बैंक ऑफ़ बड़ौदा
Bank of Baroda

VIJAYA | DENA

Sydney Operation

REQUEST OF PROPOSAL

For Selection of Vendor for Supply of Computer Hardware, Peripherals

Ref: BOB/SYD/2024-25/FEB/03 dated 25-Feb-2025

Office: 701-702, Level 7, 265, Castlereagh Street, Sydney NSW 2000.
Phone No: + 61 2 9087 7400, 7405(D)   Fax: + 61 2 9087 7450
Email: ce.australia@bankofbaroda.com   Web: www.bankofbaroda.com.au

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Schedule of Events

Sl No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email and office address for sending any kind of correspondence regarding this RFP)	Name: Mr. Ajit Kumar Designation: Chief Manager - IT Email ID : it.australia@bankofbaroda.co.in Contact Address: Same as above Contact Number: 02 9087 7409
2	Bid Document Availability including changes / amendments, if any to be issued	RFP may be downloaded from https://www.bankofbaroda.com.au/tenders from **27-02-2025.**
3	Last date for requesting clarification	Up to **1700 hrs. o**n **05-03-2025.** All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail.
4	Pre - bid Meeting	From **1600 hrs.** to **1700 hrs.** on **10-03-2025** through online MS Teams meeting if required.
5	Clarifications to queries raised at pre- bid meeting will be provided by the Bank.	**By 17: 00 hrs. on 13-03-2025** **Mode: Offline**
6	Last date and time for Bid submission	**Up to 11: 00 hrs. on 20-03-2025** **Mode: Offline**
7	Address for submission of Bids	Chief Executive Bank of Baroda Sydney Territory Office: 701-702, Level 7, 265, Castlereagh Street, Sydney NSW 2000
8	Date and Time of opening of Technical Bids	**1400 hrs.** on 21**-03-2025** Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.
9	Opening of Indicative Price Bids	Indicative price bid of technically qualified bidders only will be opened on a subsequent date.
10	Reverse Auction	On a subsequent date which will be Communicated to such Bidders who qualify in the Technical Bid.
11	Tender Fee	NIL

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Sl No	Particulars	Remarks
12	Earnest Money Deposit	Nil
13	Bank Guarantee	Nil
14	All letters must be addressed to the	Chief Executive Bank of Baroda Sydney Territory

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Part-I

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Part-II

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I	PRE-BID QUERY FORMAT

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1. **INVITATION TO BID:**

    i. **Bank of Baroda** having its Corporate Centre at BCC Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, foreign offices etc.) of Bank of Baroda, branches/other offices, Subsidiaries and Joint Ventures available at various locations and managed by the Bank. This Request for Proposal (RFP) has been issued by **the Bank of Baroda Australia Territory** for Selection of Vendor for Supply and Installation of Computer Hardware, Peripherals.

   ii. To meet our operational requirements, the Bank proposes to invite online Bids from eligible Bidders to Supply and Installation of Computer Hardware, as per the specification mentioned in **Appendix-E** of this RFP.

  iii. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Appendix-B** of this RFP and is willing to provide the services as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. **Consortium bidding is not permitted under this RFP**.

   iv. Address for submission of online Bids, contact details including email address for sending communications are given in Schedule of Events of this RFP.

    v. The purpose of Bank of Baroda Australia Territory behind this RFP is to select a suitable bidder who can supply & installed computer hardware and peripherals.

   vi. This RFP document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

  vii. Interested Bidders are advised to go through the entire RFP before submission of online Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for providing of proposed service**s** for Bank of Baroda Australia Territory are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide Bank of Baroda Australia territory the proposed requirement adhering to Bank's requirements outlined in this RFP.

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2. DISCLAIMER:

i. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of Bank of Baroda Australia territory, is subject to the terms and conditions set out in this RFP.

ii. This RFP is not an offer by Bank of Baroda Australia territory, but an invitation to receive responses from the eligible Bidders.

iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where it is necessary to obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

iv. The Bank, its employees make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.

v. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

vi. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.

vii. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

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3. DEFINITIONS:

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

i. **"The Bank"** 'means the Bank of Baroda Australia territory (including domestic branches and foreign offices), Subsidiaries and Joint Ventures, where the Bank has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.

ii. **"Bidder/Channel Partner"** means an eligible entity/firm submitting the Bid in response to this RFP.

iii. **"Bid"** means the written reply or submission of response to this RFP.

iv. **"The Contract"** means the agreement entered between the Bank and Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

v. **"Total Contract Price/Project Cost/TCO"** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.

vi. **"Vendor/Service Provider"** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1 (lowest in reverse auction) Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Bank.

vii. **"The Equipment/Product"** means all the hardware, it's all components, associated software/firmware/operating software which the Vendor is required to supply to the Bank under the Contract.

viii. **"Services"** means all services ancillary to the supply of the Service, such as transportation, transit insurance, installation, commissioning, customization, integration, provision of technical assistance, training, maintenance, consultancy and other such obligations of Service Provider covered under the Contract.

4. SCOPE OF WORK:

As given in **Appendix-E** of this document.

5. ELIGIBILITY AND TECHNICAL CRITERIA:

   i. Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Appendix-B** of this document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.

6. COST OF BID DOCUMENT:

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank or any other costs incurred in connection with or relating to their Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

7. CLARIFICATION AND AMENDMENTS ON RFP/PRE-BID MEETING:

   i. Bidder requiring any clarification on RFP may notify the Bank in writing strictly as per the format given in **Appendix-K** at the address/by e-mail within the date/time mentioned in the Schedule of Events.

  ii. The queries received (without identifying source of query) and response of the Bank thereof will be posted on the Bank's website or conveyed to the Bidders.

 iii. The Bank reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Bank's website regularly till the date of submission of Bid document specified in the Schedule of Events/email and ensure that clarifications / amendments issued by the Bank, if any, have been taken into consideration before

submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. The Bank, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.

iv. No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.

v. Queries received after the scheduled date and time will not be responded/acted upon.

8. CONTENTS OF BID DOCUMENT:

i. The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.

ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. The Bank has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.

iii. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English.

iv. The information provided by the Bidders in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

9. BID PREPARATION AND SUBMISSION:

The Bid is to be submitted **separately for technical and Price** on Territory office situated at Office: 701-702, Level 7, 265, Castlereagh Street, Sydney NSW 2000f for **Supply and Installation of Computer Hardware, Peripherals.**in response to the **RFP No. ___dated** _____.

    (a)   Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.

    (b)   Bid covering letter/Bid form on the lines of **Appendix-A** on Bidder's letter head.

    (c)   A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.

    (d)   If applicable, copy of registration certificate issued by competent authority as mentioned in Sl No 2 of Eligibility Criteria under Appendix-B.

ii. Bidders may please note:

(a)   The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.

(b)   While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section.

(c)   Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.

(d)   The Bid document shall be complete in accordance with various clauses of the RFP document, or any addenda/corrigenda or clarifications issued in connection there to, duly signed by the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.

(e)   Bids are liable to be rejected if only one Bid (i.e. Technical Bid or Price Bid) is received.

(f)   If deemed necessary, the Bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.

(g)   The Bidder may also be asked to give a presentation for the purpose of clarification of the Bid.

(h)   The Bidder must provide specific and factual replies to the points raised in the RFP.

(i)   The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.

(j)   All the enclosures (Bid submission) shall be serially numbered.

(k)   The Bank reserves the right to reject Bids not conforming to above.

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10. DEADLINE FOR SUBMISSION OF BIDS:

i. Bids must be submitted online to territory office of Bank of Baroda thorough post or impersonal by the date and time mentioned in the "Schedule of Events".

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

iii. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.

11. MODIFICATION AND WITHDRAWAL OF BIDS:

i. The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, prior to the deadline prescribed for submission of Bids.

ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.

iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP.

12. PERIOD OF BID VALIDITY AND VALIDITY OF PRICE QUOTED IN REVERSE AUCTION (RA):

i. Bid shall remain valid for duration of 6 calendar months from Bid submission date.

ii. Price quoted by the Bidder in Reverse auction shall remain valid for duration of 6 calendar months from the date of conclusion of RA.

iii. In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, any extension of validity of Bids or price will not entitle the Bidder to revise/modify the Bid document.

iv. Once Purchase Order or Letter of Intent is issued by the Bank, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

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13. BID INTEGRITY:

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

14. BIDDING PROCESS/OPENING OF TECHNICAL BIDS:

i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events. The technical Bids will be opened in the presence of representatives of the Bidders. However, Bids may be opened even in the absence of representatives of one or more of the Bidders.

ii. In the first stage, only technical Bid will be opened and evaluated. Bids of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for indicative price Bid opening and further RFP evaluation process.

iii. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished; the documents have been properly signed. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

iv. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the RFP. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP into, without any deviation.

v. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the same.

vii. If a Bid is not responsive, it will be rejected by the Bank and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

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15. TECHNICAL EVALUATION:

i. Technical evaluation will include technical information submitted as per technical Bid format, demonstration of proposed services, reference calls and site visits, wherever required.

ii. During evaluation and comparison of Bids, the Bank may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No clarification at the initiative of the Bidder shall be entertained after bid submission date.

16. EVALUATION OF PRICE BIDS AND FINALIZATION:

i. The price Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened.

ii. All the Bidders who qualify in the evaluation process shall have to participate in the price Bid(s) opening activity conducted by Bank's

iii. The Bidder will be selected as L1 based on net total of the price evaluation as quoted in the price Bid(s)

Errors, if any, in the price breakup format will be rectified as under:

(a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.

(b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.

(c) If the Bidder has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.

(d) The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.

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17. CONTACTING THE BANK:

i. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of indicative price Bid to the time, the Contract is awarded.

ii. Any effort by a Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bid.

18. POWERS TO VARY OR OMIT WORK:

i. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Bank confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation involves extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

ii. In any case in which the successful Bidder has received instructions from the Bank as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change.

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19. WAIVER OF RIGHTS:

Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this RFP will not automatically operate as a waiver of such right, power or remedy or any other right, power or remedy and no waiver will be effective unless it is in writing and signed by the waiving Party. Further the waiver or the single or partial exercise of any right, power or remedy by either Party hereunder on one occasion will not be construed as a bar to a waiver of any successive or other right, power or remedy on any other occasion.

20. CHANGE IN ORDERS:

i. The Bank may, at any time, by a written order given to Service Provider, make changes within the general scope of the Contract in any one or more of the following:

21. CONTRACT AMENDMENT:

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

22. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award as specified in Award Criteria and Award of Contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

23. RIGHT TO VERIFICATION:

The Bank reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

24. SUBCONTRACTING:

As per scope of this RFP, sub-contracting is not permitted.

25. DELAY IN SERVICE PROVIDER'S PERFORMANCE:

i. Services shall be made by Service Provider within the timelines prescribed in part II of this document.

ii. If at any time during performance of the Contract, Service Provider should encounter conditions impeding timely delivery and performance of Services, Service Provider shall promptly notify the Bank in writing of the fact of the delay, it's likely duration and cause(s). As soon as practicable after receipt of Service Provider's notice, the Bank shall evaluate the situation and may, at its discretion, extend Service Providers' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.

iii. Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this RFP document).

26. SERVICE PROVIDER'S OBLIGATIONS:

i. Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

ii. Service Provider is obliged to work in co-ordination with the Bank's staff and abide by directives issued by the Bank from time to time and complete implementation activities within timelines.

iii. Service Provider shall treat as confidential all data and information about the Bank, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank.

claim; and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.

iv. Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an Infringement Claim and Service Provider did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the product by the Bank.

27. LIQUIDATED DAMAGES:

If Service Provider fails to deliver service and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without

prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

28. CONFLICT OF INTEREST:

i. Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Bank Guarantee) if any, as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Bank under the bidding Documents and/ or the Agreement or otherwise.

ii. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:

29. CODE OF INTEGRITY AND DEBARMENT/BANNING:

i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.

ii. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of contract. Failure to do so would amount to violation of this code of integrity.

iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.

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iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

(a) "**Corrupt practice**" means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;

(b) **"Fraudulent practice"** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in an RFP process or to secure a contract or in execution of the contract;

(c) **"Coercive practice"** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;

(d) **"Anti-competitive practice"** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;

(e) **"Obstructive practice"** means materially impede the Bank's or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank's rights of audit or access to information;

v. **Debarment/Banning**
Empanelment/participation of Bidders and their eligibility to participate in the Bank's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank's procurement process shall be considered against delinquent Vendors/Bidders:

(a) **Holiday Listing (Temporary Debarment - suspension):**

Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanors, the vendors may be put on a holiday listing (temporary debarment) for a period up to 12 (twelve) months. When a Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Vendor is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);

- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);

- Vendors undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

(b) Debarment from participation including removal from empaneled list

Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Vendor is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Vendor from the list of empaneled vendors are:

- Without prejudice to the rights of the Bank under Clause *45(i)* hereinabove, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Bank during a period of 2 (two) years from the date of debarment.

- The Vendor fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its service line affecting its performance adversely, or fails to cooperate or qualify in the review for empanelment;

- If Vendor ceases to exist or ceases to operate in the category of requirements for which it is empaneled;

- Bankruptcy or insolvency on the part of the vendor as declared by a court of law; or

- Banning by Ministry/Department or any other Government agency;

- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents;

- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation;

- Employs a government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or

- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.

- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company have been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) **Banning from Ministry/Country-wide procurements**

For serious transgression of code of integrity, a delinquent Vendor (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of Mauritius for a period not exceeding three years commencing from the date of debarment.

30. TERMINATION FOR DEFAULT:

i. The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
   (a) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank;
   (b) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement;
   (c) Violations of any terms and conditions stipulated in the RFP;
   (d) On happening of any termination event mentioned in the RFP/Agreement.

Prior to providing a written notice of termination to Service Provider under clause *46 (i) (a) to 46 (i) (c),* the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

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ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.

iii. If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another Service Provider or to the Bank.

iv. During the transition, Service Provider shall also support the Bank on technical queries/support on process implementation.

v. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.

vi. In the event of failure of Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another Service Provider. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

31. FORCE MAJEURE:

i. Notwithstanding the provisions of terms and conditions contained in this RFP,

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neither party shall be liable for any delay in in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.

ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

iii. If a Force Majeure situation arises, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider 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.

iv. If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.

32. TERMINATION FOR INSOLVENCY:

The Bank may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

33. TERMINATION FOR CONVENIENCE:

i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).

ii. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

34. DISPUTES / ARBITRATION (APPLICABLE IN CASE OF SUCCESSFUL BIDDER ONLY):

i. All disputes or differences whatsoever arising between the parties out of or in connection with the Contract (including dispute concerning interpretation) or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the Contract, abandonment or breach of the Contract), shall be settled amicably. If however, the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any Party notifying the other regarding the disputes, either party (SBI or Service Provider), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Mauritians Laws and arbitration proceeding shall be conducted in accordance with Arbitration and Conciliation Act 1996 and any amendment thereto. Any appeal will be subject to the exclusive jurisdiction of courts at Sydney.

ii. Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

iii. Arbitration proceeding shall be held at Sydney, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

35. GOVERNING LANGUAGE:
The governing language shall be English.

36. APPLICABLE LAW:
The Contract shall be interpreted in accordance with the laws of the Australia and shall be subjected to the exclusive jurisdiction of courts at NSW.

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37. NOTICES:

Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by Fax and confirmed in writing to other Party's address. The notice shall be effective when delivered or on the notice's effective date whichever is later.

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BID FORM (TECHNICAL BID)
[On Company's letter head]

(To be included in Technical Bid and signed on all pages)

To:

The Chief Executive
Bank of Baroda
Sydney Territory
Australia

Dear Sir,

RFP Ref No :- BOB/SYD/2024-25/FEB/03 dated 25-Feb-2025

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to provide service to implement Financial Accountability Regime as per the desired services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP.

i. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed with this letter.

- We declare that we are not in contravention of the conflict-of-interest obligation mentioned in this RFP.

- Prices submitted by us have arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.

- The Prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.

- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.

- We have quoted for all the Services mentioned in this RFP in our indicative price Bid.

- The rate quoted in the Price Bids are as per the RFP and subsequent pre- Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.

ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Australia.

iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

iv. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.

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v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.

vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.

vii. We agree to abide by all the RFP terms and conditions and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the RFP, which shall remain binding upon us.

viii. On acceptance of our technical bid, we undertake to participate in Reverse auction by way of login in Reverse auction tool. In case of declaration as successful Vendor on completion of Reverse auction process, we undertake to complete the formalities as specified in this RFP.

ix. The commercial bidding process will be conducted by the Bank.

x. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on the Bank and us.

xi. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.

xii. We hereby certify that our name does not appear in any "Caution" list of Australia or any other regulatory body for outsourcing activity.

xiii. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affects our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.

xiv. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.

xv. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.

xvi. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this .... day of.................................. 20..

_____

(Signature)   *(Name)*

       (In the capacity of)
Duly authorized to sign Bid for and on behalf of

Seal of the company.

Bank of Baroda Sydney Operation

	Bidder's Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
1	Should be in Core Computer Hardware Business, at least for a period of last three years		A self-certified letter compliance of the Terms conditions,
2	Vender should have technically qualified engineers who have expertise and certification to support the installations of Computer Hardware and Peripherals.		Self certified letter certifying – having technically qualified engineers
3	Authorization from OEM as Business Partner		Letter / Certificate from OEM as business partner
4	Should be able to deliver the Hardware & Peripherals within 2 weeks from the date of purchase order. For late delivery the LD clause would be applicable @1% of the contract value inclusive of all taxes, duties, levies etc., per week or part thereof subject to a maximum of 3%.		A self-certified letter to be Submitted for meeting the delivery schedule and accepting the LD clause along with a copy of the respective OEM's confirming to adhere the delivery schedules.

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Name & Signature of authorised signatory

Seal of Company

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	Bidder Details

Details of the Bidder

S. No.	Particulars	Details
1.	Name	
2.	Date of Incorporation and / or commencement of business	
3.	Certificate of incorporation	
4.	Brief description of the Bidder including details of its main line of business	
5.	Company website URL	
6.	Company ABN Number	
7.	Company Tax Number	

8.	Particulars of the Authorized Signatory of the Bidder
	   a) Name
	   b) Designation
	   c) Address
	   d) Phone Number (Landline)
	   e) Mobile Number
	   f) Fax Number
	   g) Email Address	

9	Details for EMD Refund (applicable only if EMD is directly credited in designated account):-
	   a) Account No.
	   b) Name of account holder
	   c) Name of Bank
	   d) IFSC Code	

Name & Signature of authorised signatory

Seal of Company

Bank of Baroda Sydney Operation

Technical Specifications of Computer Hardware and Peripherals

Desktop Type B PC without Monitor	Complied	
HARDWARE: Make & Model of Desktop PC – __	Y/ N	If no. remarks
FORM FACTOR – Tower /SFF		
CPU - Intel Core i5 - 12400 Series Processor / AMD Ryzen 5 Pro 5650G Series Processor		
FREQUENCY - Base frequency @ 2.5 GHz or higher and turbo frequency @ 4.4 Ghz or higher		
CORE - 6 cores or higher		
CHIPSET - Any compatible Intel / AMD Chipset meeting the specification below. Motherboard should be of OEM with OEM logo embossed on it (stickering not allowed)		
BIOS - Standard BIOS		
MEMORY - 16 GB (1x16GB) DDR4 2666 / 2933 MHz or higher		
MEMORY EXPANDABILITY - Expandable to Min 64 GB		
MEMORY SLOT - Min. 2 Nos.		
CD Drive - SATA Min. 8x DVD+/- RW with dual layer write capability		
SSD - 512 GB Solid State Drive (SSD) or higher		
NIC - Integrated 10/100/1000 Mb/s PCI Bus Fast Ethernet adapter with Wake on LAN		
GRAPHICS - Integrated Intel HD graphics with shared RAM or AMD Radeon Vega 11 HD graphics or equivalent or higher.		
AUDIO - High Definition Audio or equivalent with Internal / External Speaker		
POWER SUPPLY - Min 180W 100-240VAC 50-60Hz		
EXPANSION SLOTS - Min. One PCI Express x16, Min. **One** PCIe x1 / PCIe / PCI.		
PORTS: Front - Min. 4 USB port, Universal Audio Jack. Rear - Min. 2 USB port, Ethernet (RJ 45), 1 no. of VGA + 1 no. of HDMI / DVI Port / Display Port, Line in, Line out. Note: Total USB Ports 6 no's out of which Min 2 USB Port with 3.2 required.		
TOTAL DRIVE BAYS - Min. 2 Bays		
KEYBOARD - 104 Keys USB Heavy Duty Keyboard (Make - OEM)		
POINTING DEVICE - Two Buttons with scroll button USB Mouse with PAD (Make - OEM)		
SOFTWARE:		
OS CERTIFICATION - Windows 11 Pro		
SECURITY - Boot Setup Password & TPM 2.0		
MANAGEABILITY - Pre-Failure Notification for Memory & HDD		
COMPLIANCE (Latest) - Safety - Any one or more EPEAT Certified rating, Energy Star 7.0 compliant, Green guard, RoHS & Green Peace Rating of 4 or above		

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OPERATING SYSTEM – Windows 11 64-bit Pro preloaded down gradable to Windows 10 64-bit Pro with CD, Drivers CD and Recovery CD. Note: In future if there is any requirement to downgrade the Desktop PC from Windows 11 to Windows 10, Vendor has to depute engineers to downgrade these Desktop PC at its respective locations without any additional cost to the Bank.		
Min. 21.5" Wide TFT LED Colour Monitor (Make – Desktop OEM) with a compliant standard of TCO 8.0		

General :
  a) Recovery Partition/Recovery media with driver s/w should be available with each system.
  b) OEM Logo should be embossed in the motherboard, HDD & SSD.
  c) In case of any kind of replacement required with storage devices the same shall not be handed over to any service provider/partners in any case. The same will be in possession of Bank only.		

Printer cum Scanner with Networking

Multi-Functional Printer -	
Make & Model:	
Functions	**Print, Copy, Scan, Fax**
Printing	**Mono/ Colour**
Print speed black (normal, A4)	Min. 38 ppm
First page out black (A4, ready)	As fast as less than 8 sec
Monthly Print Volume	500 to 4000 pages per month
Print technology	Laser
Print quality black (best)	Up to 600 x 600 dpi (1200 dpi effective)
Paper handling	
Paper handling standard/input	Two trays. One Multipurpose tray of 250- sheet input capacity and one manual feed paper tray of Min. 100 sheet input capacity
Duplex print options	Automated
Media sizes supported	A4,Legal Size
Additional specifications	
Processor speed	Min. 266 Mhz
Standard memory(min)	Min. 256 MB
Scanner Specifications	
Scanning	Color
Scan type	Flatbed, ADF
Optical scanning resolution	Up to 600 x 600 dpi (1200 dpi effective)
Bit depth	24-bit
Scan speed black (normal)/Color	Min. 20 ppm

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Network Switch

Sr. No.	Required Minimum Specifications
1	Minimum of 24 port 10/100/1000 Mbps Fast Ethernet auto sensing ports, with minimum 41 Mbps for 64-byte packet forwarding rate
2	19-inch Rack-Mountable
3	Full-Duplex Operation on Fast Ethernet
4	Multiple Load Sharing Trunks
5	Minimum of 512 MB DRAM and 32 MB Flash memory
6	Support for minimum of 8000 MAC addresses
7	IEEE 802.1Q VLAN Support – Port based VLANs
8	RADIUS or TACACS + Support
9	High MTBF Support
10	The Switches must be able to generate Syslog Messages with timestamp and Severity codes, which can be exported to a Syslog Server.
11	The Switches must be able to Build up its own inventory (like Device Name, Chassis Type, Memory, Flash, Software ver. Etc or equivalent fields)
12	Configurable up to 255 IGMP groups
13	Support for Local Proxy Address Resolution Protocol (ARP) to work in conjunction with Private VLAN Edge to minimize broadcasts and maximize available bandwidth.
14	Rack mounting kit for securing the switch in standard rack are to be provided.

Layer 1 Features: -

1	Support for 100 BASE-TX

Layer 2 Features: -

1	L2 Switching Support
2	Multi-Link Trunking
3	Ability to manage individual switches as a group for VLANs configuration purposes
4	Support for Spanning-Tree Protocol (IEEE 802.1D)
5	STP Fast Calculation features as uplink fast for faster convergence or equivalent feature
6	Per-port broadcast, multicast, and storm control to prevent faulty end stations from degrading overall systems performance.

QoS Features:-

1	Support for Classification and scheduling based on 802.1p/Q
2	Support for 802.1p class-of-service (CoS). Ability to Mark/override 802.1P CoS per port
3	Four queues per egress port.
4	Weighted Tail Drop(WTD) for congestion avoidance or equivalent feature

Multicast Support:-

1	Multicast must be supported in hardware so that performance is not affected by multiple multicast instances.
2	L2 Multicast Support – IGMP Snooping
3	Should support minimum of 255 multicast addresses or multicast groups

Redundancy:-

1	Link Aggregation
2	Spanning Tree (802.1d) with support for spanning tree per VLAN
3	Quick Failover over redundant links for improved network stability and reliability
4	Support for IEEE rapid spanning tree.

Security Features:-

1	Support for External RADIUS for console access restriction and authentication
2	Multi-Level access security on switch console to prevent unauthorized users
3	Support for 802.1x port based authentication
4	Support for IEEE 802.1x with Guest VLAN allows guests without 802.1x clients to have limited network access on the guest VLAN.
5	Configuration Change Tracking
6	System Event Logging

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7	Syslog
8	SNMP compatible
9	Support for minimum of 30 Virtual LAN (VLAN)
10	Support for Secured ports which restrict a port to a user-defined group of authorized stations. When secure addresses are assigned to a secure port, the switch should not forward any packets with source addresses outside the defined group of addresses

Other Features:

1	The switch should have its own management software, which can be used remotely (through secured Web interface) to monitor, troubleshoot & manage the switch.
2	The management software should integrate with any EMS product suite.
3	The Switch should seamlessly integrate with existing network equipments
4	Layer 2 traceroute or equivalent feature to ease troubleshooting by identifying the physical path that a packet takes from the source device to a destination device.
5	Should support Link layer Discovery Protocol
6	Should Support DNS
7	Secure access to switch management, limiting management applications from specifc hosts only
8	Should support BPDU guard to avoid topology loop.
9	Unicast MAC filtering, unknown Unicast and multicast Port blocking
10	Support for MAC address notification allows administrators to be notified of users added to or removed from the network.
11	The operating system should have a self-healing mechanism /equivalent feature for the automatic recovery of the switch when a specified event occurs
12	The software should have a mechanism to proactively detect and address potential hardware and software faults during runtime /equivalent.
13	Support Bidirectional data support on the SPAN port allows the Intrusion Detection System (IDS) to take action when an intruder is detected.
14	DACL support for minimum 300 ACE (Access Control entries) for a switch

Network Management (Management Feature) :-

1	Embedded support for Web based management using standard secured web browser.
2	Support for SNMP v1, SNMP v2c and SNMP v3
3	Support for TFTP based software download
4	Support for port mirroring measurement using a network analyzer or RMON probe.
5	RMON: 4 Group (Statistics, Alarm, Events, History), on every port, no impact to performance
6	Switch must be remotely managed via one telnet session for all module configuration
7	Should have functionality to add new features like IOS/Firmware upgrades from central location, etc.
8	Provisioned and Dynamic Policies at Layers 1-4 for QoS and Security
10	Support for Dynamic VLAN assignment or equivalent feature is supported through implementation of VLAN Membership Policy Server (VMPS) client or equivalent functions to provide flexibility in assigning ports to VLANs. Dynamic VLAN or equivalent feature helps enable the fast assignment of IP addresses.
11	Real Time Multi-Port Statistics
12	Mac/IP Address Finder or equivalent feature
13	Device and Port Groupings for Navigation and Policy Management
14	Radius or TACACS+ server Support
15	Private and Enterprise MIB / MIB
16	Administrative Access Right
17	Traffic Volume/Error/Congestion Monitoring
18	TFTP Download/Upload Software
19	The Switch should be able to discover the neighboring device of the same vendor giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems.

IEEE Standard Compliance: -

1	802.1Q VLAN tagging
2	802.1p Priority
3	802.1D Spanning Tree
4	802.3u Fast Ethernet

5	802.3x Flow Control
6	802.1x Authentication
7	802.3ab Gigabit Interface
8	Support for Remote Authentication Dialin User service (RADIUS) change of authorization, URL Redirection and AAA
9	Must have support to 802.1x network authentication and port security on a port basis which will help to deploy Network Access Control (NAC)
10	802.1x support with following features: • 802.1x with VLAN Assignment • 802.1x Guest VLAN • 802.1x - Auth-Fail VLAN or equivalent. (An auth fail VLAN allows users without valid credentials to access a limited set of services which can be controlled by an administrator • 802.1x - Auth Fail Open or equivalent. (Auth Fail Open feature enables the administrator to apply a policy that allows users to have network access when the AAA server is unreachable.) • 802.1x MAC-Auth-Bypass • 802.1x with ACLS • 802.1x Accounting • Web Authentication for Non 802.1x Clients. • Switch should support concurrent deployment of 802.1x and MAB • Authentication.

Firewall

Sr.No	Specification
1	**Performance & Throughput** • Minimum **1 Gbps** firewall throughput (expandable for future growth). • Minimum **100,000 concurrent sessions** support. • Latency: Less than **10 microseconds**. • Support for **multiple VLANs** and segmentation
2	**3.2 Security Features** • Stateful Packet Inspection (SPI) and Deep Packet Inspection (DPI). • Intrusion Prevention System (IPS) with real-time threat detection. • Application Layer Filtering & URL Filtering. • Advanced Threat Protection (ATP) and Sandboxing. • Virtual Private Network (VPN) support (IPSec & SSL VPN). • Zero-day attack mitigation capabilities.
3	**3.3 Connectivity & Interfaces** • Minimum 1x WAN, 4x LAN (Gigabit Ethernet) ports. • Fiber support (SFP/SFP+ ports) for high-speed internet. • Optional Wireless Support (Wi-Fi 6/6E).
4	**3.4 Management & Logging** • Web-based Graphical User Interface (GUI) and CLI support. • Centralized firewall management for multiple locations. • SIEM Integration and real-time logging. • Cloud-based remote monitoring & configuration support.
5	**3.5 Compliance & Certifications** • Compliance with ISO 27001, PCI-DSS, APRA, GDPR standards. • Certification: Common Criteria (CC) EAL4+, FIPS 140-2.
6	**3.6 Redundancy & High Availability** • Dual-WAN failover and load balancing. • Active/Passive High Availability (HA) support.

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Price Bid

The indicative Price Bid needs to contain the information listed hereunder and needs to be submitted to Bank of Baroda Sydney Branch**.**

Name of the Bidder:
Location (X) _____

Sr. No.	Item	Quantity	Rate per Unit	Total Cost in Rs.
1	Desktop along with Monitor ,Keyboard and Mouse	-18-		
2	Printers cum Scanner	-2-		
3	Network Switches	-3-		
4	Firewall	-1-		

Name & Signature of authorised signatory
Seal of Company

For Installation and Configuration as per as per Bank guidelines

Sr. No.	Item	Quantity	Rate per Unit	Total Cost in Rs.
1	Configuration of Desktop	-18-		
2	Printers cum Scanner	-2-		
3	Network Switches	-3-		
4	Firewall	-1-		

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Pre-Bid Query Format
(To be provide strictly in Excel format)

Vendor Name	Sl. No	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions

Appendix–K

Delivery Location

Sr.No.	Location	Address
1	Bank of Baroda Sydney Branch	Bank of Baroda Sydney Branch 01-702/265 Castlereagh St, Sydney NSW 2000
2	Bank of Baroda DR Site	Bank of Baroda DR Site Unit No. 74 1 Brown Street Capri Property Ashfield Sydney NSW 2131

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