shall be in Indian Rupees, firm and not subject to any price escalation. All payments made will also be in Indian Rupees only.
- c) All the components associated with the materials/products supplied should be clearly mentioned in the commercial offer.
- d) Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to bank all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.

8. Terms of payment

- a) 100 % after successful completion and testing of the work.
- b) Payments will be made only on submission of invoice and other necessary documents as per the terms agreed upon.
- c) Along with the invoices submitted the vendor must attach the work completion report, fluke meter test result (if applicable), Purchase order & Work order received from SIB without which the invoices won't be processed.

9. General Terms and Conditions

- a) SIB reserves the right to open the quotations soon after their receipt from all the vendors without waiting till the last date specified.
- b) Bid should strictly conform to the specifications as mentioned in the annexure. Bids not conforming to the specifications will be rejected summarily.
- c) Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- d) Any set of terms and conditions from the Vendors are not acceptable to the Bank.
- e) The Bank reserves the right to cancel the contract placed on the selected vendor if the Vendor commits a breach of any of the terms and conditions of the bid, Vendor goes into liquidation voluntarily or otherwise progress made by the selected vendor is found to be unsatisfactory.
- f) SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.

- g) The Bank reserves the right to stop the RFP process at any stage and go in for fresh RFP without assigning any reasons OR to modify the requirements in RFP during the process of evaluation at any time.
- h) SIB is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays, delays or approaching SIB.
- i) Any response to the RFP that do not meet the set timelines or incomplete in any aspect, will be summarily rejected at the whole discretion of the BANK.
- j) SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor.
- k) SIB reserves the right to re-negotiate the prices in the event of change in the market prices/situations.
- l) SIB reserves right to call for a post bid meeting for clarifying its queries at the banks premises in Ernakulam/Thrissur, Kerala.
- m) If the assigned work is not completed as per the time line prescribed, Bank reserves the right to charge penalty at the rate of 18% p.a on entire purchase order value for every day of delay, subject to a maximum of 10% of the order value. Also, Bank reserves right to cancel the Purchase Order and initiate steps de-empanel the bidder from the empanelled list if the agreed time lines for delivery are not met by the bidder.
- n) In case the selected vendor fails to deliver the materials and all other related peripherals stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.
- o) The prices quoted shall be valid for a minimum period of **1 year from the last date for submission of offers.**
- p) **Once empanelled the Vendor has to offer the final quoted price for 1 year from the date of empanelment.**
- q) The vendor shall keep valid the offer for one year from the last date of submission of RFP.
- r) The Bank reserves the right to cancel the order and recovery of additional expenditure incurred by the Bank if the selected vendor does not perform to the satisfaction of the bank or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice. In this scenario, the selected vendor is bound to make the additional expenditure, which the Bank may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

- s) Vendors shall alert SIB and its own personnel about the risks either anticipated or faced either prior and/ or during and / or after the execution of the project and provide all the possible solutions either to totally eliminate or to minimize such risks.
- t) Vendors shall extend all the services and ensure that SIB benefit on the basis of most favored customer pricing mechanism.
- u) Vendors shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering Products and Services.
- v) All inquiries, communications and requests for clarification shall be submitted in hard copies/e-mail to SIB and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- w) Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like. Successful Vendor shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements and indemnify completely SIB from any claims / penalties arising out of any infringements.
- x) If any particular point mentioned in the RFPQ are NOT able to adhere by the vendor should mention separately along with the proposal.
- y) Products should be free from known bugs at the time of supply.
- z) All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.
- aa) Bank reserves right to empanel one or more bidders. In such cases, bank shall distribute its requirements among the empanelled vendors based on their capacity, geographical distribution of requirements, time required for execution etc.
- bb) Bank may accept or reject, in full or in part, any or all the offers, without assigning any reason whatsoever.
- cc) Bank reserves right to procure different equipment's/ components from various vendors depending on its requirement and vendor shall co-ordinate with other vendors for integrating the components with the equipment/components procured from them.
- dd) If the supplied system is not working properly, the same shall be replaced with a new system free of cost.

10. Amendment to RFPQ:

- a. At any time prior to the deadline for submission of bids, The South Indian Bank Limited, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the RFP by amendment.
- b. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, the Bank, at its discretion, may extend the deadline for the submission of bid.
- c. All bidders who have procured this RFP document from the Bank shall be notified of the amendment in writing by e-mail or post, and all such amendment(s) shall be binding on them.

11. Selection Criteria

The vendor may participate in the bidding if the following criteria are satisfied.

- a. The vendor/company must be in the line of activity underlining the item of purchase involved for a minimum of continuous 2 years.
- b. The vendor must have supplied and has been maintaining identical produce, service in minimum one site/client which must have installation or service scope in tune to the purchase envisaged.
- c. Satisfactory opinion from a client where identical system/item/scope of service is supplied/being supported/maintained should be submitted as a testimony for the capability of vendor/company in engaging for similar activity in the bank OR they must be an approved vendor of our bank for the last 3 years.

The Vendor is expected to submit the proposal with favorable and competitive price and service capabilities. SIB will select the Vendor, product which it believes offers the proposal, which is in SIB's best overall interest. SIB will select proposals with which to negotiate and reserves the right to enter into a contract with a Vendor that may not be lowest in price charged. In determining the successful Vendor, SIB will consider, but not be limited to, the following selection criteria:

- a) *Ability to Execute* — Implementation Methodology, Client Feedback, History of product supplied/works completed.
- b) *Service and Support* — Implementation Planning, Implementation, and Post Implementation.
- c) *Costs* — All-Inclusive Costs.
- d) *Functionality* — Delivered Functionality, Interface Capabilities and Training capabilities

- e) *Vendor's Vision* — Short- and long-term goals, Development Philosophy, and Track Record for Implementing Past Vision, Financial Stability.

12. Response to RFPQ and contact Details

- a) The time is the essence of the project. It is mandatory for vendors who respond to this RFPQ to meet these expectations as they are tightly linked to SIB's plans of offering quality services to its customers at the earliest. Following are the timeframe defined for the activities.

ACTIVITY	Last Data For Clarification
Address any clarifications on RFP (Clarifications may be addressed by e-mail and can be obtained by sending a mail to :- network@sib.co.in with subject line "SIB- Network –STRUCTURED DATA CABLING RFPQ 2021-22")	13.09.2021

- b) Bank reserves the right to extend the last date of submission, at its sole discretion.
- c) Response to the RFP should be submitted by **two** separate bids 1) Functional plus Technical Bid (BID-I) and 2) Commercial Bid (BID-II). The commercial bid (BID-II) should include only the commercials; all other information should be included in the Functional plus Technical Bid (BID-I).
- d) Vendors should submit Functional plus Technical (BID-I) and Commercial (BID-II) bids separately in sealed covers. Each bid should be submitted in two sets (i.e. in hardcopy and softcopy through mail) duly sealed and super scribed with
- (i) BID-I : Functional plus Technical Bid
 - (ii) BID-II : Commercial Bid
- e) Each of the bids BID-I & BID-II as mentioned above shall be placed in another sealed envelope and super scribed with 'QUOTATIONS FOR SIB STRUCTURED DATA CABLING RFPQ 2021-22'.
- f) Vendor should ensure that hardcopies & softcopies of both the bids are properly numbered as Page ____ (current page) of ____ (total pages). Further the authorized signatories of the vendor should initial on all pages of the hardcopies of both the bids (BID-I & BID-II).

- g) Bids with erasure / overwriting / cutting are liable to be rejected. If required, the corrections can be made by scoring out and writing afresh. The corrections shall be authenticated with authorized signature.
- h) Bids once submitted shall be final and no amendment shall be permitted. A Vendor shall submit only one set of proposals.
- i) The soft copy of both the bids should be provided in PDF & Microsoft word formats.
- j) The vendor should certify that the contents of the soft copy are the same as that provided by way of hard copy. In the event of a discrepancy the offer will be rejected.
- k) Vendor should ensure that the bid document reaches the following address on or before 15.09.2021

IT Operations Department- Network Section
The South Indian Bank Ltd.
SIB Building (3rd Floor), Infopark Road
Rajagiri Valley, Kakkanad
Ernakulam – 682 039, Kerala State
Telephone: 0484 – 3939300/ 2771300
E-mail: network@sib.co.in

13. Mandatory Response Sheet

This is a Mandatory response expected from the Vendor, bidding for the RFPQ of The South Indian Bank Ltd. Kindly provide appropriate response to the particulars asked for:

No	Particulars	Your Response
Contact Details(Data Cabling Vendor)		
1	Name of the Vendor	
2	Postal Address	
3	e-mail	
4	Phone	
5	Contact Person	
6	Contact Person Designation	
7	Date of Incorporation	
8	Total Number of employees	
9	Number of Offices in India and Address for the Central office.	

14. Checklist

No	Document Required	Vendors Response Submitted (Yes/No)
1	Details of the Service/Support Centers/offices available across India	
2	Details of the Project Manager/Leader	
3	Single Point contact for Clarifying the Details mentioned in this RFPQ	
4	Vendor profile, All the necessary documents related to the vendor/company/firm like PAN, Registration certificate etc.	
5	Details and specifications of the materials/ components used by the vendor for the data cabling work	
6	Functional plus Technical Bid (UN PRICED)	
7	Filled in Commercial Bid (PRICED)	
8	Functional plus Technical Bid & Commercial Bid in MS-Word & PDF Formats	
9	Certificate for the contents of the softcopy (shared through mail) is same with the Checklist, Technical Quote & Commercial Quote	
10	Experience Details: Number of major projects completed by the bidder. Regarding ongoing projects and empanelment awarded from other banks/financial institution and major organizations.	

15. Litigation

- a) The bidder shall indemnify the Bank and be liable for any loss due to malfunctioning of products and all its related components under the project as it is supplied and installed by them.
- b) If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the contract unilaterally at the total cost and risk of the Vendor. The Bank also reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected bidder, including the pending bills etc., if any. The Bank will also reserve the right to recover any Advance paid.
- c) Work under the Contract shall be continued by the selected vendor during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the vendor shall be withheld on account of the ongoing arbitration proceedings, if

any, unless it is the subject matter or one of the subject matter thereof. The venue of the arbitration shall be at Thrissur, Kerala State, India.

16. Commercial Bid Details

The vendors have to submit the commercial bid as per the attached Annexure I.

Notes:→

- a) Price must be in Indian Rupees
- b) The cost must be exclusive of taxes and separate GST % prevailing at the time of quote may be mentioned
- c) Quote must be firm for a minimum of 1 year from date of closure of bid

-----END OF MAIN DOCUMENT-----

17.ANNEXURE I

COMMERCIAL BID (Supply, installation and commissioning of Structured Cabling)

1. SUPPLY OF MATERIALS

SL. No.	General Specifications	Unit	Make	Rate Quoted
1.1 SUPPLY OF PASSIVE COMPONENTS:				
1	CAT 6 UTP Cable	Per Meter		
2	2 Pair 0.5mm Telephone Cable	Per Meter		
3	24 Port Cat6 Patch Panel fully Loaded	1 No		
4	24 Port Cat6 Patch Panel Unloaded	1 No		
5	Patch panel Key stone	1 No		
6	Cat6 Patch Cord 7ft	1 No		
7	Cat6 Patch Cord 3ft	1 No		
8	1 port face plate with Back Box	1 No		
9	2 port face Plate with Back Box	1 No		
10	4 port face plate with Back Box	1 No		
11	1" PVC Channel Conduit	Per Meter		
12	1.5" PVC Channel Conduit	Per Meter		
13	2" PVC Channel Conduit	Per Meter		
14	Metal flexible pipe	Per Meter		
15	Cat6 Information Outlets	1 No		
16	Metal Krone Box	1 No		
17	10 Pair MSDP Box with Krone Module	1 No		
18	RJ-45 Connector	1 No		
1.2 SUPPLY OF ACTIVE COMPONENTS:				
1	6U Wall Mount Rack with all accessories (Power strip, cable manager, Modem tray Hardware Kit, Fan etc.)	1 No		
2	9U Wall Mount Rack with all accessories (Power strip, cable manager, Modem tray Hardware Kit, Fan etc.)	1 No		
3	12U Wall Mount Rack with all accessories (Power strip, cable manager, Modem tray Hardware Kit, Fan etc.)	1 No		

2. LABOR CHARGES:				
SL. No.	Specifications	Unit	Make	Rate Quoted
1	Laying of PVC Channel Conduit	Per Meter		
2	Laying of Flexible Metal Pipe	Per Meter		
3	Laying of CAT 6 UTP Cable with ferule & labeling	Per Meter		
4	Laying of 2 pair Telephone Cable with ferule & labeling	Per Meter		
5	Fixing of I/O with face plate	Per unit		
6	Fixing of Metal Krone Box	Per unit		
7	Fixing of Patch/Jack Panel	per unit		
8	Fixing of Krone module	Per unit		
9	Fixing & Dressing of Wall/ Floor Mount Racks	per unit		
10	Removing and re-fixing of wall mount racks	Per unit		
11	Wall cutting	Per Meter		
12	Rack re arrangement including patch panel re-fixing and cable routing	Lump sum		
13	One time Charges for new Offsite ATMs within local circle	Lump sum		
14	One time Charges for new Offsite ATMs- outside local circle	Lump sum		
15	Additional charges for branches and offices within local circle (for I/O point complaint rectification, additional I/O points works etc.) (not applicable if total bill value exceeds Rs 5000/-)	Lump sum		
16	Additional outstation charges for branches and offices outside local circle (for I/O point complaint rectification, additional I/O points works etc.) (not applicable if total bill value exceeds Rs 5000/-)	Lump sum		

Date:

Signature of Authorized Official with Seal

18.ANNEXURE II**Structured data cabling - Regional wise availability**

Name of Vendor:

SL No	State	Area of presence	Local circle/ outside local circle	Remarks

Notes:

- If you have presence in entire area within a state, mention area of presence as '**entire locations**'
- You should have to mention whether the location is considered as local circle for you or outstation. Your will be allowed to charges accordingly only.

Date:

Signature of Authorized Official with Seal