



Karnataka Grameena Bank

(Scheduled Bank Owned by Government)
Canara RRBs Project Office,
Asset Procurement & Management Team
Above Canara Bank Regional Office Metro II,
South end Road, Basavanagudi, Bengaluru - 560 004.
email: apmgroup@kgbk.in

AMENDMENT-4 to RFP Ref: KaGB/Project Office/RFP/01/2025-26 dated 01.09.2025
for Selection of System Integrator for “Supply of Finacle CBS license & Support,
Supply & Implementation of Banking Applications performance monitoring solution,
Supply & Implementation of Finacle PSP, Hot Fix & Patch testing solution and Management &
Maintenance of Finacle CBS, CBS Allied & Non-CBS Applications, DC-DRC Infrastructure”

It is decided to amend the following existing Clauses of RFP:

Document/ Section	Page Number	Section no and RFP clause	Clause/technical Specification (as per RFP)	Amended Clause
RFP main document	47	Section - C Deliverables & Service Level Agreements (SLAs) Payment Schedules Point No 12.b	Payment Schedules	Payment Schedules a) Charges for all resources will be paid quarterly in arrears, upon submission of undisputed invoices along with attendance certificates duly counter-signed by a designated Bank official. b) All AMC (Annual Maintenance Contract) charges and ATS (Annual Technical Support) charges can be paid annually in advance against BG for equal amount otherwise, quarterly in arrears. c) Payment of subscription for any software supplied by the Successful Bidder will be released annually in advance, subject to compliance with contractual terms. d) The Bank will not make any advance payments, except as specified under clause (c) for software subscription. e) One-Time Licenses (Finacle): The one-time cost for new Finacle licenses supplied by the Successful Bidder will be released upon successful supply and verification of the licenses. f) All payments will be released within 30 days from the date of submission of undisputed invoices and relevant

				supporting documents, in accordance with the terms specified in the RFP. g) The payments will be released through NEFT/RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the Successful Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code. h) The payment will be subjected to satisfactory services rendered. i) The successful Bidder must ensure to take the necessary sign-off by the Bank personnel on completion of each customization / activities from time to time for the payments to be released by the Bank. j) If the Bidder is unable to implement the Application Performance Monitoring tool as per the technical requirement and to the satisfaction of the Bank, the Bank at its discretion may hold the amount equivalent to the total cost of the respective tool from any payment due to the Bidder.
RFP main document	278	APPENDIX-N	The list of items covered under AMC support & ATS Support	The revised AMC/ATS list shared with the bidders who already submitted Non-Disclosure Agreement (NDA) in the format provided under Annexure-7.
RFP main document	200 to 209	Annexure-17	Bill of Material	Revised Bill of Material Attached
Pre-bid Responses dated 30.09.2025	2	Point No 12	Please provide Service model - onsite/offshore/hybrid	All resources must be deployed on-site only.
Pre-bid Responses dated 30.09.2025	NA	Annexure- 24	Shift-wise Indicative resource count	Revised Shift-wise Indicative resource count attached as a separate file.

While submitting their responses to the subject RFP, bidders are advised to thoroughly review the replies to pre-bid queries, and Amendments 1,2 & 3, which have already been uploaded on the official websites of Karnataka Grameena Bank and Kerala Gramin Bank.

Date: 18-10-2025

**Sd/-
General Manager**

Annexure-17 (Revised)
Bill of Material
FORMAT FOR COMMERCIAL BID

Ref: RFP

1. Name of the Bidder :
2. Corporate Office Address :

A. Onsite Resource Cost

(Amount in ₹, Excl of Taxes)

Sr No	Particulars	No of Resources Required	Cost for Year 1	Cost for Year 2	Cost for Year 3	Cost for Year 4	Cost for Year 5	Total Cost for 5 years
1	Project Manager	1						
2	L1 Application Support of CBS	8						
3	L2 Application Support of CBS	18						
4	L3 / Technical Lead- Application Support of CBS	2						
5	Internet Banking -FEBA - L1	3						
6	Internet Banking -FEBA - L2	1						
7	SFMS (NEFT & RTGS), BG, LC, PFMS, NACH, H2H, MMS, BASE – L1	3						
8	SFMS (NEFT & RTGS), BG, LC, PFMS, NACH, H2H, MMS, BASE – L2	1						
9	IBM WAS - L1	1						
10	IBM WAS - L2	4						
11	Finacle Integrator, Finacle API maintenance, Connect24 (UPI, IMPS,	1						

	ATM, POS, AEPS , mobile Banking, BBPS etc..) - L1							
12	Finacle Integrator- Finacle API & Connect 24 customization - L2	1						
13	Oracle Data Base admin with expertise in RAC, AVDF - L1	3						
14	Oracle Data Base admin with expertise in RAC, AVDF - L2	4						
15	Oracle Data Base admin with expertise in RAC, AVDF - L3	2						
16	Database- MySQL & MSSQL -L2	4						
17	Database- MySQL & MSSQL -L3	1						
18	Database- Sybase - L2	1						
19	Application Monitoring Tool, Patch Management of Application, Data Configuration Management, Capacity Management - L1	3						
20	Application Monitoring Tool, Patch Management of Application, Data Configuration Management, Capacity Management - L2	3						
21	Desktop Patch Management - SCCM - L2	3						
22	Server Patch Management - BigFix - L2	2						
23	AV Admin for EndPoints-L1	2						
24	AV Admin for EndPoints-L2	1						
25	Proxy - L1	2						
26	Proxy - L2	1						
27	WAF-L1	1						
28	WAF-L2	1						
29	HSM , ADV, Load Balancer, NAC Admin- L1	3						
30	HSM , ADV, Load Balancer, NAC Admin- L2	3						
31	AIX Admin - L3	1						

32	AIX Admin - L2	4						
33	AIX Admin - L1	3						
34	Windows+ Hyper V Admin - L2	4						
35	Windows AD - L1	3						
36	Windows AD - L2	1						
37	Linux Admin - L2	5						
38	Backup Admin (CBS) (Tivoli) -L1	1						
39	Backup Admin (CBS) (Tivoli) -L2	3						
40	Backup Admin (CBS) (Tivoli) -L3	1						
41	Backup Admin (Non CBS) (Veeam)- L1	1						
42	Backup Admin (Non CBS) (Veeam)- L2	3						
43	Storage Admin (CBS & NON CBS)- L2	4						
44	Storage Admin (CBS & NON CBS)- L3	1						
45	VMWare Admin - L2	4						
46	L1 CBS Helpdesk	20						
47	L1 Call Center Resource	24						
48	L1 Resident Engineers	34						
Grand Total		201						
Input Applicable GST %			GST Amount					
Total of Onsite Resource Cost Including GST								

B. Customization Charges

(Amount in ₹, Excl of Taxes)

Sr No	Particulars	Per Man-day price*	Estimated Number of Man-days*	Total Price
1	Man-day price for Customizations		1000	
Input Applicable GST %			GST Amount	
Total of Customization Charges Including GST				

* Note:- 1. The number of Man-days is indicative only and is provided for Commercial Evaluation purpose. The offered rate will hold good for any volume of Change Requests (CR) during the contract tenure. The payment will be based on the actual availability of services. The Successful Bidder should convince the Bank Team about the man-efforts while submitting the Change Request (CR).

2. GST will be paid by bank as per prevailing rate for that year as applicable. The total cost including GST has been taken in the commercial Bid for TCO calculations only.

C. Supply of Finacle License and FEBA Licenses & ATS Charges

Sl No	Description	Unit License Cost	Indicative quantity of Licenses Required	Total License Cost	ATS					Grand Total
					1st Year	2nd Year	3rd Year	4th Year	5th Year	
1	Finacle 10.2.25 Licenses		10							
2	FEBA Licenses - Corporate		600							
3	FEBA Licenses - Retail		5000							
Total										
GST @18%										
Grand Total										

D. License and ATS Cost for Application/Software

(Amount in ₹, Excl of Taxes)

Sl no	Application / Software	Product name & version	Type of license	QTY	Procurement		ATS For Year 1		ATS For Year 2		ATS For Year 3		ATS For Year 4		ATS For Year 5		TOT AL
					Rate	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate	Amount	
1	License Cost for PSP Testing Tool																
2	License Cost for Application Monitoring Tool																
3	RDBMS License																
4	OS License																
5	Any Other Middleware/software (specify)																
Total of License and ATS Cost for Application/Software																	
Input Applicable GST %												GST Amount					
Total of License and ATS Cost for Application/Software including GST																	

1. If the year wise incremental ATS cost for the application/software and related components provided is below 10% then the Bidder has to submit 10% additional Bank Guarantee of the total of License Procurement Cost for Application/Software.
2. GST will be paid by bank as per prevailing rate for that year as applicable. The total cost including GST has been taken in the commercial Bid for TCO calculations only.

E. Infrastructure/Hardware Component Procurement and AMC Cost for APM and PSP Testing Tools

(Amount in ₹, Excl of Taxes)

Sl no	Function	Description including Part No	QTY	Procurement		AMC for Year 4		AMC for Year 5		Total
				Rate	Amount	Rate	Amount	Rate	Amount	
DATA CENTRE										
1	Application Servers									
2	Database Servers									
3	Storage									
4	Any Other Hardware Component									
Total of Infrastructure Hardware Component Procurement and AMC Cost										
Input Applicable GST %						GST Amount				
Total of Infrastructure Hardware Component Procurement and AMC Cost including GST										

* Note:- 1. Bidder must ensure that comprehensive built in warranty to be provided for the hardware components for the first three years. If the Fourth and Fifth Year AMC of the infrastructure hardware components provided is below 10% of the Infrastructure procurement cost then the Bidder has to submit 10% additional Bank Guarantee of the total of Infrastructure procurement cost to the bank.

2. GST will be paid by bank as per prevailing rate for that year as applicable. The total cost including GST has been taken in the commercial Bid for TCO calculations only.

3. The above Hardware is to be deployed in Data Center of the Banks only. But the Application monitoring solution should have the capability to monitor and test any application deployed in DC and DRC.

F. Implementation / Installation Cost for PSP Testing Tool and Application Monitoring Tool

(Amount in ₹, Excl of Taxes)

Sr No	Particulars	Total Price	
1	One Time Implementation cost for PSP Testing Tool		
2	One Time Implementation cost for Application Monitoring Tool		
3	One Time Installation cost for Infrastructure Hardware Components at DC and DRC		
4	Any other One-time Cost (Please Specify)		
Total of Implementation Cost for PSP and Application Monitoring Tool			
Input Applicable GST %		GST Amount	
Total of Implementation Cost for PSP and Application Monitoring Tool including GST			

Note 1. GST will be paid by bank as per prevailing rate for that year as applicable. The total cost including GST has been taken in the commercial Bid for TCO calculations only.

G. AMC & ATS Cost for Hardware and Software as per Appendices-N

(Amount in ₹, Excl of Taxes)

SI No	Year 1 (01.04.2026 to 31.03.2027)	Year 2 (01.04.2027 to 31.03.2028)	Year 3 (01.04.2028 to 31.03.2029)	Year 4 (01.04.2029 to 31.03.2030)	Year 5 (01.04.2030 to 31.03.2031)
AMC Cost					
ATS Cost					
Grand Total					
Total Cost for 5 Years					
Applicable GST					
Total Cost for 5 years (including GST)					

Note 1. Post publishing the RFP Bidder need to execute NDA as per Annexure-7 and submit the same to Bank within 7 days. Once the NDA is submitted, all software/solutions for which ATS renewal is required & all hardware and DC/DRC infrastructure components whose AMC is required will be shared with the bidders. After 7 days no NDA will be entertained.

2. Bidder is required to provide the ATS and AMC cost as the Commercial Bill of Material (Annexure -17 - Section G). the **successful bidder** is required to submit line-item wise pricing for all AMC/ATS components to the Bank immediately after declaration of the L1 bidder

TCO CALCULATION

Sr No	Description	Total cost for 5 years
1	Table A - Total Onsite resource charges for 5 years (including GST)	
2	Table B - Total Customization charges for 5 years (including GST)	
3	Table C - Supply of Finacle License and FEBA Licenses & ATS Charges	
4	Table D - License and ATS Cost for Application/Software for APM & PSP (including GST)	
5	Table E - Infrastructure Hardware Component Procurement and AMC Cost (including GST)	
6	Table F - Implementation / Installation Cost for PSP Testing Tool and Application Monitoring Tool (including GST)	
7	Table G-AMC & ATS Cost for Hardware and Software (including GST)	
Total Cost of ownership for 5 years (including GST)		

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.

- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per “Payment Terms” of the RFP.
- vi. We confirm that the AMC/ATS pricing for the items shared by the Bank, following the execution of the NDA, reflects the current infrastructure details. The Bank reserves the right to revise quantities or remove any line items from the list, and will only pay the applicable price for the finalized items.
- vii. Bank may procure AMC/ATS services from third-party vendors for any listed items at its sole discretion.
- viii. In future, bank may procure additional CBS licenses from M/s Infosys / M/s Edgeverve through the selected bidder. Hence, submission of a Manufacturer Authorization Form (MAF) from the CBS OEM is mandatory.
- ix. We confirm that all out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this tender and subsequent agreement is included in the amounts quoted and we shall not entitle to charge any additional costs on account of any items or services or by way any out of pocket expenses, including travel, boarding and lodging.
- x. We confirm that there shall be no escalation in the agreed prices during the contract period.

Date:

Place:

Signature of the Authorized Signatory with seal