



संदर्भ/REF: DCO/PS/192/2023/SG

दिनांक/DATE: 25-05-2023

To,

M/s CONNECTIVITY IT SOLUTIONS PVT LTD

1st Floor, No.1877, Gangothri,  
 31st Cross, 10th Main, Banashankari  
 2<sup>nd</sup> Stage, Bangalore,  
 Bengaluru (Bangalore) Urban,  
 Karnataka, 560070.  
 GST No - 29AAGCC1283L1ZC  
 PAN - AAGCC1283L  
 Contact Person : Venkat Rajan - 99641 96603, Madhuri M - 8452070482

Purchase Order

प्रिय महोदय / Dear Sir,

विषय / SUBJECT: SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF 01 NOS. CISCO CS-DESKPRO-K9 FOR MD CABIN IN OUR DELHI CIRCLE OFFICE.

संदर्भ/REF: Your Commercial Quote dated 25/05/2023

This has reference to your commercial proposal cited above. We (Canara bank, also referred to in this letter as the "Bank" or "Purchaser") are pleased to inform you that the Competent Authority has accorded permission for Supply, Installation, Testing and Commissioning of 01 NOS. CISCO CS-DESKPRO-K9 and are pleased to place purchase order with M/s Connectivity IT Solutions Pvt Ltd (also referred to in this letter as "Vendor" or "Supplier") for the procurement of CS-DESKPRO-K9 with 12 months support period.

#### 1. Purchase Order Value:

Line Number	Part Number	Description	Service Duration (Months)	Qty	Unit Price	Total Price
1.0	CS-DESKPRO-K9	Cisco Desk Pro	---	1	4,14,375.27	4,14,375.27
1.0.1	CON-ECDN-CS0YK9DE	Cisco Webex Desk Pro ESS WITH 8X5XNBD	12	1	41,000.00	41,000.00
1.1	PWR-CORD-IND-B	Power Cord for India 2m 10A	---	1	-	-
1.2	CS-PWR-CUBE-7-	Power transformer for the Desk Pro series	---	1	-	-
1.3	CAB-USBC-1.8M-	USB C - USB C Cable, 1.8 meters long	---	1	-	-
1.4	CAB-2HDMI-1.5M-GR-	1.5m GREY HDMI 2.0	---	1	-	-
1.5	CS-DESKPRO-STYLUS-	Cisco Desk Pro Stylus	---	1	-	-
1.6	CAB-ETH-3M-GR-	CAB 3m GREY ETHERNET	---	1	-	-
1.7	CS-DESKPRO-STAND-	Desk Stand & Connector Cover for Desk Pro Series	---	1	-	-

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1.8	CS-DESKPRO-FG-	Fabric Speaker Grille for Desk Pro Series	---	1	-	-
2.0	<b>A-FLEX-3</b>	Collaboration Flex Plan 3.0	---	1	-	-
2.3	A-FLEX-P-DEV	Telepresence Room Smart License (1)	---	1	-	-
2.4	A-FLEX-SW-12.5-K9	On-Premises SW Bundle v12.5 (1)	---	1	-	-
2.2	A-FLEX-P-DEV-REG	NU TelePresence Room	---	1	22,000.00	22,000.00
2.1	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	---	1	-	-
3.0	Implementation Charge	One time installation		1	5,000.00	5,000.00
<b>Total excl. GST</b>					<b>4,82,375.27</b>	

(Rupees Four Lakh Eighty Two Thousand Three hundred and Seventy Five and Twenty Seven Paise Only Plus Taxes)

## 2. Effective Date:

The effective date shall be date of acceptance of the Purchase Order by the vendor. However, the vendor shall submit the acceptance of the Purchase Order within Thirty (30) days from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.

## 3. Delivery Timelines:

The supply and integration of Hardware and Software items should be within 3 to 4 weeks from the date of acceptance of Purchase Order.

## 4. Penalties/Liquidated Damages:

- M/s Connectivity IT Solutions Pvt Ltd is expected to complete the responsibilities that have been assigned as per the Delivery Timeline mentioned in the Clause No. 3 of this Purchase order.
- Non-Compliance to the Delivery Timeline mentioned in the Clause No. 3 of this Purchase order will result in the Bank imposing penalty of 0.50% on the delay in delivery and integration per week or part thereof, on the total value of the Purchase Order (excl. of taxes).
- However, the total Penalty/LD to be recovered under clause 4.2 shall be restricted to 10% of the total value of the purchase order (exclusive of Taxes).
- The liquidated damages shall be deducted/recovered by the Bank from any money due or becoming due to the vendor under this purchase contract or may be recovered by from any amount payable to the vendor in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- Warranty BG is not applicable against this Purchase Order.
- LD is not applicable for the reasons attributable to the Bank and Force Majeure.

## 5. Payment Terms

- 100% payment shall be released on submission of invoice and confirmation of delivery of the product from Delhi Circle Office. The payments will be released through NEFT/RTGS and M/s Connectivity IT Solutions Pvt Ltd has to provide necessary Bank Details like HSN, GSTIN, Account No., Bank's Name with Branch, IFSC Code etc.
- All Future Guidelines, Instructions, and Operational Issues with regard to this Order/Project will be overseen by our TM Section Delhi Circle office which M/s



Connectivity IT Solutions Pvt Ltd has to follow.

6. Scope of Work is as per Annexure-1 attached.

7. Right to Audit:

- a) The VENDOR has to get itself annually audited by internal/ external empanelled Auditors appointed by the PURCHASER/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the PURCHASER/such auditors in the areas of products(IT hardware/software) and services etc., provided to the PURCHASER and the VENDOR is required to submit such certification by such Auditors to the PURCHASER. The VENDOR and or his/their outsourced agents/subcontractors (if all owed by the PURCHASER) shall facilitate the same. The PURCHASER can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the VENDOR. The VENDOR shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the PURCHASER.
- b) Where any deficiency has been observed during audit of the VENDOR on the risk parameters finalized by the PURCHASER or in the certification submitted by the Auditors, the VENDOR shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the VENDOR shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- c) The VENDOR shall, whenever required by the PURCHASER, furnish all relevant information, records/data to such auditors and/or inspecting officials of the PURCHASER/Reserve Bank of India and or any regulatory authority. The PURCHASER reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the VENDOR (e.g., financial, internal control and security reviews) and findings made on VENDOR in conjunction with the services provided to the PURCHASER.

8. Vendor has to submit invoices to our TM Section Delhi Circle Office and periodic financial reports for risk assessment to our TM Section Delhi Circle Office at the following addresses:

Location	QTY	Shipping Address	Contact Person
TM SECTION, DELHI CO	01	CANARA BANK, TM SECTION 6 <sup>TH</sup> FLOOR, 38 ANSAL TOWER, NEHRU PLACE, NEW DELHI - 110019	MR. YUVRAJ SHARMA- Ph: 8762968163

\*Billing address:

S.NO.	BRANCH NAME	ADDRESS	GST NO
1.	TM SECTION, DELHI CO	CANARA BANK, TM SECTION 6 <sup>TH</sup> FLOOR, 38 ANSAL TOWER, NEHRU PLACE, NEW DELHI - 110019 CONTACT- MR. YUVRAJ SHARMA-8762968163	07AAACC6106G4Z0

Please note to send your acceptance of this purchase order immediately.

  
Assistant General Manager

TM Section  
Circle Office, Delhi  
6<sup>th</sup> Floor, Ansal Tower  
38-Nehru Place, New Delhi-110019

फोन/Tel +91-11-69033441  
ईमेल/Email [tmscodel@canarabank.com](mailto:tmscodel@canarabank.com)  
[www.canarabank.com](http://www.canarabank.com)



## Annexure-1

Bank intends to procure five CISCO CS-DESKPRO-K9 extend the IP Video Telephony solution as per and scope of work given below.

### **1. Scope of Work**

The vendor's scope of work as per the conditions and technical specifications shall include supply, transportation, local delivery, storage, Cabling (if required), installation and commissioning of Poly IP Video Phone at required location including integration, migration, acceptance testing, commissioning of IP Video Phone and also includes transit insurance, insurance up to date of acceptance of the project by the Bank, documentation, Annual Maintenance/Support, and all other related activities with regard to implementation of project. The end-to-end activity to be taken care by vendor.

Vendor shall provide all other required equipments, software, operating systems, licenses and services, whether or not explicitly mentioned in this order, to ensure the intent of specification, completeness, operability, maintainability and upgradability of the IP video phone pertaining to this project.

#### **1.1. The scope of work of Vendor is:**

The technical scope of work is to provide comprehensive Poly IP Video Phone on turnkey basis. This project includes but not limited to the following:

- 1.1.1. Supply, Installation, Commissioning, Acceptance & Maintenance of Poly IP Video Phones, necessary licenses, hardware, software and operating system across all the Locations as given in the Annexure-A.
- 1.1.2. To deploy Video based IP Video Phone at specified locations of the Bank.
- 1.1.3. To integrate the Video based IP Video Phone with the existing Poly core infrastructure.
- 1.1.4. To register the ordered IP Video Phone to the existing Poly DMA. To provision the ordered IP Video Phone from Poly RPRM.
- 1.1.5. To configure the IP Video Phone to initiate & handle point to point and multi point calls (via Bank's Poly core devices) with all other locations where the IP Video Phones are deployed within the Bank.
- 1.1.6. Vendor shall ensure that the IP Video Phone is able to participate in Audio/Video interactions with other IP Video Phones installed at all the locations in Bank's Network by scheduling conference through the IP Video Phone itself as well as Bank's MCU.
- 1.1.7. To achieve the above clauses as stated in 1.1.5 and 1.1.6, the vendor has to provide and install the necessary software, licenses etc. in the ordered phones.
- 1.1.8. To integrate the IP Video Phone so as to participate in scheduled and managed conferences through the MCU centrally.
- 1.1.9. To ensure smooth functioning and maintenance of Audio and Video Interactions at all points of time from ordered IP Video Phone during AMC/Support Period.
- 1.1.10. To liaison/co-ordinate with existing SI of VC solution for installation, commissioning, integration and maintenance of IP Video Phone deployed under this project.
- 1.1.11. The proposed IP Video Phones should smoothly run on MPLS/Leased Line/VSAT/CDMA/ISDN/RF connectivity.
- 1.1.12. The IP Video Phone should not compromise the Bank's IT Security Policy. Password access to IP Video Phone may be deployed to ensure high level of security and to avoid misuse of the IP Video Phone.
- 1.1.13. Vendor should support for enablement of HTTPS, IPv6, Auto Call Quality Management



features etc. (if required) for the Bank and requested to vendor.

- 1.1.14. The configuration management of IP Video Phone (supplied and under AMC/Support) shall be responsibility of vendor i.e. configuration changes as and when required as per the requirement of the Bank including up-gradation of the version of firmware, software etc., to be done by vendor during AMC/support period, without any additional cost.
- 1.1.15. All cables/connectors/adapters/other interfaces/converters required for interconnection of LAN to IP Video Phone shall be provided and configured by vendor.
- 1.1.16. Vendor shall provide the details like Name of the Contact Person, Contact nos., E-mail Ids, Address, etc. of implementation team, and service support for the IP Video Phone during warranty and AMC/Support period. Vendors response time during AMC/Support period shall be 2 hours from the time of reporting.
- 1.1.17. Vendor should have the Back to Back support agreement with OEM to ensure the smooth working and to achieve the highest uptime on the offered equipment for the warranty and AMC/Support period. Further vendor should ensure spare equipment in case of failure of equipment supplied. The replacement of faulty equipment should match the performance requirements of existing equipment or better.
- 1.1.18. Vendor shall re-install and upgrade the operating system supplied by him during the warranty or AMC/Support period as and when required by the Bank at no additional charge.
- 1.1.19. Any engineering changes/update/enhancement/up-gradations etc. applicable to the hardware & software shall be communicated to the Bank by vendor within a period of one month from the date of release/observation. It shall be supplied, installed and commissioned free of cost by vendor.
- 1.1.20. The Bank reserves the right to procure the update/enhancement/OS upgrade at an extra cost, if the software is not under warranty or AMC/Support

## 2. Uptime:-

- 2.1. Vendor shall guarantee an uptime of 99% for IP Video Phone, during warranty and AMC/Support period, which shall be calculated on monthly basis. The "Uptime" is, for calculation purposes, equals to the Total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the IP Video Phone. "Restoration" is the condition when vendor demonstrates that the IP Video Phone is in working order and the Bank acknowledges the same.
- 2.2. The Downtime calculated shall not consider any failure due to Bank, BSNL/MTNL/Other network providers (if maintenance of lines is not contracted) and down time happened during the time of maintenance activity and Force Majeure. However, vendor shall inform the Bank well in 7 days advance before doing maintenance or pre-planned activity.

The percentage uptime is calculated on monthly basis as follows:

(Total contracted minutes in a month-Down time minutes within Contracted minutes in a month) x100

Total Contracted minutes in a month

- 2.3. Support should be 8 Hours (10AM to 6 PM) on all days of the year and the downtime shall be calculated accordingly.

### TM Section

Circle Office, Delhi  
6<sup>th</sup> Floor, Ansal Tower  
38-Nehru Place, New Delhi-110019

फोन/Tel +91-11-69033441

ईमेल/Email [tmscode@canarabank.com](mailto:tmscode@canarabank.com)  
[www.canarabank.com](http://www.canarabank.com)



If vendor fails to maintain guaranteed uptime of 99%, for each location the Bank shall impose penalty as mentioned below:

Uptime	Penalty
99%	Nil
97%-99%	Rs 100/-.
95%-97%	Rs 250/-
Less than 95%	Rs 500/- (For every six hour of failure or part thereof)

Vendor has to rectify/resolve the issue in the phone immediately on reporting of fault by the Bank. Otherwise, penalty as above shall be applicable from the time of reporting of fault.

The maximum penalty deductible per quarter under this clause shall be restricted to 10% of the Quarterly AMC/Support Charges.

- 2.4. If the uptime is below 95%, the Bank shall have full right to terminate the contract under this order. The right of termination shall be in addition to the penalty as mentioned above. Uptime shall be calculated on monthly basis.
- 2.5. In case equipment is taken away for repairs in warranty or AMC/Support period, vendor shall provide equivalent or higher stand by equipment (before taking faulty for repair) so that the equipment can be put to use in the absence of originals/replacements without disrupting the Bank's regular work.
- 2.6. In case some equipment is declared by the vendor as beyond repairs during warranty or AMC/Support period, the vendor shall provide a replacement equipment of the same or higher configuration from the same OEM with prior approval of the Bank.
- 2.7. Further provided that the Bank may, during the time of the warranty or AMC/Support period, shift the goods wholly or in part to other location(s) within the country and in such case the vendor undertakes to continue to provide warranty or AMC/Support and maintain the goods at the new location without any other additional cost to the Bank.
- 2.8. The warranty or AMC/Support charges quoted by vendor should include cost of repair or replacement of failed parts and all other scope of deliverables during warranty or AMC/Support period.

### **3. Delivery, Installation & Commissioning and Acceptance:**

- 3.1. **Installation of Materials:** Installation of materials should be within 10 days (including Holidays) from the date of delivery of all the materials for ordered location. Installation should be completed as per the Scope of work. Installation and Commissioning of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this order. Installation payment shall be paid against completion of installation of all the ordered materials and completion of scope of work duly certified by Bank's officials in the installation report and installation payment claim letter. Vendor has to submit scanned copy of delivery and installation reports along with the originals while claiming the respective payments.
- 3.2. Non-compliance of the above installation clause(3.3) will result in imposing penalty at 0.50% of the cost of all the ordered equipment of the respective location for every 7 days of delay from the due date or part thereof separately for delay in installation. However, the total penalty to be recovered under this clause shall be restricted to 10%



of the total value of the order for that location.

LIST OF DELIVERY LOCATIONS

Location	QTY	Shipping Address	Contact Person
TM SECTION, DELHI CO	01	CANARA BANK, TM SECTION 6 <sup>TH</sup> FLOOR, 38 ANSAL TOWER, NEHRU PLACE, NEW DELHI -110019 CONTACT- MR. YUVRAJ SHARMA- 8762968163	CONTACT- MR. YUVRAJ SHARMA-8762968163



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