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-2 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"

The amendments to the RFP are covered in this document.

All other instructions, terms & conditions of the above RFP remain unchanged. Please take note of the below amendments and the replies to pre-bid queries thereon while submitting your response to subject RFP.

Sd/-

Date: 29.09.2025 **General Manager**

Amendment No: 2 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 Clauses of RFP:

The following points are added as an additional points

Sl No	Section / Page / Clause No	Additional Clause
1	Section -F Ownership & Awarding of Contract Award of Contract Point 5.8	In the event that the successful bidder fails to deliver all the required resources and fulfill the deliverables as stipulated in the RFP, the Bank reserves the right to award the contract to the next eligible bidder, provided that the bidder agrees to match the price quoted by the originally selected bidder.
2	Section- G General Conditions Human Resource Requirement:	In the event the Bank requires a resource with a specific skill set or technology expertise not explicitly mentioned in the RFP, the Vendor shall provide such resource under the appropriate category (Application, Database, or Infrastructure) and experience level (L1, L2, or L3), as deemed fit by the Bank. The unit rate payable by the Bank for such additional skillset resources shall **not exceed** the **maximum quoted price** under the corresponding category for the respective year and level in the original commercial bid. For example, if the Bank requires a **L2 Database Support resource** with expertise in a database technology not specified in the RFP, the maximum payable unit cost shall be capped at the **highest quoted L2 Database Support** rate for the respective year under the commercial proposal submitted by the vendor. In case of ambiguity in role or skill categorization, the Bank reserves the right to map the required skill to the most appropriate role and level as per the existing resource matrix, and the commercial rate applicable for that mapped role shall be considered final.
3	Annexure-24	Shift-wise details of Resources (indicative)

Revised Section – C - Deliverables & Service Level Agreements (SLAs)

Priority of Incidents (Revised Table)

Criticality	Description	Response Time in minutes	Resolution Time in minutes
Priority 1 – Critical Threat/ Severe Incident	1. Direct threat or impact to the credibility of the Bank 2. Immediate widespread and large-scale customer impact and there is no workaround available. 3. Severe outage or major degradation affecting one or multiple lines of business or locations and there is no workaround available. 4. Direct threat or damage to client, core business processes, users accessing the system, regulatory or servicing capabilities 5. Serious and / or widespread customer impact resulting in material damage, reputation loss and media attention 6. Any problem due to which 300 or more internal users cannot access the business systems. 7. Failure of any of the co-existence software component due to which the end-to-end solution is not functioning 8. The solution cannot function normally without this issue being resolved. 9. Delay in Start/End of day BAU activities. 10. Breach of deadline which will lead to any regulatory violation.	5	**30**
Priority 2 – Significant incident	1. Any problem due to which less than 300 users but more than 100 users cannot access the business systems 2. Any incident which is classified as "Critical" for which an acceptable (by Bank) workaround has been provided by the M/s Infosys and there is no material damage & reputational loss to Bank 3. Bank experiences a loss of Service. Certain features are unavailable. However, operations can continue in a restricted manner 4. Unavailability of application during non-business hours	20	**60**
Priority 3 / Limited Incident	1. Minor degradation to a service, business process or location which will not result to any material damage or reputational loss to Bank	60	**120**

Criticality	Description	Response Time in minutes	Resolution Time in minutes
	2. Has the potential to turn into a significant incident if not resolved within the defined time 3. Any problem where less than 100 users cannot access the application 4. Impact to internal workflow systems with limited risk to critical systems or processes 5. Unavailability of Help Desk Applications		

Penalty/LD (Revised Table)

Sl. No	Service Details	Measurement	Timeline	Penalties	Maximum Capping/Remarks
1.	Performance Bank Guarantee	The successful Bidder must submit Bank guarantee	Within 21 days from the date of PO	0.5% of the total PBG amount for each completed calendar week of delay or part thereof.	Value of the PBG.
2.	Signing of the Agreement	The successful Bidder must sign the contract and should also ensure to take Sign-off from the Bank.	Within 21 days from the date of acceptance of PO	0.5% of TCO per week for each completed calendar week of delay or part thereof.	Cancellation of the Purchase order and forfeiture of EMD.
3.	Project Initiation	The successful Bidder is expected to submit a detailed transition plan and mobilize the team as per the commencement of the project. The resources should be deployed at the Banks premises once the project is initiated.	7 days after the acceptance of PO	₹ 1,00,000/week and part thereof	Post 5 weeks, the Bank at its own discretion can cancel the contract.
4.	Transition	The transition activities should include all the in-scope applications, interfaces, infrastructure, and network mentioned in the scope of work	Within 3 months from the date of acceptance of PO.	₹ 2,50,000 per week for delay post completion of mandated transition due date and part thereof.	NIL

		(Annexure-2) or elsewhere mentioned in the RFP			
5.	Incident Management	The successful Bidder must ensure that all the incidents with respect to the work defined in the Scope of work (Annexure-2) are identified and reported to the Bank.	As per the priority of the Incidents defined in Section C.	As per the SLA of uptime defined in section C	As per SLA for Uptime defined
6.	Ticket Resolution	The successful Bidder must ensure that all the tickets related to any incidents or tickets raised in ITSM tool must be resolved and closed.	Within the resolution timelines defined in "Priority of Incidents" under section C	As per the SLA for Tickets defined in section C	2.5% of the total annual support payout
7.	Planned Activities	The successful Bidder should notify the Bank of all the planned activities	At least 24 hours in advance of planned activity and/or mutually agreed by the Bank and the Bidder	If the successful Bidder carries out any activities without Banks written approval, the same will be treated as unplanned downtime and corresponding penalties as per Uptime clauses will be levied	As per SLA for Uptime defined
8.	Report generation /Delivery	The successful Bidder must adhere to the delivery as defined in "Reports" under section C of the RFP	As defined in Reports under Section C	For each non-submission of reports, penalty of ₹ 10,000 /week/report for every week of delay and part thereof.	0.25% of the total annual payout per quarter
9.	Exit Management Plan	The successful Bidder should submit a structured & detailed Exit Management plan along with Training	First plan within 6 months from the date of	Penalty of ₹ 1,00,000 per week and part thereof	0.5% of the annual payout

		and Knowledge transfer and the same shall be updated every 6 months and thereafter.	acceptance of PO		
10	Delay/Failure /Non-compliance in Monitoring, maintenance and managed services for entire DC & DRC infrastructure & Non-CBS applications in DC & DRC	The successful Bidder shall ensure that the Monitoring, maintenance and managed services for entire DC & DRC infrastructure & Non-CBS applications in DC & DRC is done as per the technical requirements and scope of work	As per the timelines give for the implementation of new tools mentioned above	Penalty of ₹ 50,000 per tool per week for every week of delay and part thereof	10% of the total cost (including Hardware, License, and Implementation) for the respective tool
11	Renewal of Licenses/ Subscriptions/ Fees /AMC/ATS/ Support contracts as applicable, during the period of Contract	The successful Bidder shall ensure that the renewal is completed before expiry date of respective components	The renewal process should be initiated at least 6 months prior to the date of expiry	1% of the total quarterly payout for respective component for every week of delay and part thereof.	**5% of the annual payout for total AMC /ATS charges**
12	Customization / Change request	The successful Bidder shall ensure that the Customizations and Change requests are done as per the agreed timelines with the Bank	As agreed with the Bank and defined in the contract	0.5% of CR cost per week for each completed calendar week of delay or part thereof.	25% of the total cost of respective Change request or Customization
13	Delay/Failure / Non-compliance to regulatory guidelines or as per Banks requirement on DR Drill activity	Successful completion of DR Drill report with resolution of issues identified.	Within 15 days from the DR Drill	₹ 1,00,000 per calendar day of delay	10% of the annual payout
14	Delay/Failure / Non-compliance to regulatory guidelines or as per Banks requirement	Report on successful resolution of issues identified under VAPT or any other audit.	As per the criticality defined in "VAPT" under section C	₹10,000/instance per calendar day of delay	10% of the annual payout

	on VAPT or any other audit				
15	Penalties imposed by regulatory bodies/agencies on account of shortcomings related to Monitoring, maintenance and managed services for entire DC & DRC infrastructure & Non-CBS applications in DC & DRC handled by the Successful bidder	The penalty imposed by the regulatory bodies/agencies	NA	100% of the Penalized amount	100% of the Penalized amount
16	Penalty for Non-taking of periodical back-ups	Non-taking of back-ups and testing readability as per stipulated periodicity	Per each instance	₹25,000 per instance	5% of Total Yearly FM cost
17	Penalty for delay in restoration of back-ups	Delay in successful restoration of backups	More than 6 Hours from receiving intimation from Bank	₹25,000 per instance, per hour	5% of Total Yearly FM cost

SLA for the incidents/ ticket raised and delay in submission of RCA report

7.1 SLA Penalty for Tickets raised through Bank's ITSM (Revised Table)

Incident Type & Criticality	Response Time	Resolution Time	Penalty in ₹, Excl of GST, if the Resolution time exceeds beyond the specified time limit				
Priority 1 – Critical Threat/ Severe Incident	5 Min	**30 min**	**30 Min** - 60 Min	1 Hr to 6 Hrs	6 Hr to 12 Hrs	12 Hrs to 24 Hrs	More than 24 Hrs
SLA Penalty			50000 per **every** 10 minutes	50000 per 5 minutes	50000 per 3 minutes	50000 per 2 minutes	50000 per minute
Priority 2 – Significant incident	20 Min	**60 min**	40 Min - 2 Hrs	2 Hrs to 12 Hrs	12 Hrs to 24 Hrs	More than 24 Hrs	
SLA Penalty			10000 per every 10 minutes	15000 per 10 minutes	20000 per 10 minutes	30000 per 10 minutes	
Priority 3 / Limited Incident	60 Min	120 Min	2 Hrs to 12 Hrs	12 Hrs to 24 Hrs	24 Hrs to 48 Hrs	More than 48 Hrs	
SLA Penalty			1000 per 10 minutes	2000 per 10 minutes	3000 per 10 minutes	5000 per 10 minutes	

Appendix – J (Amended)

SERVICE LEVEL AGREEMENT BETWEEN

…… (Vendor/ System Integrator)

&

KARNATAKA GRAMEENA BANK
AND
KERALA GRAMIN BANK

For …….. In
Karnataka Grameena Bank and Kerala Gramin Bank

THIS AGREEMENT (the Tri-partite Agreement) executed at Bengaluru on …… day of …… 2025.

BETWEEN

Karnataka Grameena Bank, a body corporate constituted under the Regional Rural Banks Act 1976, having its Head Offices at #32, Sanganakal Road, Gandhinagar, Ballari, Karnataka – 583103 in India **& Kerala Gramin Bank,** a body corporate, Constituted under the Regional Rural Banks Act 1976, having its head office at KGB Tower, A.K. Road, Uphill, Malappuram, Kerala – 676505 (hereinafter referred to as "**BANKS/Purchaser**") which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its assigns and successors) of the **ONE PART**

AND

M/s ……., a Company/Firm constituted and registered under the provisions of the Companies Act 1956 having its Registered Office at …… represented by the Authorized Signatory, Mr…… (Designation) (hereinafter referred to as "Vendor /System Integrator" which expression shall unless excluded by or repugnant to the subject or context be deemed to mean and include its administrators, successors and assigns) of the **OTHER PART**:

The Purchaser and Vendor/System Integrator are hereinafter collectively referred to as "Parties".

WHEREAS the Purchaser invited Bids for Products/Services VIZ ……, (Brief description of product/service/solutions) and has accepted the Bid by the Vendor/System Integrator for …… (Full description of product/service/solutions) for the sum of Rs…….. (Rupees …… only) exclusive of GST (herein after called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. DEFINITION AND INTERPRETATION:

1.1 In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the terms and conditions of RFP/RFQ/EOI/ Amendments/ LOI/ Purchase Order referred to.

1.2 Reference to a "Business day" shall be construed as reference to a day (other than a Sunday, second or fourth Saturday) on which banks in the State are generally open for business;

1.3 any reference to a month shall mean a reference to a calendar month as per the Gregorian calendar;

1.4 In this Agreement, unless the context otherwise requires:

1.4.1 words of any gender are deemed to include the other gender;

1.4.2 words using the singular or plural number also include the plural or singular number, respectively;

1.4.3 the terms “hereof”, “herein”, “hereby”, “hereto” and any derivative or similar words refer to this entire Agreement;

1.4.4 headings, sub-headings and bold typeface are only for convenience and shall be ignored for the purposes of interpretation;

1.4.5 reference to any legislation or law or to any provision thereof shall include references to any such legislation or law as it may, after the date hereof, from time to time, be amended, supplemented or re-enacted, and any reference to a statutory provision shall include any subordinate legislation made from time to time under that provision;

1.4.6 any term or expression used, but not defined herein, shall have the same meaning assigned thereto under the RFP;

1.4.7 references to the word “include” or “including” shall be construed without limitation;

1.5 The RFP No…….dated…… and PO No …….. dated …….. as amended from time to time and this Agreement, and the other related documents shall be deemed to form and be read and construed as part of this Agreement, which, inter alia, includes

a) The Bid Form and the Price Schedule submitted by the Bidder.

b) The Bill of Material.

c) The Technical & Functional Specifications.

d) All the terms and conditions of the RFP.

e) The Terms and Conditions of the Contract/Purchase Order.

f) The Purchaser's Letter of Intent/Notification of Award.

g) Schedule of Dates, Amounts etc.

h) Pre-Contract Integrity Pact.

i) All pre bid clarifications/mail communications shared with the bidder during the processing of this bid.

All the above are collectively referred to as "the Transaction Documents" forming an integral part of the Contract are to be taken as mutually explanatory to one another. Detailed site orders as and when released shall form an integral part of this contract. However, in case of conflict between the Clauses of the Contract and Schedules appended to the Contract, provisions of the Clauses of the Contract shall prevail and not limited to the following:

2. SCOPE OF WORK:

The scope of work shall be as Per RFP/RFQ/EOI Document/ Bid No/PO No ……. Dated……..

3. TERM OF THE CONTRACT:

The contract shall be valid for the full duration till completion of all contractual obligations by the Vendor/System Integrator and PURCHASER for the current orders or further orders to be released by Vendor/ System Integrator as per the terms and conditions in this contract.

4. PAYMENT TERMS:

The payment terms shall be as specified in the RFP/RFQ/EOI Document/ Bid No/PO No ……. dated ……..

5. PENALTIES/LIQUIDATED DAMAGES:

As Per RFP/RFQ/EOI Document/ Bid No/PO No ……. dated ……..

6. SECURITY DEPOSIT / PERFORMANCE OF BANK GUARANTEE:

The Vendor/System Integrator shall submit Security Deposit/Performance Bank Guarantee as specified in the RFP/RFQ/EOI Document/ Bid No/PO No ……. dated ……..

7. ASSIGNMENT:

7.1. VENDOR/ SYSTEM INTEGRATOR shall not assign to any one, in whole or in part, it's obligations to perform under the Contract, except with the BANK's prior written consent.

7.2. If the BANK undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the VENDOR/ SYSTEM INTEGRATOR under this Contract.

8. SUB-CONTRACTING:

8.1. VENDOR/ SYSTEM INTEGRATOR shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the VENDOR/ SYSTEM INTEGRATOR under the contract without the prior written consent of the BANK.

8.2. Notwithstanding the above or any written consent granted by the Bank for subcontracting the services, the Vendor/System Integrator alone shall be responsible for performance of the services under the contract.

9. SERVICE LEVELS:

During the term of the contract, the vendor shall maintain the Service Levels as detailed in RFP/PO. In case the vendor fails to maintain the Service Levels, Liquidated damages as detailed in RFP/PO shall be imposed on the Vendor/System Integrator.

10. ORDER CANCELLATION/TERMINATION OF CONTRACT:

10.1. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:

10.1.1. Delay in delivery/solution beyond the specified period for delivery.

10.1.2. Serious discrepancies noted in the items delivered.

10.1.3. Breaches in the terms and conditions of the Order.

10.1.4. Non submission of acceptance of order within 7 days of order.

10.1.5. Excessive delay in execution of order placed by the Bank.

10.1.6. The Vendor/System Integrator commits a breach of any of the terms and conditions of the bid.

10.1.7. The Vendor/System Integrator goes in to liquidation voluntarily or otherwise.

10.1.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.

10.1.9. The progress made by the Vendor/System Integrator is found to be unsatisfactory.

10.1.10. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

10.2. In case of termination due to breach of contract terms, Bank shall serve the notice of termination to the Vendor/System Integrator at least 30 days prior, of its intention to terminate services. In case the termination happens normally at the end of the contract period, the Bank will intimate the Vendor of the matter 180 days in advance, so that the Vendor can provide necessary assistance to the Bank and the newly selected Vendor for smooth reverse transition.

10.3. In case the Vendor/System Integrator fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/System Integrator by giving 7 days' prior notice to the Vendor/System Integrator.

10.4. After the award of the contract, if the Vendor/System Integrator does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/System Integrator is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.

10.5. The Bank reserves the right to recover any dues payable by the Vendor/System Integrator from any amount outstanding to the credit of the Vendor/System Integrator, including the pending bills and security deposit, if any, under this contract.

10.6. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/System Integrator towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

10.7. Notwithstanding anything contained hereinabove, the Bank may, at its own discretion, terminate this contract by giving a 30 day's notice.

10.8. Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, Vendor/System Integrator should continue the services. Vendor/System Integrator is solely responsible to prepare a detailed Reverse Transition plan.

10.9. The Bank shall have the sole decision to determine whether such plan has been complied with or not. Reverse Transition mechanism would include services and tasks that are required to be performed/ rendered by the Vendor/System Integrator to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables.

11. EXIT MANAGEMENT PLAN:

11.1. Vendor/System Integrator shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.

11.2. Vendor/System Integrator shall update the Transition and Exit management on half yearly basis or earlier in case of major changes during the entire contract duration. The plan and the format shall be discussed and approved by the Bank.

11.3. The exit Management plan shall deal with the following aspects but not limited to of exit management in relation to the Service Level as a whole and in relation to in scope applications, interfaces, infrastructure and network and the scope of work.

11.3.1. A detailed program of the transfer process that could be used in conjunction with a replacement vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.

11.3.2. Plans for provision of contingent support to the Project and replacement Vendor/System Integrator for a reasonable period (minimum three month and maximum as per mutual agreement) after transfer or as decided by Bank.

11.3.3. Plans for training of the Replacement System Integrator/ Bank staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by Bank. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of Vendor/System Integrator.

11.4. At the end of the contract period or during the contract period, if any other System Integrator is identified or selected for providing services related to Vendor/System Integrator scope of work, they shall ensure that a proper and satisfactory handover is made to the replacement System Integrator.

11.5. All risk during transition stage shall be properly documented by Vendor/System Integrator and mitigation measures shall be planned to ensure a smooth transition without any service disruption. Vendor/System Integrator must ensure that hardware supplied by them shall not reach end of support products (software/ hardware) at time of transition. Vendor/System

Integrator shall inform well in advance end of support products (software/hardware) for the in-scope applications and infrastructure.

11.6. The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by Banks.

11.7. Vendor/System Integrator will provide support for a minimum of 180 days or as decided by the Bank during the notice period or prior to the expiry of the contract at the same rate as applicable during the contract period and without any additional cost to the Bank, for facilitating smooth transition to the newly selected Vendor and/or new system, as the case may be.

11.8. In case of termination, the exit management period will start from effective date of termination, or such other date as may be decided by Banks and communicated to Vendor/System Integrator.

11.9. Vendor/System Integrator must ensure closing off all critical open issues, any audit observation as on date of exit. All other open issues as on date of Exit shall be listed and provided to the Bank.

11.10. Vendor/System Integrator needs to comply with Banks requirements and any statutory or regulatory guidelines during the reverse transition period.

12. TRAINING AND HANDHOLDING:

12.1. Vendor/System Integrator shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:

12.1.1. Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history.

12.1.2. Change Request Logs

12.2. Assisting the new System Integrator/Bank with the complete audit of the system including licenses and physical assets

12.3. Detailed walk-throughs and demos for the solution

12.4. During the exit management period, the Vendor/System Integrator shall use its best efforts to deliver the services.

12.5. Vendor/System Integrator shall hold technical knowledge transfer sessions with designated technical team of Business and/or any replacement System Integrator in at least last three (3) months of the project duration or as decided by Bank.

During Reverse transition Bank will not pay any additional cost to the Vendor/System Integrator for doing reverse transition.

13. INTELLECTUAL PROPERTY RIGHTS:

13.1. VENDOR/ SYSTEM INTEGRATOR warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SYSTEM INTEGRATOR warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/

SYSTEM INTEGRATOR shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual property rights, if any. VENDOR/ SYSTEM INTEGRATOR shall ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as VENDOR/ SYSTEM INTEGRATOR.

13.2. In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, VENDOR/ SYSTEM INTEGRATOR shall at its choice and expense:

13.2.1. Procure for BANK the right to continue to use such deliverables.

13.2.2. Replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables or

13.2.3. If the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse BANK for any amounts paid to VENDOR/ SYSTEM INTEGRATOR for such deliverables, along with the replacement costs incurred by BANK for procuring equivalent equipment in addition to the penalties levied by BANK. However, BANK shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, VENDOR/ SYSTEM INTEGRATOR shall be responsible for payment of penalties in case service levels are not met because of inability of the BANK to use the proposed solution.

13.3. The indemnification obligation stated in this clause shall apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party to make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.

13.4. VENDOR/ SYSTEM INTEGRATOR acknowledges that business logics, work flows, delegation and decision making processes of BANK are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Software/Service.

14. <u>INDEMNITY:</u>

14.1. VENDOR/ SYSTEM INTEGRATOR shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

14.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by VENDOR/ SYSTEM INTEGRATOR;

14.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by VENDOR/ SYSTEM INTEGRATOR;

14.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the Vendor/System Integrator.

14.2. VENDOR/ SYSTEM INTEGRATOR shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of **Solution** supplied by them.

14.2.1. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

14.2.2. The limits specified in below clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

14.2.3. All Employees engaged by VENDOR/ SYSTEM INTEGRATOR shall be in sole employment of VENDOR/ SYSTEM INTEGRATOR and the VENDOR/ SYSTEM INTEGRATOR shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

14.3. VENDOR/ SYSTEM INTEGRATOR's aggregate liability shall be subject to an overall limit of the total Cost of the project.

15. <u>RIGHT TO AUDIT:</u>

15.1. 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 allowed 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.

15.2. 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.

15.3. 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.

16. BUSINESS CONTINUITY PLAN:

16.1. The System Integrator/vendor shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.

16.2. The System Integrator/vendor shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the System Integrator/vendor.

17. CORRUPT AND FRAUDULENT PRACTICES:

17.1. Vendor/System Integrator shall at all times observe the highest standard of ethics during the entire contract period.

17.2. Vendor/System Integrator shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for Supply, Implementation, Migration and Support of the Solution by the Bank.

18. CONFIDENTIALITY AND NON-DISCLOSURE:

18.1. VENDOR/ SYSTEM INTEGRATOR shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. VENDOR/ SYSTEM INTEGRATOR shall suitably defend, indemnify BANK for any loss/damage suffered by BANK on account of and to the extent of any disclosure of the confidential information. VENDOR/ SYSTEM INTEGRATOR shall furnish an undertaking in the prescribed format.

18.2. No Media release/public announcement or any other reference to the Contract/RFP or any program there under shall be made without the written consent of the BANK, by photographic, electronic or other means.

18.3. Provided that the Confidentiality Clause may not be applied to the data or information which;

a) Was available in the public domain at the time of such disclosure through no wrongful act on the part of VENDOR/ SYSTEM INTEGRATOR.
b) Is received by VENDOR/ SYSTEM INTEGRATOR without the breach of this Agreement.
c) Is required by law or regulatory compliance to disclose to any third person.
d) Is explicitly approved for release by written authorization of the Bank.

18.4. System Integrator to ensure confidentiality of customer data and shall be liable in case of any breach of security and leakage of confidential customer related information

THESE CONFIDENTIALITY OBLIGATIONS SHALL SURVIVE THE TERMINATION OF THIS CONTRACT AND THE VENDOR/ SYSTEM INTEGRATOR SHALL BE BOUND BY THE SAID OBLIGATIONS.

19. FORCE MAJEURE:

19.1. VENDOR/ SYSTEM INTEGRATOR shall not be liable for default or non-performance of the obligations under the Contract, if such default or non-performance of the obligations under this Contract is caused by any reason or circumstances or occurrences beyond the control of VENDOR/ SYSTEM INTEGRATOR, i.e. Force Majeure.

19.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the VENDOR/ SYSTEM INTEGRATOR, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the VENDOR/ SYSTEM INTEGRATOR, resulting in such a situation.

19.3. In the event of any such intervening Force Majeure, VENDOR/ SYSTEM INTEGRATOR shall notify the BANK in writing of such circumstances and the cause thereof immediately within seven days. Unless otherwise directed by the BANK, VENDOR/ SYSTEM INTEGRATOR shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

19.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the BANK and VENDOR/ SYSTEM INTEGRATOR shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the BANK shall be final and binding on the VENDOR/ SYSTEM INTEGRATOR.

20. SOCIAL MEDIA POLICY:

20.1. No person of the Bank or the Vendor/System Integrator and third parties shall violate the Social Media Policy of the Bank.

20.2. The following acts on the part of personnel of the Bank or Vendor/System Integrator and third parties shall be construed as violation of Social Media Policy:

20.2.1. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time.

20.2.2. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures.

20.2.3. Any unauthorized use or disclosure of Bank's confidential information or data.

20.2.4. Any usage of information or data for purposes other than for Bank's normal business purposes and / or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

21. HIRING OF BANK STAFF OR EX-STAFF:

21.1. The VENDOR/ SYSTEM INTEGRATOR or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the closure/termination of contract even if existing/ ex/retired employee actively seek employment from the VENDOR/ SYSTEM INTEGRATOR or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.

22. ADHERENCE TO BANKS IS SECURITY/CYBER SECURITY POLICIES:

22.1. VENDOR/ SYSTEM INTEGRATOR shall comply with Bank's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.

22.2. In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the vendor/System Integrator shall immediately report such incident to the Bank.

23. PROTECTION OF DATA:

23.1. The VENDOR/ SYSTEM INTEGRATOR warrants that at all times, when delivering the Deliverables and providing the Services, use appropriate procedures and care to avoid loss or corruption of data. However, in the event that any loss or damage to Bank data occurs as a result of Vendor/System Integrator failure to perform its responsibilities in the RFP, Vendor/System Integrator will at Bank's request correct or cause to be corrected any loss or damage to Bank data. Further, the cost of the any corrective action in relation to data loss of any nature will be borne by Vendor/System Integrator, if such loss or damage was caused by any act or omission of Vendor/System Integrator or its officers, employees, contractors or agents or other persons under Vendor/System Integrator control.

23.2. Where the terms of the RFP/PO require any data to be maintained by the Bank, the Bank agrees to grant, Vendor/System Integrator such access and assistance to such data and other materials as may be required by Vendor/System Integrator, for the purposes of correcting loss or damage to Bank data.

23.3. The VENDOR/ SYSTEM INTEGRATOR is required to adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/System Integrator will be liable to bank for any event for security breach and leakage of data/information

23.4. The VENDOR/ SYSTEM INTEGRATOR should ensure that it is complying with applicable guidelines issued by regulatory bodies on Digital Data Protection Act 2023 and its future amendments and communications.

24. DISPUTE RESOLUTION MECHANISM:

24.1. All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of Parties failing to consent upon a single Arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole Arbitrator as provided under the Arbitration and Conciliation Act, 1996. Place of Arbitration shall be Bengaluru, India which will be governed by Indian Arbitration and Conciliation Act, 1996. Proceedings of Arbitration shall be conducted in English language only.

25. GOVERNING LAWS AND JURISDICTION OF THE COURT:

25.1. All disputes and controversies between Bank and VENDOR/ SYSTEM INTEGRATOR shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this Contract shall be governed by the laws of India.

26. NOTICES:

26.1. Any notice or other communication required or permitted by this Contract shall be in writing, in English, delivered by certified or registered mail, return receipt requested, postage prepaid and addressed as follows or to such other address as may be designated by notice being effective on the date received or, if mailed as set above:

If to BANK:

Office Address: Karnataka Grameena Bank, Canara RRBs Project Office, Bengaluru -560001
Designated Contact Person: ……..…… (Designation)
Phone:
Email: apmgroup@kgbk.in

If to VENDOR/ SYSTEM INTEGRATOR:

Registered Office Address:
Designated Contact Person: Sri. _____ (_____)
Phone: +91-_____
Email: _____

27. AMENDMENTS TO CONTRACT:

27.1. The terms and conditions of this Agreement may be modified by Parties by mutual agreement from time to time. No variation of or amendment to or waiver of any of the terms of this Agreement shall be effective and binding on the Parties unless evidenced in writing and signed by or on behalf of each of the Parties.

28. CONFLICT OF INTEREST:

28.1. VENDOR/ SYSTEM INTEGRATOR represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.

28.2. VENDOR/ SYSTEM INTEGRATOR represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Vendor/System Integrator shall immediately inform the Bank in writing of such conflict.

28.3. VENDOR/ SYSTEM INTEGRATOR acknowledges that if, in the reasonable judgment of the Bank, such conflict poses a material conflict to and with the performance of VENDOR/ SYSTEM INTEGRATOR's obligations under this Agreement, then the Bank may terminate the Agreement immediately upon Written notice to VENDOR/ SYSTEM INTEGRATOR; such termination of the Agreement shall be effective upon the receipt of such notice by VENDOR/ SYSTEM INTEGRATOR.

29. ESCALATION MATRIX:

The escalation matrix at the Vendor/System Integrator level, shall be provided as below.

In case of any issue with respect to the execution of the Project, Delivery of Hardware, Services etc., the Bank can escalate the issue as per the escalation matrix.

Escalation matrix shall be strictly followed to resolve any tickets, whenever raised. `

Escalation Level	Name	Designation	Office Address	Mobile Number	Role & Responsibility	E-mail ID
First Level						
Senior Level/Middle Level						
Highest Level						

30. GENERAL CONDITIONS TO CONTRACT:

30.1. The VENDOR/ SYSTEM INTEGRATOR shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.

30.2. The VENDOR/ SYSTEM INTEGRATOR shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/System Integrator shall be liable to bank for any event for security breach and leakage of data/information

30.3. The VENDOR/ SYSTEM INTEGRATOR shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.

30.4. No forbearance, indulgence, relaxation or inaction by any Party [BANK or VENDOR/ SYSTEM INTEGRATOR] at any time to require the performance of any provision of Contract shall in any way affect, diminish, or prejudice the right of such Party to require the performance of that or any other provision of Contract.

30.5. No waiver or acquiescence of any breach, or any continuing or subsequent breach of any provision of Contract shall be construed as a waiver of any right under or arising out of Contract or an acquiescence to or recognition of any right and/or any position other than that expressly stipulated in the Contract.

30.6. All remedies of either BANK or VENDOR/ SYSTEM INTEGRATOR under the Contract whether provided herein or conferred by statute, civil law, common law, custom, or trade usage, are cumulative and not alternative may be enforced successively or concurrently.

30.7. If any provision of Contract or the application thereof to any person or Party [BANK/ VENDOR/ SYSTEM INTEGRATOR] is or becomes invalid or unenforceable or prohibited by law to any extent, this Contract shall be considered divisible as to such provision, and such provision alone shall be inoperative to such extent and the remainder of the Contract shall be valid and binding

as though such provision had not been included. Further, the Parties [BANK and VENDOR/ SYSTEM INTEGRATOR] shall endeavor to replace such invalid, unenforceable or illegal provision by one that is valid, enforceable, and legal and achieve substantially the same economic effect as the provision sought to be replaced.

30.8. None of the provisions of Contract shall be deemed to constitute a partnership between the Parties [BANK and VENDOR/ SYSTEM INTEGRATOR] and neither Party [BANK nor VENDOR/ SYSTEM INTEGRATOR] shall have any right or authority to bind the other as the other's agent or representative and no Party shall be deemed to be the agent of the other in any way.

30.9. Contract shall not be intended and shall not be construed to confer on any person other than the Parties [BANK and VENDOR/ SYSTEM INTEGRATOR] hereto, any rights or remedies herein.

30.10. Contract shall be executed in English language in 1 (one) original, the BANK receiving the duly signed original and VENDOR/ SYSTEM INTEGRATOR receiving the duly attested photocopy.

IN **WITNESS** WHEREOF, the Parties hereto have executed this Agreement the day and year first herein above written.

Signature:	Signature:
Name:	Name:
Designation:	Designation:
For & on behalf of:	For & on behalf of
(BANK)	(VENDOR/ SYSTEM INTEGRATOR)
In the presence of:	In the presence of:
Signature-1:	Signature-1:
Name:	Name:
Designation:	Designation:
Signature-2:	Signature-2:
Name:	Name:
Designation:	Designation:

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

Ref: RFP **Dated 01.09.2025**

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	FI- Integrator, Finacle API maintenance, Connect24 (UPI, IMPS, ATM, POS, AEPS , mobile Banking, BBPS etc..) – L2	1						
13	Finacle Integrator- Finacle API & Connect 24 customization – L2	1						
14	Oracle Data Base admin with expertise in RAC, AVDF – L1	3						
15	Oracle Data Base admin with expertise in RAC, AVDF – L2	4						
16	Oracle Data Base admin with expertise in RAC, AVDF – L3	2						
17-	Database- MySQL & MSSQL –L2	4						
18	Database- MySQL & MSSQL –L3	1						
19	Database- Sybase – L2	1						
20	Application Monitoring Tool, Patch Management of Application, Data Configuration Management, Capacity Management – L1	3						
21	Application Monitoring Tool, Patch Management of Application, Data Configuration Management, Capacity Management – L2	3						
22	Desktop Patch Management – SCCM – L2	3						
23	Server Patch Management – BigFix – L2	2						
24	AV Admin for EndPoints-L1	2						
25	AV Admin for EndPoints-L2	1						
26	Proxy - L1	2						
27	Proxy – L2	1						
28	WAF-L1	1						
29	WAF-L2	1						

30	HSM , ADV, Load Balancer, NAC Admin- L1	3						
31	HSM , ADV, Load Balancer, NAC Admin- L2	3						
32	AIX Admin – L2	5						
33	Windows+ Hyper V Admin – L1	3						
34	Windows+ Hyper V Admin – L2	1						
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	Backup Admin (Non CBS) (Veeam)- L3	1						
44	Storage Admin (CBS & NON CBS)- L2	4						
45	Storage Admin (CBS & NON CBS)- L3	1						
46	VMWare Admin – L2	4						
47	L1 CBS Helpdesk	20						
48	L1 Call Center Resource	24						
49	L1 Resident Engineers	34						
Total Onsite Man-Power Cost		**200**						
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		TOTAL
					Rate	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate	Amount	Rate	Amount	
1	License Cost for PSP Testing Tool						[redacted]										
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)

Sl 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