



ALLAHABAD BANK

**Department of Information Technology**  
**Head Office, 2 Netaji Subhas Road, Kolkata 700001**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**HIRING CONNECTIVITY  
FOR BRANCHES/ATMs/CASH DISPENSERS  
USING CDMA TECHNOLOGY**

**REF NO. HO:DIT:NET:CDMA:2006-07:11**



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

**DATE** : 16.08.2006

**IFB No.** : HO:DIT:NET:CDMA:2006-07:11

1. **ALLAHABAD BANK** intends to hire connectivity using CDMA Technology for Branches/ATMs/Cash Dispensers across the country.
2. The scope of the RFP envisages commissioning of CDMA based network to be installed at various branches/offices covered under network plan and CDMA rental services, which includes interalia acquiring & maintenance of CDMA services, connectivity between Bank's data centre & service provider's hub centre, maintenance of required uptimes, managing network for an initial period of three years with operational training to Bank's designated personnel and to integrate the network with Allahabad Bank's existing Wide Area Network, which includes leased lines and VSATs. The bidder should also be ready to provide proper and continuous CDMA services for a further period of 3 years.
3. Interested eligible bidders may obtain further information from the office of **Allahabad Bank, Head Office, Department of Information Technology, 2, Netaji Subhas Road, Kolkata - 700 001, India.**
4. A complete set of Request For Proposal (RFP) may be purchased by any interested eligible bidder on the submission of a written application, in duplicate from Allahabad Bank, Head Office, Department of Information Technology, 2 Netaji Subhas Road, Kolkata - 700 001, India. The application should be accompanied with a payment of a non-refundable fee of Rs.5000.00 (Rupees Five Thousand Only)/US\$200 in the form of a Demand Draft or Banker's Cheque payable in favour of Allahabad Bank at Kolkata. The bidders who purchase the RFP are eligible for submission of bid in their names only. Participation on behalf of the parent body or subsidiaries or any other name of the bidder would not be allowed.
5. The RFP may be obtained from the above address during office hours on all working days either in person or by post.
6. The Details are as follow:
  - 6.1 Bid Reference : **HO:DIT:NET:CDMA:2006-07:11**
  - 6.2 Price of RFP : Rs.5000.00/US\$200 each
  - 6.3 Courier charges : Rs. 500.00/US\$50 each
  - 6.4 Date of commencement of sale of RFP : **17.08.2006, 11:00 Hours IST**
  - 6.5 Date and time for Pre-Bid Conference : **30.08.2006, 11:30 Hours IST**
  - 6.6 Last date for sale of RFP : **21.09.2006, 12:00 Hours IST**
  - 6.7 Last date and time for receipt of RFP : **21.09.2006, 14:00 Hours IST**
  - 6.8 Date and time of opening of Pre-Qualification Bids : **21.09.2006, 15:30 Hours IST**
  - 6.9 Date and time of opening of Technical Bid-Post Qualification : To be notified later to the eligible bidders
  - 6.10 Date and time of opening of Commercial Bids : To be notified later to the eligible bidders
  - 6.11 Place of opening of Bids : Allahabad Bank, Head Office, Dept of Information Technology



**ALLAHABAD BANK**

2, Netaji Subhas Road  
Kolkata– 700 001, India

6.12 Address for communication  
Tel  
  
Fax  
e-mail

: As above.  
: +91-33-22420996  
+91-33-22103552  
: +91-33-22420926  
: dit@allahabadbank.co.in

7. All bids (Pre-Qualification, Technical Bid-Post Qualification & Commercial) must be submitted at the same time giving full particulars. The bids must be submitted in two separately sealed envelopes, as per **ITB Clause 15** at the bank's address as mentioned above.
8. All bids must be accompanied by a bid security as specified in the RFP and must be delivered at the above office on or before specified date and time indicated above.
9. Pre-Qualification Bids will be opened in the presence of the bidders' representatives who choose to attend on the specified date and time. Those who qualify the pre-qualification criterion shall be called to attend the Technical bid-Post Qualification opening on a separate date and time to be notified later. After evaluation, technically qualified bids will be taken up for further processing and the Commercial Bids of qualified bidders will be opened in the presence of the technically qualified bidders' representatives on separate date and time which will be notified separately.
10. No further discussion/interface will be granted to bidders whose bids have been technically disqualified.
11. Allahabad Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

**GENERAL MANAGER (IT)  
ALLAHABAD BANK, HEAD OFFICE  
2, NETAJI SUBHAS ROAD  
KOLKATA - 700001**

## SECTION II INSTRUCTIONS TO BIDDERS (ITB)

### 1. INTRODUCTION

- 1.1 Allahabad Bank, a body corporate established under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970, having its Head Office at 2, Netaji Subhas Road, Kolkata-700001, India, hereinafter called "**The Purchaser**", which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, intends to issue this bid document, hereinafter called **Request for Proposal** or **RFP**, to the vendors to participate in the competitive bidding, as per specifications, terms and conditions in this RFP.
- 1.2 This document is meant for the exclusive purpose of bidding as per the terms and conditions and specifications indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
- 1.3 The purchaser already has a leased line based Intra city branch network to connect 78 branches in the 13 cities to the Zonal Office/Head Office. The purchaser also has a VSAT based network supporting its ATMs/Branches at 262 locations; which is under process of expansion at present. The ZOs/HO is connected to RBI's INFINET network to avail the facility of Inter-city connectivity. The purchaser has already installed 24 VSATs across the country connecting ZOs & HO through RBI's INFINET.
- 1.4 The Purchaser is also in the process of implementation of a Centralized Banking Solution for its 900 Branches, creating and setting up a separate networking infrastructure.

### 2. PRE-QUALIFICATION CRITERION:

A bidder should be required to satisfy the following requirements for being eligible for participation in the bidding process.

- 2.1 The bidder should have experience and past performance in implementing networking projects on CDMA. The Bidder should have a minimum installation base of 100 offered CDMA System in India. Vendor should be in a position to support at least 500 CDMA equipments countrywide.
- 2.2 The bidder should be a profit making and financially sound company. [Criteria for profitability is flexible for reputed companies including PSUs]
- 2.3 The bidder should have countrywide presence. The bidder should have its own offices in at least six out of seventeen cities viz. Kolkata, Mumbai, New Delhi, Chennai, Bangalore, Hyderabad, Lucknow, Varanasi, Patna, Ranchi, Chandigarh, Ahmedabad, Bhopal, Raipur, Bhubaneswar, Guwahati and Jaipur. Additionally, they must have minimum of 30 Customer Support centers spread all over country.
- 2.4 The bidder must possess necessary CDMA service provider license from DOT/appropriate authority for providing CDMA services. It should have its own network with all necessary valid licenses from competent authority to operate in

India. The bidder should have capability to execute the work with respect to personnel, equipment, and manufacturing facilities.

- 2.5 At least two financial institutions/bank should have procured the offered equipments/services from the bidder.
- 2.6 The bidder should have its own Network Management System (NMS) to check the uptime and monitoring/maintenance of network.

### **3. COST OF BIDDING:**

- 3.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and the Purchaser will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### **4. CONTENTS OF RFP:**

- 4.1 The services required, bidding procedures and contract terms are prescribed in the RFP. In addition to the Invitation for Bids, the RFP includes:
  - a) Instruction to Bidders (ITB);
  - b) Bid Data Sheet;
  - c) Schedule of Requirements;
  - d) Technical Specifications;
  - e) Bid Form and Price Schedules
- 4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in every respect will be at the Bidder's risk and may result in the rejection of its bid.
- 4.3 The bidder will have to ensure "Single Point of Contact" for entire system to be supplied to the Purchaser. The address for single point of contact should be mentioned in the Bid Form.

### **5. CLARIFICATION OF RFP :**

- 5.1 A prospective bidder requiring any clarification on the RFP may notify the purchaser in writing or by fax/e-mail at the purchaser's mailing address indicated in the Invitation For Bids (IFB). The purchaser will respond in writing to any request for clarification of the RFP which it receives 2 (two) working days prior to the date of Pre-Bid Meeting.

### **6. PRE-BID MEETING :**

- 6.1 The prospective bidders who have purchased a copy of the RFP may like to attend a pre-bid meeting to be held as indicated in the Bid Data Sheet after publication of RFP and well before the last date for receipt of bids. Up to a maximum of two representatives of each bidder will be permitted to attend pre-bid meeting. However the purchaser at its discretion may permit any additional representative of any prospective bidder or any representative of manufacturer of the related equipments to attend the meeting.
- 6.2 The purpose of the meeting is to clarify issues and to answer questions on any matter that may be raised in writing up to that stage. The Purchaser will have liberty

to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

- 6.3 Any modification of the RFP which may become necessary as a result of the Pre-bid Meeting shall be made by the Purchaser exclusively through the issue of an addendum and not through the minutes of the Pre-bid Meeting.
- 6.4 Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.

## 7. AMENDMENT OF RFP:

- 7.1 At any time prior to the deadline for submission of bids, the Purchaser, 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.
- 7.2 All prospective Bidders who have purchased the RFP will be notified of the amendment, allowing at least 5 days time prior to the last date of receipt of bids, in writing or by fax or e-mail and it will be a binding on them.
- 7.3 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, the Purchaser, at its discretion, may extend the deadline for the submission of bids.

## 8. LANGUAGE OF BID:

- 8.1 The bid prepared by the Bidder, all correspondence and documents relating to the bid exchanged by the Bidder & the Purchaser, shall be written in English.

## 9. PREPARATION OF BID:

- 9.1 The Competitive Bids shall be prepared in two parts viz. Technical Bid and Commercial Bid. The Technical Bid shall contain two separately sealed and super-scribed envelopes containing "Pre-Qualification Bid" in one envelope and "Technical Bid-Post Qualification" in the other envelope. Envelope containing "Pre-Qualification Bid" and envelope containing "Technical Bid-Post Qualification" shall be sealed in one outer envelope super-scribed "Technical-Bid".
- 9.2 The Pre-Qualification Bid shall comprise of the following documents:

Sno	Item	Purpose	Format
1.	Bid Form	Bidder's undertaking to perform the contract	Form1 given in Section VI
2.	Experience and past performance in implementing networking projects on CDMA	To establish that the bidder can provide CDMA services and is capable of handling the required number of CDMA systems across the country	1. Please attach a separate sheet showing locations where you have installed CDMA systems. 2. Please provide the photo copies of the orders received from the customers in support of your claim. 3. Also please provide an



			undertaking to establish that the firm is capable of supporting at least 500 CDMA Systems.
3.	The bidder should be a profit making and financially sound company. [Criteria for profitability is flexible for reputed companies including PSUs]	To ascertain that the company is financially capable of executing the project of Allahabad Bank	Form 5A. Please attach copies of audited Balance Sheets for the last three years in support of your claim.
4.	Countrywide presence	To find out whether bidder can provide services all across the country with full support	Form6. Please attach a separate sheet giving details of offices and service support centers.
5.	Capability Statement	Whether the bidder is allowed to operate in India by the appropriate authority and that they are capable of executing the project.	1. Attach a photo copy of the license to operate CDMA services in various telecom circles in India. 2. Please provide additional details of the no. of personnel being appointed by the bidder for the purpose of support services along with information sought as per <b>ITB Clause 21.2.3.</b>
6.	At least two financial institution/ Bank should have procured similar equipment/ services	To establish that the bidder has sufficient knowledge about the criticality of networking services in financial institution and is capable of handling the requirements of Allahabad Bank.	Please provide satisfactory performance certificates obtained from these institutions. Provide details in Form7.
7.	Network Management System (NMS) details	To verify that the bidder can provide good maintenance/ uptime for the CDMA services.	Please attach a separate sheet providing details of the software employed and please attach a sample report showing uptime for any network.
8.	Quality Certifications (for example ISO 9000)? Is it for a specific division or for the organisation as a whole? Is it for the division that may be undertaking this project?		
9.	Security and confidentiality aspect		Please explain on a separate sheet the manner in which security of network shall be ensured.
10.	Bank Guarantee towards Bid Security	Purchaser's protection against risk of bidder's	Form2 given in Section VI.



(Rs.6,00,000/- only)	conduct.	
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9.3 Technical Bid-Post Qualification shall comprise of the following documents:

<b>Sno</b>	<b>Item</b>	<b>Purpose</b>	<b>Format</b>
1.	Bid Form	Bidder's undertaking to perform the contract	Form1 given in Section VI
2.	Network Topology Proposed	This would give an idea of the proposed solution.	Please attach a separate sheet.
3.	Proposed Network Design	-Do-	Please attach a separate sheet. The network design should clearly define the complete solution as suggested in Bid Data Sheet/Schedule of Requirements. All connectivities should be clearly defined in the proposed design document.
4.	Security aspects incorporated in the proposed network	Financial transactions should be taken through a secure channel.	Please attach a separate sheet explaining what mechanism shall be employed to ensure full security of the financial transaction.
5.	Network routing plan	-Do-	Please attach a separate sheet.
6.	Availability of the network (Name of the telecom circle where network is available)	It would help Bank decide areas where CDMA based solutions can be implemented.	Please attach a separate sheet giving details where the bidder is proposing CDMA solution.
7.	Constraints of the suggested network	It would help Bank to decide for the proposed solution.	Please attach a separate sheet.
8.	Special requirements from the purchaser such as roof rights etc.	This would give an idea about the field level requirements that the Bank may need to arrange.	Please attach a separate sheet.

9.3.1 The Purchaser shall not allow/permit changes in the technical specifications once it is submitted. However, purchaser reserves the right to amend the technical specifications, if so required in the interest of the project.

9.3.2 The supply and successful operation of relevant Software, if any, will be the sole responsibility of the bidder. The Purchaser will not enter into any separate contract for supply of software through any third party. Version number must be mentioned in case of software. It is required to indicate if the software requires any particular version of the operating system for compatibility. Restrictions on software usage, if any, should also be mentioned.

9.3.3 The Technical Bid must not contain any price information.

9.4 The Commercial Bid shall comprise of the following documents :

<b>Sno.</b>	<b>Item</b>	<b>Purpose</b>	<b>Format</b>
1.	Bid Form (Copy of Bid Form submitted along with both Technical Bids)	Bidder's undertaking to perform the contract	Form1 given in Section VI
2.	Price Schedule	Quoting competitive price for the bid for RENTAL OPTION	Form1A given in Section VI
3.	Price Schedule for Rental Charges for CDMA Services after initial three years	CDMA rentals after initial period of three years	Form1B given in Section VI

- 9.4.1 The Commercial Bid should give all relevant price information and should not contradict the Technical Bid in any manner.
- 9.4.2 For all the items/services offered by the bidder, the prices shall be quoted in Indian Rupees only.
- 9.4.3 The bidder must quote their price taking into consideration the requirements mentioned in Bid Data Sheet. The Purchaser reserves the right to procure or not to procure any/all items/services.
- 9.4.4 The price quoted for services should include all costs except Government Taxes, if any and Service Tax.
- 9.4.5 It is absolutely essential for the bidders to quote the lowest price for the services in their own interest as the purchaser will not enter into any price negotiations except with the lowest quoting vendor whose offer is found to be technically qualified.
- 9.5 The "Pre-Qualification Bid", "Technical Bid-Post Qualification" and "Commercial Bid" should be prepared in an organized, structured and neat manner. Brochure/leaflet etc. should be submitted as a bound document and not in a loose form. Each paper should be serially numbered in all the bids.

#### **10. BID FORM (Pre-Qualification, Technical Bid-Post Qualification & Commercial):**

- 10.1 The Bidder shall complete the Bid Form furnished in the RFP and submit it along with Pre-Qualification, Technical Bid-Post Qualification and Commercial offers.

#### **11. BID SECURITY (EARNEST MONEY DEPOSIT):**

- 11.1 The Bidder shall furnish, as part of its bid, bid security in the amount specified in the Bid Data Sheet.
- 11.2 The bid security is required to protect the Purchaser against risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to **ITB Clause-11.7**
- 11.3 The bid security shall be denominated in the INDIAN RUPEES only and shall be only in the form of a bank guarantee issued by a reputable bank in the form provided in the RFP and valid for Forty Five (45) days beyond the validity of the bid.

- 11.4 Any bid not secured in accordance with **ITB Clause-11.1 and 11.3** above will be rejected by the Purchaser as non-responsive.
- 11.5 Unsuccessful Bidders' bid security will be discharged/returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the Purchaser, pursuant to **ITB Clause 12**.
- 11.6 The successful Bidder's bid security will be discharged upon the Bidder signing the Contract and furnishing the performance security.
- 11.7 The bid security may be forfeited:
- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form;
  - Or
  - (b) in case of the successful Bidder, if the Bidder fails:
    - (i) to sign the Contract in accordance with **ITB Clause-28**;
    - Or
    - (ii) to furnish performance security in accordance with **ITB Clause-29**.

## **12. PERIOD OF VALIDITY OF BIDS:**

- 12.1 Bids shall remain valid for 180 days after the date of opening of Pre-Qualification bid prescribed by the Purchaser, pursuant to **ITB Clause-16**. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.
- 12.2 In exceptional circumstances, the Purchaser may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by fax/email. The bid security provided under **ITB Clause-11** shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid.

## **13. FORMAT AND SIGNING OF BID:**

- 13.1 The Bidder shall prepare two copies each of the Technical & Commercial bid clearly marking each "Original Bid" and "Copy Bid" as appropriate. In the event of any discrepancy between them, the original shall govern.
- 13.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the Bid except for un-amended printed literature shall be initialed by the person or persons signing the bid.
- 13.3 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

## **14. SUBMISSION OF BIDS:**

- 14.1 The Competitive Bids shall be prepared in two parts viz. Technical Bid and Commercial Bid. The Technical Bid shall contain two separately sealed and super-scribed envelopes containing "Pre-Qualification Bid" in one envelope and "Technical Bid-Post Qualification" in the other envelope. Envelopes containing "Pre-Qualification Bid" and "Technical Bid-Post Qualification" shall be sealed in one outer envelope super-scribed "Technical-Bid". The Bidders shall seal the original and copy of the

bids (both Technical & Commercial) in separate envelopes and mark the said Four envelopes as “TECHNICAL BID (ORIGINAL)”, “TECHNICAL BID (COPY)”, “COMMERCIAL BID (ORIGINAL)” and “COMMERCIAL BID (COPY)” as the case may be. The envelopes shall then be sealed in two outer envelopes marked as “ORIGINAL BID” and “COPY BID”. The “ORIGINAL BID” envelope shall contain the sealed envelopes of “TECHNICAL BID (ORIGINAL)” and “COMMERCIAL BID (ORIGINAL)”. The “COPY BID” envelope shall contain the sealed envelopes of “TECHNICAL BID (COPY)” and “COMMERCIAL BID (COPY)”.

- 14.2 The two Outer envelopes marked as “ORIGINAL BID” and “COPY BID” shall be duly marked as “DO NOT OPEN BEFORE .....”.
- 14.3 In addition to the above marking, each envelope must be super-scribed with the following information:
- RFP Reference Number
  - Name and Address of Bidder

This will enable the Purchaser to return the bid unopened in case it is declared “late”.

- 14.4 All the inner and outer envelopes shall be addressed to the Purchaser at the address given below:

General Manager (IT)  
Allahabad Bank, Head Office  
Department of Information Technology  
2, Netaji Subhas Road  
Kolkata– 700 001, India.

- 14.5 If the outer envelopes are not sealed and marked as required by **ITB Clause-14.1 & 14.2**, the Purchaser will assume no responsibility for the bid’s misplacement or premature opening.
- 14.6 If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily. If any outer envelope is found to contain only the Technical bid or Commercial bid, it will be treated as incomplete and will be liable to cancellation.
- 14.7 Telex, Cable, Facsimile or Email Bids will be rejected.

## **15. DEADLINE FOR SUBMISSION OF BIDS:**

- 15.1 Bids must be received by the Purchaser at the address specified under **ITB Clause 14.4** no later than the time and date specified in the Bid Data Sheet. In the event of the specified date for the submission of Bids being declared a holiday for the Purchaser, the bids will be received up to the appointed time on the next working day.
- 15.2 The Purchaser may, at its discretion, extend this dead-line for the submission of Bids by amending the RFP in accordance with **ITB Clause-7**, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

## **16. LATE BIDS:**

- 16.1 Any bid received by the Purchaser after either of the deadlines for submission of bids prescribed by the Purchaser, pursuant of **ITB Clause-15**, will be rejected and returned unopened to the Bidder.

#### **17. MODIFICATION AND WITHDRAWAL FOR BIDS:**

- 17.1 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the Bids is received by the Purchaser prior to the deadline prescribed for submission of bids.
- 17.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and despatched in accordance with the provisions of **ITB Clause-14**. A withdrawal notice may also be sent by fax/email but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.
- 17.3 No bid may be modified subsequent to the deadline for submission of Bids.
- 17.4 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its Bid security, pursuant to **ITB Clause-11.7**.

#### **18. BID OPENING:**

- 18.1 As the Technical bids will be evaluated first for technical suitability, the Purchaser will open only the Pre-Qualification Bid & Technical Bids-Post Qualification as per the schedule mentioned in Bid Data Sheet. The Commercial bids for technically qualified bidders only will be opened at a later date subsequent to the technical evaluation. The Purchaser will notify the date and time of opening of the Commercial bids to the technically qualified bidders.
- 18.2 Attendance of the authorized representatives of the bidders who are present at Bid Opening will be taken in a register against name, name of the company and with full signature.
- 18.3 Each Bid will be signed and dated by three officers of the purchaser, on the first page. Two officers will also initial each page of the bid.
- 18.4 The following details will be announced at the bid opening:
- a) Bidder's names,
  - b) Bid Modifications or withdrawals,
  - c) Make & Model Nos. (in case of Technical bid opening),
  - d) Technical Details (in case of Technical bid opening),
  - e) Bid Prices & Discounts if any (in case of Commercial bid opening),
  - f) Presence or absence of Bid Security (in case of Pre-Qualification Bid opening) and such other details as the Purchaser, at its discretion, may consider appropriate.
- 18.5 Alterations in the bids, if any, made by the bidder/companies would be signed legibly to make it perfectly clear that such alterations were present on the bids at the time of opening. It would be ensured that the bidder/company's executive who has signed the bid signs alterations or the alterations are signed by the bidder/company's representative authorised by the executive who has signed the bid.

- 18.6 Wherever any erasing or cutting is observed, the substituted words would be encircled and initialed by the bank officer singly and the fact that such erasing/cutting of the original entry was present on the bid at the time of opening should be recorded.
- 18.7 An “on the spot statement” giving details of the bids opened and other particulars as read out during the opening of the bids will be prepared.
- 18.8 Bids (and modifications sent pursuant to **ITB Clause-17.2**) that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of circumstances. Such Bids will be returned unopened to the Bidders.
- 18.9 Commercial bids of those bidders who have not been technically qualified will be returned unopened to the concerned bidders at their recorded address.
- 18.10 The Purchaser will prepare minutes of the bid opening.

## **19. CLARIFICATIONS OF BIDS:**

- 19.1 To assist in the examination, evaluation and comparison of bids the Purchaser may, at its discretion, ask the Bidder for a clarification of its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

## **20. PRELIMINARY EXAMINATION:**

- 20.1 The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 20.2 Arithmetical errors will be rectified on the following basis.
- 20.2.1 If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- 20.2.2 If the bidder does not accept the correction of the errors, its bid will be rejected.
- 20.2.3 If there is a discrepancy between words and figures, the amount in words will prevail.
- 20.3 The Purchaser, at its discretion, may waive any minor informality; nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all bidders and the purchaser reserves the right for such waiver.
- 20.4 Prior to the detailed evaluation, pursuant to ITB Clause-21, the Purchaser will determine the substantial responsiveness of each Bid to the RFP. For purposes of these Clauses, a substantially responsive bid is one which conforms to all the terms & conditions of the RFP without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Bid Security (**ITB Clause-11**), Performance Security (**ITB Clause-29**), Force Majeure (**ITB Clause-34**), Applicable Law (**ITB Clause-43**) and Taxes & Duties (**ITB Clause-42**) will be deemed

to be material deviation. The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

- 20.5 If a Bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction of the non-conformity.

## **21. EVALUATION AND COMPARISON OF BIDS:**

- 21.1 The Purchaser will evaluate and compare the bids which have been determined to be substantially responsive, pursuant to **ITB Clause-20**. The "Pre-Qualification Bids" submitted pursuant to **ITB Clause 9.2**, shall be opened first and evaluated. Those bidders who qualify as a result of pre-qualification shall be called for opening of "Technical Bids-Post Qualification" on a separate date and time.

### **21.2 Evaluation of Technical Bid-Post Qualification**

21.2.1 The Technical Bids-Post Qualification opened pursuant to **ITB Clause-18** will be evaluated by the Purchaser on the basis of following criteria:

- a) Completeness of the Technical bid in all respects and Availability of all information/details asked for vide **ITB Clause-9.3**.
- b) Point to point conformity of the services offered to the technical specifications provided in the RFP.
- c) Availability of Network Monitoring System (NMS) and after sales services for the entire CDMA system offered in the bid.

21.2.2 The Bidders shall provide a list giving full particulars including available sources of spares, special tools etc. necessary for the proper and continuing functioning of the CDMA services **for a period of 6 years of operation**.

21.2.3 The bidders shall identify in Bid their respective branch office(s)/service centre where from the maintenance service shall be provided in respect of each of the destination. A list of Zonal Offices of Allahabad Bank is appended with the bid for the bidders to provide their corresponding offices from which service support shall be provided.

### **21.3 Evaluation of Commercial Bids**

21.3.1 The Commercial Bids opened pursuant to **ITB Clause-18** will be evaluated by the Purchaser and the evaluation will take into account the following factors:

- a) Deviation in Payment Schedule from that specified in the bid: If a bid deviates from the specified Payment Schedule and if such deviation is considered acceptable to the purchaser, the bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the bid as compared to those stipulated in this invitation at a rate of 15 (fifteen) per cent per annum.

21.3.2 All prices quoted, except Service Tax, CST/VAT, as mentioned in Bid Data Sheet, will be included in the Evaluation Process.

21.3.3 Evaluation of all eligible bidders will be done in Indian Rupees only.

21.3.4 Total cost to the Bank, for hiring of CDMA services for a period of six years shall be taken into account for evaluation purposes.

21.3.5 Evaluation will not be based on any conditional/additional discount.

21.3.6 All evaluated bids will be compared among themselves to determine the lowest evaluated Bid.

21.3.7 The prevailing purchase preference policy of Government of India for Public Sector Enterprises (PSE) will be applicable. Preference will be given to PSE at the lowest acceptable price.

21.3.8 The purchaser at its discretion may carry out an inspection and pilot test at one location before placing a confirmed order with the short listed bidder.

## **22. CONTACTING THE PURCHASER:**

22.1 No Bidder shall contact the Purchaser on any matter relating to its Bid, from the time of the bid opening to the time the Contract is awarded.

22.2 Any effort by a Bidder to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid.

## **23. POST QUALIFICATION:**

23.1 The Purchaser will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the Contract.

23.2 The determination will take into account the Bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Purchaser deems necessary and appropriate including details of experience and records of past performance.

23.3 An affirmative determination will be prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Purchaser will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

## **24. AWARD CRITERIA:**

24.1 The Purchaser will establish the reasonableness of prices on the basis of estimated rates, prevailing market rate and other input costs and intrinsic value etc. If necessary, the Purchaser may negotiate with the lowest evaluated bidder to bring down the prices to the reasonable level.

24.2 The Purchaser will award the Contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

## **25. PURCHASER'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD:**

25.1 The purchaser reserves the right at the time of award of contract to increase or decrease, the quantity of goods & services originally specified in the Schedule of

Requirements by up to 15% (rounded off to the next whole number) of the quantity specified in the schedule of requirements without any change in price and other terms and conditions.

## **26. PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:**

- 26.1 The Purchaser 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 or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

## **27. NOTIFICATION OF AWARD:**

- 27.1 Prior to expiration of the period of bid validity, the Purchaser will notify the successful Bidder in writing by registered letter or cable/fax/email to be confirmed in writing by registered letter, that its bid has been accepted.
- 27.2 The notification of award will constitute the formation of the Contract.
- 27.3 Upon the successful Bidder's furnishing of performance security pursuant to **ITB Clause-29**, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to **ITB Clause-11**.
- 27.4 The successful bidder shall give acceptance of the order placed on it, to the concerned offices, within 3 days from the date of order, failing which the purchaser may cancel the order.

## **28. SIGNING OF CONTRACT:**

- 28.1 At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with the purchaser within 21 days or within such extended period as may be specified by the purchaser but before start of services by the vendor.
- 28.2 The price and other terms and conditions as agreed between the purchaser and the successful bidder shall be valid for a period of one year from the date of signing of contract. Where after the price and other terms and conditions may be renegotiated and the contract extended at the sole discretion of the purchaser to such period as agreed between the bidder and the purchaser.
- 28.3 During the currency of the contract if there is any reduction in the price on account of Government policies etc., the same shall be passed on to the purchaser; however the bidder should absorb upward revision of prices, if any.

## **29. PERFORMANCE SECURITY:**

- 29.1 Within twenty one (21) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, amounting to a sum equivalent to 15% of the contract value, in the Performance Security Form provided in the Section VI of the RFP.
- 29.2 Failure of the successful Bidder to comply with the requirement of **ITB Clause-28 or ITB Clause-29.1** shall constitute sufficient grounds for the annulment of the award

and forfeiture of the bid security, in which event the Purchaser may make the award to the next lowest evaluated bidder or call for new bids.

- 29.3 The Performance Security shall be denominated in Indian Rupees only, and shall be in one of the following forms:
- a) A bank guarantee issued by a reputable Bank located in India or
  - b) A banker's cheque/demand draft favouring Allahabad Bank and payable at Kolkata.
- 29.4 The performance security will be discharged by the Purchaser and returned to the Supplier not later than 30 days following the date of completion of the Supplier's performance obligations.
- 29.5 The successful bidder is required to enter in to an Agreement, pursuant to ITB Clause 28, or within such extended period as may be specified by the purchaser but before the start of services by the bidder.

### **30. CORRUPT OR FRAUDULENT PRACTICES:**

- 30.1 As per CVC directives it is required that Bidders/Suppliers/Contractors observes the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy;
- (i) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution;
- And
- (ii) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Purchaser 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 Purchaser of the benefits of free and open competition;
- 30.2 The Purchaser will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- 30.3 The Purchaser will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

### **31. INSURANCE:**

- 31.1 The bidder shall take adequate insurance cover for the equipment provided at the ATM/Cash Dispenser/Branch site against theft, damage etc. at its own cost.

### **32. DEFINITIONS:**

- 32.1 In this contract, the following terms shall be interpreted as indicated :
- (a) "The Contract" means the agreement entered into between the Purchaser and the Supplier, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.

- (b) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- (c) "Services" means services ancillary to providing of CDMA network connectivity to the ordered locations including services such as site-preparation, installation, commissioning, provision of technical assistance, training and other obligations of the supplier covered under the contract.
- (d) "The Purchaser" means Allahabad Bank.
- (e) "The Supplier" means the firm providing the CDMA based network connectivity under this Contract.
- (f) "The Project Site", where applicable, means the various branches/sites of Allahabad Bank as mentioned in the Schedule of Requirements in Section IV of RFP.
- (g) "Day" means calendar day.
- (h) The words "ATM" and "Cash Dispenser" (CD) have been used interchangeably.

### **33. LIQUIDATED DAMAGES:**

- 33.1 Subject to **ITB Clause 34**, if the supplier fails to perform services within stipulated time schedule as mentioned in Schedule of Requirement under Delivery Schedule, the purchaser shall, without prejudice to other remedies under the contract, cancel the order for that particular location and claim liquidated damages @10% of the charge payable for one year for that location. In the event of continuous failure on the part of the bidder at multiple locations (more than 10% of the total locations) purchaser may terminate the contract with the supplier.

### **34. FORCE MAJEURE:**

- 34.1 Notwithstanding the provisions of **ITB Clauses 35, 36 and 37**, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 34.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 34.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### **35. DELAYS IN THE SUPPLIER'S PERFORMANCE:**

- 35.1 Performance of the bidder shall be judged on the following parameters:

- (i) Time taken for installation of the networking equipment at the location after placement of order.
- (ii) Providing of 9.6kbps continuous bandwidth.
- (iii) Providing of uptime as agreed between the purchaser and the successful bidder
- (iv) Quality of after sales service for maintenance of connectivity.

35.2 Any defect or delay in providing the services as mentioned above shall attract penalty as mentioned in clause 35.3 below. For this purpose, each unit of connectivity shall be considered separately.

35.3 Penalty of delay/defect in service:

35.3.1 10% of the monthly rental payable for this location for each day of delay/defect subject to maximum one month charge.

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

35.5 Except as provided under **ITB Clause 34**, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to **ITB Clause 33**, unless an extension of time is agreed upon pursuant to **ITB Clause 35.4** without the application of liquidated damages.

### **36. TERMINATION FOR DEFAULT :**

36.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or in part:

- (a) if the Supplier fails to deliver any or all of the Goods and Services within the time period(s) specified in the Contract, or within any extension there-of granted by the Purchaser pursuant to **ITB Clause 35**; or
- (b) if the Supplier fails to perform any other obligation(s) under the Contract.
- (c) if the Supplier, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the contract pursuant to **ITB Clause-30**.

36.2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to **ITB Clause 36.1**, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods and services similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods and/or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

### **37. TERMINATION FOR INSOLVENCY:**

37.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**38. TERMINATION FOR CONVENIENCE:**

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

**39. RESOLUTION OF DISPUTES:**

39.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

39.2 If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in **ITB**. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed national forum and/or national arbitration.

**40. GOVERNING LANGUAGE :**

40.1 The governing language shall be English.

**41. NOTICES :**

41.1 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by cable/fax/email and confirmed in writing to the other party's address specified here.

41.2 A notice shall be effective when delivered on, or on the notice's effective date, whichever is later.

41.3 The following shall be the address of the Purchaser and Supplier.

Purchaser - HEAD OFFICE  
ALLAHABAD BANK  
DEPARTMENT OF INFORMATION TECHNOLOGY,  
2, N. S. Road  
Kolkata – 700 001

Supplier - (To be filled in at the time of contract signing)

**42. TAXES AND DUTIES :**

42.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees and other such levies imposed outside the Purchaser's country.

42.2 A local Supplier shall be entirely responsible for all taxes, duties, license fees etc., incurred until delivery of the contracted services to the Purchaser.

- 42.3 The Supplier will be entirely responsible to pay all taxes including corporate tax and income tax, duties, license fees, octroi, road permits etc. in connection with delivery of services at site including incidental services and commissioning.
- 42.4 Central Sales Tax/VAT & Service Tax, if payable under Indian Laws shall be reimbursed separately by purchaser subject to production of actual documentary evidence of the payment of Central Sales Tax for the purchaser's sites only.
- 42.5 Wherever the laws and regulations require deduction of such taxes at the source of payment, the Purchaser shall effect such deductions from the payment due to the supplier. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Supplier from his responsibility to pay any tax that may be levied in India on income, and profits made by the Supplier in respect of this Contract.

#### **43. APPLICABLE LAW:**

- 43.1 The Contract shall be interpreted in accordance with the laws prevalent in India.

#### **44. TERMS OF PAYMENT :**

- (i) No advance payment shall be made to the supplier.
- (ii) **20% Payment:** 20% payment related to CDMA sites, for the bandwidth charges of first half year, would be released centrally at Head Office on production of installation and successful commissioning statement issued by the concerned branch/zonal office as per format given in **Form 4 in Section VI**.
- (iii) **80% Payment:** Remaining 80% payment related to first half year shall be released after completion of initial six month's successful operations for each site. The payment will be on pro-rata basis; which is based on the number of CDMA sites connected to the network that are being serviced. Such payments will be released against invoices raised clearly indicating the names of such sites connected on the network. The supplier shall raise a consolidated Invoice supported by reports generated from NMS for the required uptimes.
- (iv) **Payment for Rental Charges (For remaining period):** The Rental Charges will be released at quarterly intervals i.e. beginning of every April, July, October and January. The payment will be on pro-rata basis; which is based on the number of CDMA sites connected to the network that are being serviced. Such payments will be released against invoices raised clearly indicating the names of such sites connected on the network.

The invoice should be adequately supported by duly authenticated uptime reports generated from NMS. The Head Office may decide to communicate the charges for CDMA services to its Zonal Offices, in which case the supplier would be informed well in advance. Accordingly, the supplier may be required to raise the invoice on respective Zonal Offices.

- (v) **Payment of Rental Charges (after expiry of first three years) :**
- (a) The performance of the supplier and bandwidth charges shall be reviewed and a revised order for a period after the initial period of three years shall be placed with the supplier.

- (b) The first year rental (after initial three years) shall be released on quarterly basis on
- receipt of Bank Guarantee for 15% of the Rental Charges (valid for 60 days beyond the performance obligation as per order mentioned at (v) above),
- and
- entering an Agreement with the Purchaser for Rental Charges of the CDMA services for the period mentioned in the order.
- (c) Format of Bank Guarantee against rental shall be the same as provided earlier (The Bank Guarantee submitted towards performance guarantee will be released only after receipt of the Bank Guarantee against revised order)
- (d) For all the payments to be made against Bank Guarantees, the Bank Guarantee shall be issued by a Scheduled Indian Bank or a Foreign Bank located in India.

For (ii), (iii), (iv) and (v) above, the bidder should submit a proof for uptime of individual links through log generated by NMS Software. The format for the proof shall be defined in consultation with the Bank. The reports submitted to the Bank should be duly authenticated by the concerned engineer of the bidder and verified by the Allahabad Bank, Data Center.

In addition to this, the bidder should provide a remote console to the Bank for monitoring the network connectivity.

The Supplier is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanours.

The Supplier will treat as confidential all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.

The supplier should take care not to hamper the working of the branches and offices. Any interruption in the branches/offices has to be foreseen by the Supplier and the same has to be brought to the notice of the Bank in writing and only on approval by the Bank, the supplier shall proceed ahead. The supplier shall take prior permission of the branch/office and formally submit request letter to the bank's official for permitting access. The supplier shall abide by the security rules and procedure of the bank. Any requirement of working after office hours and on holidays of the bank shall be foreseen and request in writing shall be made to bank in advance and permission shall be obtained.

#### **45. PROJECT MANAGER :**

45.1 The Bank will nominate Project Manager at Head office who will monitor the entire project. In each city one project coordinator will be nominated. Supplier has to approach the above personnel regarding verification of successful installation and commissioning report etc. The supplier has to submit fortnightly progress report to Project Manager till the completion of the project.

**SECTION III  
BID DATA SHEET**

The following specific data for the services to be hired shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is conflict, the provisions herein shall prevail over those in ITB.

ITB 7.1	<p><b>Date of Pre-Bid Meeting</b> : 30.08.2006  <b>Time</b> : 11.30 Hours  <b>Venue</b> : Allahabad Bank, Head Office  Department of Information Technology  2, N. S. Road, Kolkata - 700001, India.</p>
ITB 7.2	<p>Bidder has to submit questions in writing with clear 2 (two) working days before the Pre-Bid meeting. Queries received after that date would not be entertained in the pre-bid meeting.</p>
ITB 9	<p>The bidder shall quote for the Bandwidth Charges @9.6kbps per site per month. The Purchaser would need the required uptime and latency (VISA Standard to be maintained) to successfully execute the ATM/Cash-Dispenser transactions/Data Transfer. As part of their solution the bidder may like to install and quote for the proposed solution considering following items:</p> <ol style="list-style-type: none"> <li>1. Antenna/Dish</li> <li>2. Out Door Unit</li> <li>3. Indoor Unit</li> <li>4. Router of required specification</li> </ol> <p>The bidder is expected to take into consideration the following costs which it may require to incur</p> <ol style="list-style-type: none"> <li>5. Connectivity charges between CDMA equipment (end point)and nearest Local Communication Tower of the bidder</li> <li>6. Cost of connectivity charges to carry the communication on the backbone of CDMA Services provider</li> <li>7. Connectivity charges between Bank's Data Centre (Reliance Mumbai) &amp; Supplier's Hub Centre</li> <li>8. CDMA services rental charges for 3 years (24 hrs a day)</li> <li>9. Cables with connectors</li> <li>10. Packing, Freight transit insurance charges should be included</li> <li>11. Sales Tax with/without Form-C should be quoted</li> <li>12. Service Tax should be quoted as per GOI norms</li> <li>13. Equipment prices should be included, if any</li> <li>14. Any liaison work for obtaining communication clearance charges, if any, should be included</li> <li>15. Rentals for three years after initial period of three years should be quoted separately. The charges should include all electronic, non-electronic, mechanical parts</li> <li>16. Installation charges per CDMA equipment should be included</li> </ol> <p>The bidder shall quote total monthly charges for rental services of CDMA services which will be paid in accordance with payment terms of the RFP.</p> <p>All the cabling done for WAN should be structured. The bidder shall do the cabling through PVC conduit/casing/flexi pipe. The bidder shall document the cabling PATH along with equipment/rack layout and get it approved by</p>



	Bank before installation.
ITB 11.1	The Bid Security should be in Indian Rupees <b>Rs.6,00,000/- (Rupees Four Lakhs Only)</b>
ITB 15.1	<b>Last Date &amp; Time of Receipt of Bids: 21.09.2006 up to 14.00 Hours</b>  In the event of the specified deadline for the Receipt of Bids, being declared a holiday for the Purchaser, the bids will be received upto the appointed time on the next working day.
ITB 18.1	<b>Date &amp; Time of Opening of Pre-Qualification:21.09.2006 at 15.30 Hrs</b>  In the event of the specified date of the Pre-Qualification Bid opening, being declared a holiday for the Purchaser, the bids will be received upto the appointed time on the next working day.
ITB 21.3	The cost quoted shall be inclusive of all costs, charges and incidentals such as cost towards boarding, lodging and transportation; which shall be the responsibility of the bidder alone.
ITB 25.1	As per readiness of site for CDMA system the quantity of requirement may vary up to 15%.
ITB 44	The payment terms are as mentioned in ITB Clause 44.

## SECTION IV SCHEDULE OF REQUIREMENTS

### 1. BRIEF DESCRIPTION:

The Purchaser intends to connect 300 ATMS/Cash Dispensers/Branches with CDMA system across the country. The purchaser has already installed around 209 ATMs attached to respective branches and is in the process of procuring 200 cash dispensers. All the remaining ATM's and Cash Dispensers would be connected to ATM Switch (OPUS-Electra) through either VSAT or CDMA in phased manner. The Proposed Network will be a CDMA technology based IP Wide Area Network connecting Allahabad Bank's Central Site at Reliance Data Centre, Navi Mumbai, its ATM Switch and its ATM sites. The Network will primarily carry ATM transaction data. The proposed CDMA connectivity would also be used for carrying some branch application data as well.

Now, the purchaser is establishing following:

- A. Installation of CDMA System to connect ATMs/CDs/Branches to ATM Switch for implementation of Anywhere Anytime Banking as a part of CBS.
- B. Establishing seamless integration of new CDMA Systems with the purchaser's leased line network, VSAT based WAN as well as RBI's Backbone network (INFINET).

The overall project consists of three parts:

1. Procurement, installation, commissioning & maintenance of CDMA based networking System
2. Interconnectivity between supplier's HUB Centre to Bank's Data Centre at Mumbai.
3. Commissioning of the network, integration with purchaser's network as well as with RBI INFINET.

The bidder shall quote for the Bandwidth Charges @9.6kbps per site per month. The Purchaser would need the required uptime and latency (VISA Standard to be maintained) to successfully execute the ATM/Cash-Dispenser transactions/Data Transfer. As part of their solution the bidder may like to install and quote for the proposed solution considering following items:

1. Antenna/Dish
2. Out Door Unit
3. Indoor Unit
4. Router of required specification

While submitting their offers the bidder is expected to take into consideration the following costs which it may require to incur

5. Connectivity charges between CDMA equipment (end point) and nearest Local Communication Tower of the bidder
6. Cost of connectivity charges to carry the communication on the backbone of CDMA Services provider
7. Connectivity charges between Bank's Data Centre (Reliance Mumbai) & Supplier's Hub Centre
8. CDMA services rental charges for 3 years (24 hrs a day)
9. Cables with connectors
10. Packing, Freight transit insurance charges should be included

11. Sales Tax with/without Form-C should be quoted
12. Service Tax should be quoted as per GOI norms
13. Equipment prices should be included, if any
14. Any liaison work for obtaining communication clearance charges, if any, should be included.
15. CDMA Services cost for three years after initial period of three years should be quoted separately.
16. Installation charges per CDMA equipment should be included.

The bidder shall quote total monthly charges for rental charges for CDMA services which will be paid in accordance with **ITB Clause 44**.

All the cabling done for WAN should be structured. The bidder shall do all the cabling through PVC conduit/casing/flexi pipe. The bidder shall document the cabling PATH along with equipment/rack layout and get it approved by Bank before installation.

The requirement for the project is divided in four (4) schedules. The requirement under each schedule is listed below.

#### **1.1 Schedule-I**

##### **Procurement of CDMA System:**

Procurement/supply of CDMA connectivity as described in the technical specification in schedule-2 of Section V of the RFP. This also includes installation & commissioning of the equipment.

#### **1.2 Schedule-II**

##### **Commissioning & integration of CDMA Network**

The connectivity between the supplier's HUB centre and ATM SWITCH Centre (of Allahabad Bank at Reliance Mumbai) shall be provided by the bidder at no extra cost to the Bank. This backhaul link may be leased line with ISDN Backup or any other stable media capable of providing the requisite uptime.

#### **1.3 Schedule – III**

##### **CDMA Services**

Total management of CDMA services as per schedule-3 of Section-V of the RFP shall be provided by the bidder which includes helping/manning/managing at various places and maintaining the required uptime of the CDMA network and performing suitable test to ensure high availability of the network. These services shall also be provided for a further period of three years after all the phases of the project are over.

#### **1.4 Schedule – IV**

##### **Management of hardware & Software delivered**

The total network along with the equipment should be manageable through a Network Management Solution (NMS). A node for monitoring should also be provided at Mumbai & Kolkata.

#### **1.5 Implementation strategy of the Network project.**

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The implementation of the project will be completed in phased manner. The supplier will have to submit a weekly progress report in this regard to Project Manager, Allahabad Bank for mutual discussion.

## **2. Quantity to be procured**

Total 300 in phased manner.

## **3. Delivery Schedule**

The exact names of the places and no. of units to be installed and commissioned at the centres will be provided in due course.

- a) The acquisition of Network Approval from the concerned authority to be taken within one month from the date of signing of contract.
- b) The CDMA service should be commissioned site (Branch/ATM/Cash Dispenser) wise within three weeks after obtaining Network approval from the concerned authority. If the network approval has already been obtained for the site or it is not required to be taken, the CDMA service should be commissioned within three weeks from the date of confirmed order or date of receipt of confirmed order whichever is later.
- c) The total project has to be completed in phased manner.

**SECTION V**  
**TECHNICAL SPECIFICATIONS FOR PROCURING CONNECTIVITY FOR ATMs/CASH DISPENSERS/BRANCHES USING CDMA TECHNOLOGY**

**1. Schedule—1:**

- a) To obtain Network Approval from the concerned authority for setting up CDMA Network
- b) To setup Allahabad Bank's ATM/Cash Dispenser/Branch connectivity using CDMA technology
- c) To integrate the network with Allahabad Bank's existing Wide Area Network, which includes leased lines and VSATs
- d) To integrate the network with RBI's existing VSAT Network (INFINET)
- e) The bidder shall allocate dedicated IP addressing scheme in co-ordination with the Bank.
- f) The total implementation should be completed in phased manner as per Bank's requirements

**2. Schedule—2:**

- 2.1. Installation and commissioning of CDMA equipment, Integration with purchaser's ATM Switch, existing networks as well as with RBI INFINET as the redundant inter-city connectivity. The relevant product information like user manual, technical specification sheets should be submitted along with offer. Failure to submit this information along with offer could result in disqualification
  - a) Specification for CDMA Equipment including backhaul proposed along with all necessary technical details of the solution proposed by the bidder should be submitted along with the "Technical Bid-Post Qualification" under "Proposed Network Design".

**3. Schedule—3:**

Services to run the network for minimum period of three years.

- a) To maintain total CDMA network uptime up to 99.00%
- b) During initial period of three years and three year support period the bidder should provide support service for 365 days at the following places :
  - (i) At Mumbai & Kolkata : With resident engineer
  - (ii) At Delhi & Lucknow : 24 Hour service support
  - (iii) At the remaining places the service should be available from 8:00 AM to 8:00 PM.
- c) The successful supplier should complete documentation explaining topology, components, configuration management details, training manuals, operational guides etc. and hand over two copies of such documents to Allahabad Bank, Head Office before installation and subsequently details of any additions to the network.

- d) The supplier should ensure that the operational training to the various levels of Allahabad Bank's staff is imparted in phased manner. For this purpose, the System Integrator will draw up a detailed syllabus to be covered for each level of staff, beginning from orientation level, in consultation with Allahabad Bank.

#### **4. Schedule—4:**

The specific requirement for ATM Connectivity project is specified as under:

- a) There should be a redundant connectivity by means of any media (dedicated Leased Lines from a service provider other than from whom the primary link is obtained, Backhaul VSAT, ISDN etc.) between Data Centre & Service Provider's Hub Centre besides the primary leased line connectivity.
- b) During the course of day's proceedings, a flat file (PBF) is required to be uploaded from the card issuing branch to ATM SWITCH through the network (during the day end process). Similarly another file is downloaded during day begin process. The network should have adequate provision to facilitate smooth upload/download of these files even if it amounts to increase in bandwidth.
- c) The required Bandwidth for the present and scalability to future expansion shall be available. There shall not be any bottleneck in the high-speed requirements for putting through the ATM transactions faster.
- d) As financial network shall travel through the network, a fully secured network shall be provided by the bidder. Purchaser's security auditor may audit the bidder's network. The bidder will have to comply with the shortcomings and suggestions given by the network security auditor.
- e) The bidder should provide suitable network topology for the purchaser based on its current and future requirements. The network topology chosen would be based on its feasibility and cost effectiveness and will also have sufficient levels of redundancy built into the design. Moreover, the design would be modular in nature so as to accommodate phased rollover and expansion of the project.

**SECTION VI  
BID FORM, PRICE SCHEDULE AND OTHER FORMATS**

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**1. BID FORM**

Date:

Ref. No. : HO: DIT:NET:CDMA:2006-07:11

To:

**Allahabad Bank,  
Head Office,  
Department of Information Technology,  
2, N. S. Road, Kolkata – 700 001**

Having examined the RFP including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver equipments and services including installation and commissioning in conformity with the said RFP in accordance with the Schedule of Prices indicated in the Commercial Offer and made part of this bid.

We undertake, if our bid is accepted, to deliver the Services/Goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our bid is accepted, we will obtain the guarantee of a Bank in a sum equivalent to 15% of the contract price for the due performance of the Contract in the form prescribed by the Purchaser.

We agree to abide by this bid for the period of 180 days after the date fixed for Pre-Qualification bid opening under **Clause 19** of the Instruction to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing for) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We agree that the Bank will have Single Point of Contact with us, at the address stated below, for the entire goods and services to be delivered by us in case our bid is accepted.

Address of Bidder for Single Point of Contact: .....

.....

We understand that the bank is not bound to accept the lowest or any bid the bank may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2006.

-----

(Signature)

-----

(In the Capacity of)

Duly Authorised to sign bid for and on behalf of

(Name & Address of Bidder) \_\_\_\_\_

**1A. PRICE SCHEDULE – RENTAL CHARGES**  
**(Applicable for an initial period of three years)**  
**(To be submitted along with Commercial Bid)**

A	B	C	D	E	F
Sno.	Item Description	Rental Charges (Rs.)	Taxes (CST/VAT), if any (Rs.)	Service Tax (Rs.)	Total Charges (Rs.)
1.	For Bandwidth of 9.6kbps Rental Charges per month per site				
2.	Any other charges, pl. specify				
	<b>TOTAL</b>				

**Total Cost (Per Site Monthly Rental) (In words) Rupees:** \_\_\_\_\_

1. In case of discrepancy between unit price and total price, the unit price shall prevail.
2. These charges are for a period of three years only. Initially the order would be placed for one year only. The rates and performance of the bidder shall be review after one year and subsequently orders would be placed.
3. At the end of three years a comprehensive review of performance of CDMA services shall be done as per Terms and Conditions of the contract.
4. The connectivity shall be on a monthly rental basis, to be billed on a half yearly and quarterly basis as per **ITB Clause 44**.
5. The rates quoted by the bidder shall be uniform for full term of three years all across the country. The bidder shall quote the rates for one option only.
6. **Please append a list of telecom circles where these rates are applicable and CDMA service is available.**

Place: \_\_\_\_\_

Signature of Bidder: \_\_\_\_\_

Date: \_\_\_\_\_

Business Address: \_\_\_\_\_

**Note:**

- Above Bandwidth charges should be inclusive of all charges including licence charges, if any
- The Bandwidth asked in SNo. 1 in the above table, the organisation may take only required number of CDMA systems for the initial period. **However the charges for 300 CDMA systems will be taken into account for Commercial Evaluation purposes.**
- The Organisation may at anytime increase or decrease the Bandwidth requirement by giving short notice through verbal communication/written intimation from an authorised official of the organisation.

**1B. PRICE SCHEDULE – RENTAL CHARGES**  
**(Applicable for a period of three years after the initial period of three years)**  
**(To be submitted along with Commercial Bid)**

<b>SNo.</b>	<b>Description</b>	<b>Cost in 1<sup>st</sup> year (Rs.)</b>	<b>Cost in 2<sup>nd</sup> year (Rs.)</b>	<b>Cost in 3<sup>rd</sup> year (Rs.)</b>	<b>Total (Rs.)</b>
1.	Bandwidth charges per month per site @9.6kbps per CDMA System				
2.	Any other recurrent charges				
	<b>TOTAL</b>				

**Note:**

- Above Bandwidth charges should be inclusive of all charges including licence charges, if any
- The Bandwidth asked in Sl.No. 1 in the above table, the organisation may take only required number of CDMA systems for the initial period. **However the charges for 300 CDMA systems will be taken into account for Evaluation purposes.**
- The Organisation may at anytime increase or decrease the Bandwidth requirement by giving short notice through verbal communication/written intimation from an authorised official of the organisation.

## **2. BID SECURITY FORM**

(FORMAT OF BANK GUARANTEE (BG) FOR BID SECURITY)

(ON A NON-JUDICIAL STAMP PAPER OF RS.100.00)

To:

**ALLAHABAD BANK,  
Head Office,  
Department of Information Technology,  
2, Netaji Subhas Road,  
Kolkata-700001, India**

WHEREAS \_\_\_\_\_ (hereinafter called "the Bidder") has submitted its bid dated \_\_\_\_\_ (*date of submission of bid*) for the hiring of \_\_\_\_\_ (*name and/or description of services*) (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 ALLAHABAD BANK (hereinafter called "the Purchaser") in the sum of \_\_\_\_\_ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_, 200\_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
  - (a) fails or refuses to execute the Contract Form if required; or
  - (b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders;

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due 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 including **45 days** after the period of the bid validity i.e. up to \_\_\_\_\_ (mention date of expiry which should be a minimum of bid validity + **45 days**), and any demand in respect thereof should reach the Bank not later than the above date.

Place :

SEAL

Code No.

SIGNATURE.

NOTE:

1. SUPPLIER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG.
2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.

**3. PERFORMANCE SECURITY FORM**

(BANK GUARANTEE FORMAT)

**(ON NON-JUDICIAL STAMP PAPER OF RS.100.00)**

Bank Guarantee No.

Date:

To:  
Allahabad Bank,  
Kolkata, India

WHEREAS \_\_\_\_\_ (Name of the Supplier) hereinafter called "the Supplier" has undertaken, in pursuance of contract dated \_\_\_\_\_ 20\_\_\_\_ to supply/provide \_\_\_\_\_ (Description of Goods and Services) hereinafter called "the Contract".

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

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

THEREFORE We hereby affirm that we are Guarantors and responsible to you on behalf of the Supplier, up to a total of Rs. \_\_\_\_\_ (Amount of guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the contract and without evil or argument, any sum or sums within the limit of Rs. \_\_\_\_\_ (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 \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

Signature and Seal of  
Guarantors

Date: 20

Address:

**NOTE:**

1. Suppliers should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.
2. Stamp paper is required for the bank guarantees issued by the banks located in India.

**4. PROFORMA OF CERTIFICATE FOR ISSUE BY THE PURCHASER  
AFTER SUCCESSFUL COMMISSIONING OF THE SUPPLIED GOODS/SERVICES**

No. \_\_\_\_\_ Date: \_\_\_\_\_  
M/s.....

**Sub: Certificate of Commissioning of CDMA Services**

1. This is to certify that the CDMA based system has been successfully installed and commissioned at the below given address. The connectivity has been successfully tested and required connectivity for the ATM/Cash Dispenser/Branch has been achieved (subject to remarks in para no. 2) in accordance with the Contract/System Configuration/Specifications.
  - a) Complete Site Address : \_\_\_\_\_  
\_\_\_\_\_
  - b) HO Order No.: \_\_\_\_\_ Dated : \_\_\_\_\_
  - c) Description : \_\_\_\_\_
  - d) Quantity : \_\_\_\_\_
  - e) Date of Commissioning & Proving test : \_\_\_\_\_
2. Remarks (if any) : \_\_\_\_\_  
\_\_\_\_\_
3. The proving tests have been done to our entire satisfaction and operators have been trained to use the system.
4. The supplier has fulfilled his contractual obligations satisfactorily \*\*  
Or  
The supplier has failed to fulfil his contractual obligations with regard to the following:
  - a)
  - b)

Signature  
Name  
Designation with Stamp

\*\* Explanatory Notes for filling up the certificates:

Points to be considered while filling up para No. 4 of the certificate on contractual obligations of the supplier.

- a) He has adhered to the time schedule specified in the contract in establishing the connectivity.
- b) He has installed and commissioned the units in time i.e. within the period specified in the contract from the date of the intimation by the Purchaser in respect of the installation and commissioning.
- c) Training of personnel as per contractual obligation by the supplier has been done.
- d) In the event of documents having not been supplied or installation and commissioning of the connectivity have been delayed on account of the supplier, the extent of delay should always be mentioned.
- e) The certificate generated should be jointly signed by the purchaser and supplier.

**5. FORMAT FOR QUALIFICATION APPLICATION**  
**FORMAT-A: FINANCIAL & BUSINESS CAPABILITY**

Name of the Bidder:					
Address of the bidder :					
Telephone:		Fax:		Telex /e-mail:	

1. Financial details of the bidder:

<b>Financial</b>	<b>2005-2006 (Rs.)</b>	<b>2004-2005 (Rs.)</b>	<b>2003-2004 (Rs.)</b>
<b>(i) Turnover</b>			
<b>(ii) Profit</b>			

2. Latest Balance Sheet filed with \_\_\_\_\_ on \_\_\_\_\_ (Attach audited copies of annual accounts of past 3 years. Indigenous bidders to attach copy of accounts audited under section 44AB of Income Tax Act. In case the accounts are not required to be audited, the information in this statement should be attested by a Chartered Accountant or Manager of a Nationalised Bank).
3. Latest Profit & Loss Statement from \_\_\_\_\_ to \_\_\_\_\_ filed with \_\_\_\_\_ on \_\_\_\_\_ (Attach an audited copy).
4. Income Tax Clearance - Pl. enclose copies of following documents :
- Details of Income tax registration; and
  - Last Income Tax clearance certificate.

Signature and Seal of the Bidder with Date: \_\_\_\_\_



**5. FORMAT FOR QUALIFICATION APPLICATION**

**FORMAT-B: CAPABILITY STATEMENT OF PERSONNEL, EQUIPMENT, PLANT AND PAST PERFORMANCE**

Name of the Bidder:					
Address of the bidder:					
Telephone:		Fax:		Telex /e-mail:	

1. Classifications Circle what is Applicable
- |                           |  |
|---------------------------|--|
| 1) Manufacturer           |  |
| 2) Authorised Agent       |  |
| 3) Dealer                 |  |
| 4) Others, please specify |  |

1. Main Hub/Plant/Data Centre of the Service Provider:

- a) Location:
- b) Description, Type & Size :  
of building
- c) Is property on lease:  
or free hold ?
- d) If on lease indicate date:  
of expiry of lease in each case

2. a) Type of equipment manufactured and supplied/services provided during last 2 years.

Name of Equipment/ Service	Capacity, Size	Nos. Manufactured/ No. of Places where service is provided	Project to which supplies are made	No. of order on hand

b) Type of equipments manufactured/installed and commissioned or Services rendered during last 2 years.

Name of Equipment/ Service	Capacity, Size	Nos. Manufactured/No . of Places where service is provided	Project to which supplies, installed and commissioned	No. of order on hand

4. a) Types of equipment supplied during last 2 years other than those covered under 3 above.

Name of Equipment	Capacity, Size & model	Name of Manufacturer & Country of Origin	Total Nos. supplied and commissioned	Projects to which supplied installed and commissioned	No. of Orders on hand

b) Types of equipment supplied, installed and commissioned or services provided during last 2 years other than those covered under 3.a. and 3.b. above.

5. Main Hub/Plant/Data Centre Facilities:

	Sq. Meter	Remarks
a) Space available for manufacture	-----	
b) Space available for storage	-----	
c) Space available for storage items	-----	
d) Are buildings fire resistant?	Yes/No	
e) Are premises approved by Municipal fire department?	-----	
f) Are buildings under Municipal fire protection?	-----	
g) Are power & fuel supply adequate to meet requirements?	-----	
h) Are adequate transportation facilities available?	-----	
i) Are safety measures adequate for performance of proposed contract?	-----	
j) Are adequate material handling equipment available?	-----	

6. Personnel / Organisation :

Give Organisation chart for following, indicating clearly the No. of employees at various levels :

- a. Production
- b. Marketing
- c. Installation and commissioning
- d. Services
- e. Spare parts
- f. Administrative

7. a) List of Centers where the bidder is having its own office  
(Please attach list as per following format)

Sl. No.	Location & Address	Phone No.

b) List of Service Centres of the bidder (Please attach list as per following format)

Sl. No.	Location & Address	Phone No.

8. Details of Organisation at Service Centre

- a) No. of skilled employees -----
- b) No. of unskilled employees -----
- c) No. of engineering employees -----
- d) No. of administrative employees -----
- e) List of special repair/workshop facility available -----
- f) The storage space available for spare parts \_\_\_\_\_ sq.m
- g) Value of minimum stock of spares -----  
available at all the service centres in  
respective currency
- h) List of the models/types by number of  
equipment serviced by the centre in  
last 2 years :

9. Names of two buyers to whom similar equipment are supplied, installed and commissioned in the past and to whom reference may be made by the purchaser regarding the bidder's technical and delivery ability:

- a) -----
- b) -----

10. List of components usually subcontracted -----

11. Schedules for furnishing technical data and certified drawings after receipt of orders  
\_\_\_\_\_

12. Workload as percentage of total capacity for the current and forthcoming financial year on quarterly basis \_\_\_\_\_

13. Number of weeks required to prepare a bid proposal \_\_\_\_\_.

**THE SERVICE PROVIDER MUST FURNISH THE PROOF IN THE FORM OF SERVICE PROVIDER LICENSE TO OPERATE COMMERCIAL CDMA SERVICES IN INDIA.**

Signature and Seal of the Bidder with Date: \_\_\_\_\_



**6. SERVICE SUPPORT DETAILS**

S. No.	Place (Where bidder has the office)	NEAREST SERVICE CENTRE			Value of Min. stock available at all times
		Phone No., Fax No. and Email Address	Status of Office working days & hours	Number of Technical Support Staff	
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
21.					
22.					
23.					
24.					
25.					
26.					
27.					
28.					
29.					
30.					
31.					
32.					
33.					
34.					
35.					

Signature and Seal of the Bidder with Date: \_\_\_\_\_

**7. EXPERIENCE AS CDMA SERVICE PROVIDER & REFERENCES**

For each project attach a separate sheet. The information with regard to each project should be submitted in the following format. The bidder should minimum submit details of one project (preferably related to ATM).

Project #	
Project Name/Title	
Name of Client	
Name of Reference Person	
Contact Address and Tel No. of the Reference Person	
Man-month efforts put in to complete the project	
Duration within which the project was completed	
Role of the Company; Whether end-to-end or part of the project	
Security features implemented	

### **8. LOCATIONS WHERE ALLAHABAD BANK HAS ITS ZONAL OFFICES**

The bidder should provide its corresponding office for the respective Zonal Offices of Allahabad Bank, from where it proposes to provide the support services during the currency of the project. The bidder should be in a position to provide service support and correct the defect within 4 Hours from the time it is reported/ detected.

<b>Sno.</b>	<b>Location of Zonal Office</b>
1.	AHEMEDABAD
2.	ALLAHABAD
3.	ASANSOL
4.	BAHRAICH
5.	BANGALORE
6.	BARASAT
7.	BEHALA
8.	BHOPAL
9.	BHUBANESWAR
10.	CHANDIGARH
11.	CHENNAI
12.	CHINSURAH
13.	DEHRADUN
14.	DEOGHAR
15.	DIBRUGARH
16.	GONDA
17.	GORAKHPUR
18.	GUWAHATI
19.	HAMIRPUR
20.	HYDERABAD
21.	JABALPUR
22.	JAIPUR

<b>Sno.</b>	<b>Location of Zonal Office</b>
23.	LUDHIANA
24.	JHANSI
25.	KANPUR
26.	KOLKATA (METRO)
27.	KOLKATA (URBAN)
28.	LAKHIMPUR KHERI
29.	LUCKNOW
30.	MEERUT
31.	MIDNAPUR
32.	MIRZAPUR
33.	MORADABAD
34.	MUMBAI
35.	MUZAFFARPUR
36.	NAGPUR
37.	NEW DELHI
38.	PATNA
39.	RAIPUR
40.	RANCHI
41.	SATNA
42.	SILIGURI
43.	SITAPUR
44.	VARANASI