Request for Proposal (RFP)

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"

For

Two Regional Rural Banks (RRBs) Sponsored by Canara Bank

Karnataka Grameena Bank
Head Office, Ballari, Karnataka
&
Kerala Gramin Bank
Head Office, Malappuram, Kerala

Ref: KaGB/Project Office/RFP/01/2025-26 dated 01.09.2025

Issued By:
General Manager
Karnataka Grameena Bank
Canara Bank RRBs CBS Project Office,
19-19/1, III Floor,
Above Canara Bank Regional Office,
South end Road, Basavanagudi
Bengaluru-560004

Disclaimer

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of **Karnataka Grameena Bank (KaGB)** and **Kerala Gramin Bank (KGB)** (hereinafter termed as "Banks" or "Bank"), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms & conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the Banks to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). This invitation document is for the exclusive use of the prospective vendors to whom it is delivered, and it should not be circulated or distributed to third parties. The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires.

Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. The Banks make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. The Banks do not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent. Further, the Bank shall not be liable for any person placing reliance on any source of information (other than this Invitation Document or as published in its website) and such person would be doing so at his/ her/ their own risk.

The Banks in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be published on the Bank's website (https://www.karnatakagrameenabank.com & https://www.kgb.bank.in) and it will become part and parcel of this RFP. This RFP is an invitation to offer and not an offer. The Bid submitted by the Prospective vendors shall constitute an 'offer', subject to acceptance by the Banks. The Bidders shall submit their Bid in the manner set out herein.

The issuance of this Invitation Document does not imply that the Bank is bound to select a Prospective Buyer(s) and the Banks reserve the right to reject any or all the proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of the Banks shall be final, conclusive and binding on all the parties.

LIST OF CONTENTS

SECTION A – BID DETAILS & ABBREVIATIONS			
Clause No.	**TOPIC**	**Clause No.**	**TOPIC**
1.	Bid Schedule	2.	Abbreviations
SECTION B - INTRODUCTION			
1.	About Banks	**2.**	Definitions
3.	About RFP	**4.**	Objectives of the RFP
5.	Existing Landscape	**6.**	Requirement details
7.	Participation Methodology	**8.**	Eligibility Criteria
9.	Scope of Work	**10.**	Project Management Framework
11.	Third Party Co-ordination Services		
SECTION C – DELIVERABLE AND SERVICE LEVEL AGREEMENTS			
1.	Project Time	2.	Service Level Agreement
3.	General SLA Terms and Terminologies	**4.**	Priority of Incidents
5.	Penalty for Mishandling, Misconfiguration, or Improper Deployment	**6.**	Penalty /LD
7.	SLA for RCA for the incident/ticket raised	**8.**	SLA for Uptime
9.	Payment terms	**10.**	Payment Schedules
11.	Onsite Resources and Support	**12.**	Exit option
13.	Exit Management	**14.**	Training and Handholding
15.	Subcontracts	**16.**	Defect Liability
17.	VAPT and Other Audits	**18.**	DR Drill Switchover/Failover
19.	Reports	**20.**	Escrow Arrangement during Contract Period
SECTION-D BID PROCESS			
1.	Clarification to RFP & Pre-Bid queries	**2.**	Pre-Bid Meeting
3.	Amendment to RFP document	**4.**	Bid System Offer
5.	Preparation of Bids	**6.**	Application Money (Tender Fee)
7.	EMD/ Bank Guarantee in lieu of EMD	8.	License and Versions
9.	Software Version	**10.**	Documentation
11.	Cost & currency	**12.**	Erasures or Alterations

13.	Assumptions/Presumptions/Modification	**14.**	Submission of Bids
15.	Bid opening	**16**	Withdrawal of Bid
SECTION E – SELECTION OF BIDDER			
1.	Preliminary Scrutiny	**2.**	Clarification of Offers
3.	Evaluation of Bids	**4.**	Intimation of Qualified/Successful Bidders
5.	Correction of Error in Commercial Bid		
SECTION F – OWNERSHIP & AWARDING OF CONTRACT			
1.	Bid Validity Period	**2.**	Proposal ownership
3.	Project ownership	**4.**	Acceptance of offer
5.	Award of Contract	**6.**	Effective Date
7.	Project Execution	**8.**	Security Deposit/Performance Bank Guarantee
9.	Execution of Agreement	**10.**	Pricing
11.	Order Cancellation/Termination of Contract		
SECTION G – GENERAL CONDITIONS			
1.	General Order Terms	**2.**	Roles & Responsibility during project Implementation
3.	Responsibility of the Successful Bidder	**4.**	Human Resource Requirement
5.	Responsibility of completeness	**6.**	Inspection of Records
7.	Negligence	**8.**	Assignment
9.	Publicity	**10.**	Insurance
11.	Guarantees	**12**	Intellectual Property Rights
13.	Confidentiality and Non-Disclosure	**14.**	Indemnity
15.	Force majeure	**16.**	Responsibilities of the Bidder
17.	Corrupt and Fraudulent practices	**18.**	Amendments to Purchase order
19.	Amendments to agreement	**20.**	Modifications/Cancellation of RFP
21.	Social Media Policy	**22.**	Resolution of disputes
23.	Adaption of Integrity Pact	**24.**	Right to Audit
25.	Protection of Data	**26.**	Mergers and Acquisitions
27.	Bidders Risk Management	**28.**	Adherence to Banks IS Security/Cyber Security policies
29.	Limitation of Liability		

SECTION H – PURCHASE PREFERENCE			
1.	Micro & small Enterprises	**2.**	Startup
3.	Procurement through Local Suppliers (Make in India)		

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)	
1.	Annexure- 1 Eligibility Criteria Declaration
2.	Annexure- 3 Bid Covering Letter
3.	Annexure- 4 Bidder's Profile
4.	Annexure- 5 Service Support Details
5.	Annexure- 6 Track Record of Past Implementation
6.	Annexure- 7 Non-Disclosure Agreement
7.	Annexure- 8 Self Declaration for a Non-Blacklisted Company (Notarized)
8.	Annexure- 9 Make In India Certificate
9.	Annexure-10-A- Manufacturer/ Authorized Distributor / Partner in India Authorization Form / Undertaking from the OEM's for the suppliable item under this RFP.
	Annexure-10-B- Manufacturer/ Authorized Distributor / Partner in India Authorization Form / Undertaking from Finacle CBS OEM's for supply and support of Finacle licenses under this RFP.
	Annexure-10-C- Manufacturer/ Authorized Distributor / Partner in India Authorization Form / Undertaking from all the OEM's of our existing Hardwares/servers/appliances/Oss/softwares mentioned under this RFP.
10.	Annexure-11 Undertaking from OEM
11.	Annexure-12 Self-Declaration regarding Legal Cases (Notarized)
12.	Annexure-13 -Declaration regarding Land Border
13.	Annexure-20 Undertaking for Information Security Compliance
14.	Annexure-21 Form PP-B Self Declaration of MSEs and Startups
15.	Annexure-22 Compliance to Scope of Work
16.	Annexure-23 Resource Requirements
ANNEXURES (To be submitted with Part-B -Technical Proposal)	
17.	Annexure- 2 Technical Specifications & Scope of Work
18.	Annexure-14 Escalation Matrix for Pre sales, Support, Product(if any)
19.	Annexure-15 Compliance Statement
20.	Annexure-16 Conformity Letter
21.	Annexure-17 Masked Bill of Material (By masking the Price)
22.	Annexure-18 Compliance to Onsite Resources
23.	Annexure-19 Undertaking for Authenticity
ANNEXURES (To be submitted with Part-C -Commercial Bid)	
24.	Annexure-17 Bill of Material

APPENDICES	
A.	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria
B.	Instructions to be noted while preparing/submitting Part B- Technical Proposal
C.	Instruction to be noted while preparing/submitting Part C- Commercial Bid
D.	Format for Sending Pre-Bid Queries
E.	Authorization Letter Format
F.	Proforma of Bank Guarantee in lieu of EMD
G.	Proforma of Bank Guarantee for Contract Performance
H.	Bid Security Declaration
I.	Pre-Contract Integrity Pact
J.	Service Level Agreement
K.	List of all applications
L.	List of applications maintained by other vendors
M.	Mandatory list of 30 applications to be monitored using an Application Performance Monitoring (APM) tool
N.	The list of items covered under AMC support & ATS Support

SECTION A – BID DETAILS & ABBREVIATIONS

1. Bid Schedule:

Sl. No.	Description	Details
1.	RFP No. and Date	**KaGB/Project Office/RFP/01/2025-26 dated 01.09.2025**
2.	Brief Description of the RFP	**Selection of System Integrator for providing** A) Monitoring, Maintenance, and Managed Services of Finacle CBS, Finacle FEBA, CBS Allied Applications and the entire infrastructure for CBS, FEBA & Allied Applications, and Non-CBS Applications in the DC, DRC, and designated sites, including but not limited to DC & DRC infrastructure (Hardware, appliances, OS, middleware, VMware, DB, storage, backup, Antivirus (AV) & patch management, load balancer (LB), ITAM, proxy, active directory, endpoint DLP, etc.) A1) Supply of Finacle CBS & FEBA Licenses and Design and Deployment, as per the requirements of the Banks B) Core customization and Bank's based Customization Services for Finacle CBS Modules, Finacle FEBA, Connect24, Finacle Integrator, API Gateway, Payment Channel-related services, etc. This includes the creation of APIs/interfaces in all formats such as JSON, ISO, XML, WSDL, XSD, etc., monitoring and managed services for CBS, FEBA (Finacle e-banking), and allied applications, along with the configuration and installation of related certificates and signatures. It also includes third-party integrations, setting up and managing the Finacle Connect24 gateway (MZ & DMZ) and the Finacle Integrator gateway (MZ & DMZ), creating environments for development, UAT, training, pre-production, staging, etc., and execution of batch jobs, cron jobs, scheduled jobs, scripts, and ad-hoc jobs. The scope also covers deployment, configuration, and testing of PSP patches, security patches, application patches, and new patches/features released by the OEM or as requested by the Bank.

		C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware. D) Supply, Installation, implementation, management and support of Finacle's Product Service Pack (PSP)'s, Hot Fixes and other patches testing a tool including its related hardware. E) Testing after deployment of PSP's, customization, Bank's owned and third-party interfaces etc. F) Regular capacity management, audit and performance audit G) Monitoring & management of Oracle database and Audit Vault and Database Firewall (AVDF) in Data Center & Data Recovery Center H) Management of Historical Data viewer application of existing OEM for legacy data (AS IS condition) I) Supply of Resources for CBS helpdesk J) Supply of agents for the Customer Call Center K) Supply of Resident Engineers based at Regional Offices/ Other designated sites L) FM service engineers of DC and DRC Infrastructure M) Ensure Backup of CBS and CBS Allied and Non-CBS applications
3.	Bank's Address for Communication and Submission of Tender	**General Manager,** Karnataka Grameena Bank, Canara RRBs CBS Project Office, 19-19/1,IIIrd Floor, Above Canara Bank Regional Office, South End Road, Basavanagudi, Bengaluru - 560 004.
4.	Bank Contact Details	Project Director, Canara RRBs CBS Project Office, 19-19/1,IIIrd Floor, Above Canara Bank Regional Office, South End Road, Basavanagudi, Bengaluru - 560 004.

		Mr. Abhinesh V, Manager, KGB Mob: 99615 00848. E-mail: apmgroup@kgbk.in
5.	Date of Issue	**01.09.2025**
6.	Application Fees (Not Refundable)	**₹ 1,18,000/- (₹ 1,00,000 + GST @ 18%)**
7.	Earnest Money Deposit (Refundable) (DD or BG)	**₹ 5,00,00,000 (Rupees Five Crore Only)**
8.	Performance Bank Guarantee	**10 %** of Total Order Value
9.	Date & Time of Pre-Bid Meeting	➢ Pre-bid meeting will be held on **19.09.2025 at 03:00 PM** **Venue :** Canara RRBs CBS Project Office, 19-19/1, Third Floor, Above Canara Bank Regional Office, South End Road, Basavanagudi, Bengaluru - 560 004. ➢ Pre-bid queries should be submitted as per Appendix-D. ➢ Pre-bid queries to be sent by E-mail to **apmgroup@kgbk.in** and it must reach on or before **15.09.2025, at 05:00 PM.** ➢ Queries received afterwards will be considered as per the bank discretion. ➢ Prospective Bidders may send the email addresses and contact numbers of their participants for the pre-bid meeting to apmgroup@kgbk.in in order to receive the invitation link. The meeting will be conducted via Microsoft Teams, Video Conferencing, or in person. ➢ Prospective bidder representatives are required to be present during the meeting either at our office or may participate via video conference (VC). The VC link will be sent to the respective email address provided by the authorized signatories on their letterhead. Please ensure that this information is communicated well in advance to apmgroup@kgbk.in.
10.	Last Date and Time for Submission of Bids	**10.10.2025 (Friday) at 03:00 PM**

11.	Date, Time & Venue for Opening of Part A- Conformity to Eligibility Criteria.	**10.10.2025 (Friday) at 03:30 PM** **Venue :** Canara RRBs CBS Project Office, 19-19/1, III rd Floor, Above Canara Bank Regional Office, South End Road, Basavanagudi, Bengaluru - 560 004
12.	Date and Time of Opening of Technical Bid Part - B/ Commercial Bid Part-C	The date and time shall be communicated separately to the bidders.
13	Other Details	➢ The bidders must fulfill the Prequalification Criteria for being eligible to bid. ➢ No Suggestions or queries shall be entertained after pre-bid meeting.
14	Website for online RFP	https://canarabank.com/ https://www.kgb.bank.in https://karnatakagrameenabank.com/

The **Application Fee** for the Tender document should be submitted by means of NEFT/Bankers Cheque/DD drawn on any Scheduled Commercial Bank for the above amount in favor of **Karnataka Grameena Bank, payable at Bengaluru** and submit the same along with the bid document. Below are the details for NEFT:

Name of the Bank: Karnataka Grameena Bank
Name of the Branch: DIT DBS Wing
Account No: 105061013050077
Name of the Account : SL-NEFT Parking Account
IFS Code: PKGB0010506 (In case of any changes to the IFS Code, the Bank will communicate such updates on its website. It is the responsibility of the bidder to regularly check the Bank's website for any further instructions or actions required)

The **Earnest Money Deposit (EMD)** amount should be submitted by means of NEFT/Bankers Cheque/DD drawn on any Scheduled Commercial Bank for the above amount in favor of **Karnataka Grameena Bank, payable at Bengaluru** or a Bank Guarantee of an equal amount issued by a Commercial Bank (other than Canara Bank, Karnataka Grameena Bank and Kerala Gramin Bank) located in India, in the format provided in the RFP and submit the same along with the bid document. Below are the details for NEFT:

Name of the Bank: Karnataka Grameena Bank
Name of the Branch: DIT DBS Wing
Account No: 105061013050077
Name of the Account : SL-NEFT Parking Account
IFS Code: PKGB0010506 (In case of any changes to the IFS Code, the Bank will communicate such updates on its website. It is the responsibility of the bidder to regularly check the Bank's website for any further instructions or actions required)

Any amendments, modifications, Pre-Bid replies & any communication etc. will be uploaded in the Bank's Website only (i.e., https://karnatakagrameenabank.com/ and https://www.kgb.bank.in/). No individual communication will be sent to the individual bidder.

2. Abbreviations:

1.	ADG	Active Data Guard
2.	AMC	Annual Maintenance Contract
3.	AML	Anti-Money Laundering
4.	API	Application Program Interface
5.	ATM	Automated Teller Machine
6.	ATS	Annual Technical Support
7.	AV	Antivirus
8.	AVDF	Audit Vault and Database Firewall
9.	BCP	Business Continuity Plan
10.	B.E.	Bachelor of Engineering
11.	BG	Bank Guarantee
12.	BI	Business Intelligence
13.	BOD	Beginning Of Day
14.	BOM	Bill of Material
15.	CBS	Core Banking Solutions/Systems
16.	CCMP	Cyber Crisis Management Plan
17.	CCNP	Cisco Certified Network Professional
18.	CMMI	Capability Maturity Model Integration
19.	CGST	Central Goods and Service Tax
20.	CPU	Central Processing Unit
21.	CR	Change Request
22.	CRON	Command Run On
23.	CVC	Central Vigilance Commission
24.	DB	Database
25.	DBA	Database Administrator
26.	DBMS	Database Management System
27.	DC	Data Center
28.	DD	Demand Draft
29.	DIT	Department of Information Technology
30.	DLP	Data Loss Prevention
31.	DR	Disaster Recovery
32.	EMD	Earnest Money Deposit
33.	EOD	End Of Day
34.	EOL	End Of Life
35.	EOS	End Of Support
36.	ESB	Enterprise Service Bus
37.	FMS	Facility Management Services
38.	GST	Goods and Service Tax
39.	GSTIN	Goods and Services Tax Identification Number
40.	HO	Head Office

41.	HR	Human Resources
42.	HSN	Harmonized System of Nomenclature
43.	HTTP	Hyper Text Transfer Protocol
44.	HTTPS	Hyper Text Transfer Protocol Secure
45.	IB	Internet Banking
46.	ID	Identification
47.	IFSC	Indian Financial System Code
48.	IGST	Integrated Goods and Services Tax
49.	IMPS	Immediate Payment Service
50.	INR	Indian Rupee
51.	IP	Internet Protocol
52.	IPS	Intrusion Prevention System
53.	IS	Information Security
54.	ISO	International Organization for Standardization
55.	ISP	Internet System Integrator
56.	IT	Information Technology
57.	ITSM	Information Technology Service Management
58.	KaGB	Karnataka Grameena Bank
59.	KvGB	Karnataka Vikas Grameena Bank
60.	KGB	Kerala Gramin Bank
61.	KYC	Know Your Customer
62.	LAN	Local Area Network
63.	LC	Letter of Credit
64.	LD	Liquidated Damage
65.	LLP	Limited Liability Partnership
66.	MAF	Manufacturer Authorization Form
67.	MAHA	Monthly Analysis and Health Assessment
68.	MB	Mobile Banking
69.	MGT	Management (Reports)
70.	MOU	Memorandum of understanding
71.	MQ	Message Queue
72.	MRT	Monthly Review Template
73.	MSE	Micro & Small Enterprises
74.	MSME	Micro Small & Medium Enterprises
75.	MTTR	Mean Time to Restore
76.	NBFC	Non-Banking Financial Company
77.	NDR	Near DR
78.	NEFT	National Electronic Funds Transfer
79.	NI Act	Negotiable Instruments Act
80.	OAS	Oracle Analytics Server
81.	OEM	Original Equipment Manufacturer
82.	OS	Operating System

83.	OTP	One Time Password
84.	OWASP	Open Web Application Security Project
85.	PBG	Performance Bank Guarantee
86.	PO	Purchase Order
87.	POS	Point Of Sale
88.	PSP	Product Service Pack
89.	PSU	Public Sector Undertaking
90.	PT	Penetration Testing
91.	RAC	Real Application Cluster
92.	RBI	Reserve Bank of India
93.	RCA	Root Cause Analysis
94.	RFP	Request For Proposal
95.	RO	Regional Office
96.	RPO	Recovery Point Objective
97.	RRB	Regional Rural Bank
98.	RTGS	Real Time Gross Settlement
99.	RTO	Recovery Time Objective
100.	SAN	Storage Area Network
101.	SCB	Scheduled Commercial Bank
102.	SD-WAN	Software-Defined Wide Area Network
103.	SFMS	Structured Financial Messaging Solution
104.	SGST	State Goods and Service Tax
105.	SI	System Integrator
106.	SLA	Service Level Agreement
107.	SME	Subject Matter Expert
108.	SMS	Short Message Service
109.	SOP	Standard Operating Procedure
110.	SoW	Scope Of Work
111.	SI	System Integrator
112.	SQL	Structured Query Language
113.	TCO	Total Cost of Ownership
114.	TDS	Tax Deducted at Source
115.	UAT	User Acceptance Testing
116.	UDIN	Unique Document Identification Number
117.	UPI	Unified Payments Interface
118.	VA	Vulnerability Assessment
119.	VM	Virtual Machine
120.	WAN	Wide Area Network
121.	WAS	Web sphere Application Server
122.	YoY	Year-On-Year

Section – B Introduction

1. About the Banks:

This RFP is floated by Karnataka Grameena Bank on behalf of two RRBs sponsored by Canara Bank viz.

1) Karnataka Grameena Bank (KaGB) with Head Office at Ballari operating in entire state of Karnataka with around 1786 branches/offices &

2) Kerala Gramin Bank (KGB) with Head office at Malappuram operating in entire state of Kerala with around 650 branches/offices. Both the Banks together are having around 12,000 endpoints.

Karnataka Grameena Bank (KaGB) is having 1751 branches, 29 Regional Offices, One ARM (Asset Recovery Management)-Bengaluru, One CCPC (Cheque Clearing and Processing Center)-Ballari, DIT/DBS & Project Office at Bengaluru, One (STC Staff Training College) at Gulbarga and two Currency chest. There are total 219 ATMs including Onsite, off-site and Mobile ATMs

KGB owns two premises i.e the Head Office at Malappuram (erstwhile HO of SMGB) and another at Kannur (HO of eNMGB). As on date, there are 635 branches, 10 Regional Offices, Four Regional Training Centers at Trivandrum, Malappuram, Ernakulam and Kozhikode and One Godown at Malappuram, 247 Onsite and 11 off-site ATMs, 11 Mobile ATMs (247 Capex & 22 Opex) and One Satellite Branch.

KaGB as the coordinating Bank will co-ordinate for smooth implementation of the project and shall liaise with the Successful Bidder, on behalf of KaGB and KGB. However, the Successful Bidder will be responsible for both the Banks.

The Banks' Data Center (DC) is in Bengaluru and Disaster Recovery Center (DRC) at Mumbai. Bank may open near DC and DRC in future. The DC and DRC are connected to the Branches/Offices, Regional Offices and Head offices through SD-WAN. The entire network uses a mix of MPLS,Leased Lines,VSAT,RF,4G,5G,FTTH etc., connectivity through multiple telecom provider. At present, the Banks have Project Office, Security Operations Center (SOC) & Network Operation Centre (NOC) in the Project Office, Bengaluru to administer and monitor IT Infrastructure and Operations, Customer support Call center, CBS helpdesk, CCPC, etc.

Business Projection:

Business Projection of merged entity.

1.Karnataka Grameena Bank (KaGB)

S No.	Particulars	Present Volume / Count (eKaGB + eKVGB)	Year 1 (eKaGB + eKVGB)	Year 2 (eKaGB + eKVGB)	Year 3 (eKaGB + eKVGB)	Year 4 (eKaGB + eKVGB)	Year 5 (eKaGB + eKVGB)
1	No. of Branches	1,754	1,772	1,789	1,807	1,825	1,843
2	No. of CBS Users (Only Branch Users)	7,422	8,164	8,981	9,879	10,867	11,953
3	No. of Mobile Banking users	475,941	633,862	855,811	1,174,016	1,641,461	2,348,245
4	No. of Net Banking Users	33,398	35,913	40,504	46,780	55,336	67,170
5	No. of UPI Users	3,180,230	3,587,426	4,125,540	4,832,718	5,796,577	7,032,664
6	No. of Transactions through CBS per day including online transactions	5,467,580	6,601,771	8,201,370	10,478,744	13,865,648	19,008,462
7	TPS (60% of Transactions in 4 hrs window during peak time)	228	275	342	437	578	792
8	No. of Financial Transactions through ATM per day average	69,531	74,000	78,791	83,931	89,448	95,373
9	No of Customer Accounts - SB Account	20,837,261	22,016,475	23,408,482	25,046,255	26,917,550	29,237,066
10	CA Account	92,236	98,602	105,862	114,088	122,897	132,762
11	TD Account	1,506,236	1,626,954	1,776,102	1,897,642	2,051,633	2,219,234
12	RD Account	330,242	360,946	378,184	394,753	419,269	445,491
13	CC Account	990,442	1,066,841	1,172,842	1,228,524	1,321,411	1,422,088
14	OD Account	129,560	142,516	156,768	172,445	189,690	208,658
14	Loan Account	1,568,387	1,708,669	1,862,151	2,030,113	2,213,958	2,415,230

2. Kerala Gramin Bank (KGB)

S No.	Particulars	Present Volume/ Count	Year 1	Year 2	Year 3	Year 4	Year 5
1	No. of Branches	634	650	670	690	710	730
2	No. of CBS Users(Only Branch Users)	3,490	3,840	4,220	4,650	5,110	5,620
3	No. of Mobile Banking users	3,28,202	4,59,000	5,97,000	7,17,000	8,60,000	10,32,000
4	No. of Net Banking Users	32,118	34,318	36,518	38,718	40,918	43,118
5	No. of UPI Users	16,55,106	23,20,000	30,10,000	36,10,000	41,60,000	45,70,000
6	No. of Transactions through CBS per day including online transactions	47,38,220	56,90,000	62,50,000	68,80,000	75,70,000	83,20,000
7	No of Financial Transactions through ATM per day avg	61,258	70,000	77,000	85,000	94,000	1,03,000

8	No of Customer Accounts - SB Account	80,20,678	92,20,000	1,06,10,000	1,22,00,000	1,40,30,000	1,61,30,000
9	CA Account	40,400	46,500	53,400	61,400	70,700	81,300
10	FD Account	1,11,126	1,27,800	1,47,000	1,69,000	1,94,400	2,23,500
11	RD Account	85,466	98,300	1,13,000	1,30,000	1,49,500	1,71,900
12	CC Account	5,69,934	6,55,400	7,53,700	8,66,800	9,96,800	11,46,300
13	OD Account	11,326	13,000	15,000	17,200	19,800	22,800
14	Loan Account	11,07,571	12,73,700	14,64,800	16,84,500	19,37,100	22,27,700

In the event the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, or any other form of change of ownership, the selected bidder must continue providing all services outlined in this RFP to any newly acquired or additional branches or entities. Such events will not affect the rights and obligations of both the Bank and the vendor under this RFP. In such cases, decisions will be made based on the Bank's Board at the time, and the vendor will be informed well in advance.

Additionally, the selected bidder is required to provide full technical support for the license transformation and migration process to the new entity. This includes ensuring smooth system integration, managing any required upgrades, supporting data migration, and ensuring compatibility between the Bank's existing systems and the new entity's infrastructure. The Bank reserves the right to terminate all contracts with the current system integrator by providing 30 days' advance notice. The vendor is expected to fully cooperate and provide all necessary assistance during this transition, ensuring a seamless handover of services, documentation, and technical knowledge to the new entity without disrupting ongoing operations.

After completion of the knowledge transition process, the Successful Bidder is expected to assess and confirm whether the existing infrastructure and network are adequate to support both current and future applications, as outlined in the Scope of Work (SOW) and the Commercial Bill of Materials (BOM). However the Bank has the discretion to accept or deny the views of the bidder.

Any decision regarding the procurement of additional infrastructure will be at the sole discretion of the Banks. The bidder must conduct a comprehensive verification of the existing infrastructure setup for the Core Banking Solution (CBS) and allied and Non CBS applications at the initial stage of the project, and continue to perform such assessments at periodic intervals as specified in the RFP.

To carry out this activity, the bidder shall deploy any required tools, solutions, hardware, software, or other resources at their own cost. All deliverables committed under this RFP must be provided as per the agreed timelines, and the bidder must comply with all relevant terms and conditions.

Additionally, the Successful Bidder shall be responsible for performing capacity planning, performance testing, and infrastructure audits as per the provisions defined in the RFP.

In case of any additional CBS branch licenses, FEBA licenses or any other module licenses required either one or more, it will be procured either through the Successful Bidder or by the Bank(s) directly from the OEM. However, any application support required should be provided by the successful bidder.

In case of resource requirements are increasing due to the above additional branches activity other than the normal growth projection mentioned in this RFP, then it will be discussed mutually between Bank & Successful Bidder and it will be decided accordingly.

In case of any technical/functional support required for day to day operation purpose other than the normal growth projection mentioned in this RFP which includes like ticketing, functional requirements, EOD (End of the Day), Batch jobs, Cron jobs etc. will be covered under this proposal.

In case of software, hardware infra supplied by the successful Bidder and any additional requirements of software, hardware infra is emerging as a result of the large scale addition of branches, it will be considered as a separate proposal.

The Bidder is expected to consider the growth projections mentioned in this section and shall plan accordingly for sizing requirements to support the applications in scope of this RFP. Bidder may suggest for upgrade/replace the existing Hardware, Software, OS network, security devices if the existing devices are unable to handle the capacity/load of the application traffic.

Network & Security devices will be handled by Bank's independent system integrator. Successful bidder is expected to give suggestions for upgradation/replacement of the existing Hardware, Software, OS network, security devices etc. for smooth functioning of all the SOW items mentioned in this RFP.

If the infrastructure is not adequate or not supporting the future applications, the same should be informed to the bank well in advance for their views and assessment.

The successful Bidder shall submit/assist in detailed requirement/proposal for upgradation of hardware, software and technology refresh strategy for DC and DR for smooth functioning of the CBS for a period of next ten years as per the capacity management elsewhere mentioned in the RFP.

The existing infra setup of CBS, CBS allied and Non CBS applications should be thoroughly verified by the successful bidder in the initial stage itself and thereafter at periodical intervals by using appropriate solution/tools as found suitable for the assessment by the Successful Bidder, without any additional cost to the Bank. However all the deliverables proposed under this RFP should be delivered and appropriate RFP terms and conditions should be complied by the bidder. Also, capacity building, performance testing and infra audit should be carried out by the Successful Bidder.

2. Definitions:

2.1. **‘Bank’** or **‘Banks’** means unless excluded by and repugnant context or the meaning thereof, shall mean 'Karnataka Grameena Bank' and/or ‘Kerala Gramin Bank’ described in more detail in paragraph 1 above and which have invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.

2.2. **‘RFP’** means Request for Proposal selection of System Integrator for Karnataka Grameena Bank & Kerala Gramin Bank for the mentioned scope of work in the document.

2.3. **‘Bidder’** means a vendor submitting the proposal in response to RFP.

2.4. **'Contract'** means the agreement signed by successful bidder and the Banks at the conclusion of bidding process, wherever required.

2.5. **'Contract Price'** means the price payable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations.

2.6. **'Successful Bidder'** means the Bidder who is found to be the highest scoring bidder after conclusion of the QCBS bidding process, subject to compliance to all the terms and conditions of the RFP.

2.7. **'OEM'** shall mean Original Equipment Manufacturer who manufactures/produces systems of components that are used in another company's end-product.

2.8. **'SI'/ 'System Integrator'**: A System Integrator is a vendor who provides IT Solutions and/or Services to End Users and Organizations.

3. About RFP:

3.1. The Bank proposes to select a System Integrator for an initial period of five (5) years, with a provision to extend the contract for an additional optional period of up to five (5) years, subject to mutual agreement and in accordance with the Terms and Conditions and Scope of Work outlined in this RFP document, in order to avail the below mentioned:

A) Monitoring, Maintenance, and Managed Services of Finacle CBS, Finacle FEBA, CBS Allied Applications and the entire infrastructure for CBS, FEBA & Allied Applications, and Non-CBS Applications in the DC, DRC, and designated sites, including but not limited to DC & DRC infrastructure (Hardware, appliances, OS, middleware, VMware, DB, storage, backup, Antivirus (AV) & patch management, load balancer (LB), ITAM, proxy, active directory, endpoint DLP, etc.)

A1) Supply of Finacle CBS & FEBA Licenses and Design and Deployment, as per the requirements of the Banks

B) Core customization and Bank's based Customization Services for Finacle CBS Modules, Finacle FEBA, Connect24, Finacle Integrator, API Gateway, Payment Channel-related services, etc. This includes the creation of APIs/interfaces in all formats such as JSON, ISO, XML, WSDL, XSD, etc., monitoring and managed services for CBS, FEBA (Finacle e-banking), and allied applications, along with the configuration and installation of related certificates and signatures. It also includes third-party integrations, setting up and managing the Finacle Connect24 gateway (MZ & DMZ) and the Finacle Integrator gateway (MZ & DMZ), creating environments for development, UAT, training, pre-production, staging, etc., and execution of batch jobs, cron jobs, scheduled jobs, scripts, and ad-hoc jobs. The scope also covers deployment, configuration, and testing of PSP patches, security patches, application patches, and new patches/features released by the OEM or as requested by the Bank.

C) Supply, Installation, implementation, management and support of Application Monitoring Tool including its related hardware.

D) Supply, Installation, implementation, management and support of Finacle's Product Service Pack (PSP)'s, Hot Fixes and other patches testing a tool including its related hardware.

E) Testing after deployment of PSP's, customization, Bank's owned and third-party interfaces etc.

F) Regular capacity management, audit and performance audit

G) Monitoring & management of Oracle database and Audit Vault and Database Firewall (AVDF) in Data Center & Data Recovery Center

H) Management of Historical Data viewer application of existing OEM for legacy data (AS IS condition)

I) Supply of Resources for CBS helpdesk

J) Supply of agents for the Customer Call Center

K) Supply of Resident Engineers based at Regional Offices/ Other designated sites

L) FM service engineers of DC and DRC Infrastructure- Supply of Resources at Designated Sites (Tech support engineers / Helpdesk Engineers)

M) Ensure Backup of CBS and CBS allied and Non-CBS applications

3.2. This RFP should not be considered as a statement of intent for procurement, unless a purchase order or notification of award is published by the Bank if any, as a result of this RFP process.

3.3. The Bank reserves the right to negotiate with the successful bidder before issuing the Purchase Order if the quoted prices are deemed unreasonable based on current market conditions.

3.4. This RFP document is meant for the exclusive purpose of Selection of System Integrator for the mentioned scope of work in the document as per the terms, conditions and specifications indicated & shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

3.5. The Successful Bidder will be responsible to take care the project from 01.04.2026. Presently, CBS of eKVGB is managed by M/s C-Edge Technologies Ltd and the existing system integrator of eKaGB will perform the migration from the existing CBS version of eKVGB to Finacle 10.2.25 version.

4. Objectives of the RFP:

4.1. The Objective of this RFP is to select a System Integrator who can meet the eligibility and technical competence specified in the RFP and is capable of delivering the Scope of Work defined in this RFP effective from 01st April 2026.

4.2. Bank expects all bidders, having proven experience in providing CBS & Allied Application Services including Supply of Application Monitoring Tool & Periodical Service Patch Testing Tools with Audit, Monitoring & Management of Oracle Database of DC & DRC in Bank along with Monitoring, Maintenance and Managed services for entire Infrastructure for CBS, FEBA & Allied Applications & Non-CBS Applications in DC & DRC to respond to this RFP.

5. Existing Landscape:

The Banks current IT landscape is defined below.

5.1. Applications

There are approximately 135 applications and 237 APIs which are being managed by the current System Integrator and/or by the third-party vendor. The indicative list of applications, APIs, TPS (Transaction per second) is mentioned in Annexure -2.

The end-to-end support for the Core Banking and allied applications related incidents, patch management is also being supported by the current System integrator and/or by the third-party vendors.

5.2. CBS and Customizations

At present Banks are using Finacle 10.2.25 version of CBS applications and all the core and Bank's customizations are being carried out by the current SI. Bank is having connect24 API gateway and Finacle integrator gateway and various API's are being created and integrated with CBS and other third party applications in both MZ and DMZ.

5.3. Network Operations

The management of all network-related operations rests with the Bank's designated Network (SD-WAN) System Integrator (SI). However, the Successful Bidder shall be responsible for supporting the Bank's network team and the Network (SD-WAN) System Integrator (SI) to ensure the smooth functioning, 24x7 monitoring, and efficient management of all Core Banking Solution (CBS) and related infrastructure components. After knowledge transition process, Bidder is expected to inform whether the existing infrastructure and network are adequate for supporting the existing and future applications as per mentioned SOW & commercial BOM. Procurement of any infra related to this will be decided by the Banks.

5.4. Infrastructure management for DC, DRC

Bank has a variety of hardware and solutions such as (but not limited to) IBM/HP/Dell/Cisco/Huawei/Hitachi/Lenovo/HCL Servers; Oracle, Sybase, MySQL and MS SQL Databases; AIX, Windows, Linux and Unix Operating Systems in order to support applications mentioned under section 5.1.

Existing SI has deployed skilled on-site resources 24 x 7 at DC, DR and various important locations in order to support the Bank operations. Facility management (defined as the tools and services that support the functionality, safety, and sustainability of infrastructure) is under the scope of existing SI.

The Successful Bidder should co-ordinate with the SI who is managing all the DC-DR Infra and other services/applications during transition period and to ensure that the smooth functioning of the CBS.

6. Requirement Details:

6.1. Bank invite sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Selection of System Integrator as per the Terms & Conditions, Technical Specifications and Scope of Work described in Annexure 2 as well as elsewhere in this document.

6.2. Bidder shall provide all the support as per the scope of work, the required licenses (if any), and required resources as mentioned in this document.

7. Participation Methodology:

7.1. In this tender only experienced CBS & Allied System Integrators can participate.

7.2. In the event that the System Integrator fails to fulfill their obligation to provide product updates (including management software updates and new product feature releases) within 30 days of their release or announcement, the respective OEM shall assume full responsibility on behalf of the System Integrator. The OEM must provide the required updates, upgrades, or new product releases directly to the Bank at no additional cost and ensure their installation at the Bank's premises. To this effect Bidder should provide a dealer / distributor certificate as per **Annexure-10A, 10B, 10C**

8. Eligibility Criteria:

Sl. No.	Eligibility Criteria	Mandatory Supporting Documents to be Submitted
A. General Criteria		
1	The bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm incorporated in India and operating in India for at least 5 years as on date of the RFP (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original	Certificate of Incorporation and other Documentary evidence to be attached

	Partnership Firm/Limited Company can be taken into account)	
2	The bidder should not be under debarment or blacklisting for breach of contract, fraud, or corrupt practices by any Scheduled Commercial Bank, Public Sector Undertaking (PSU), State or Central Government, or any of their agencies or departments as on the date of submission of the Proposal.	Bidder should submit **notarized** declaration as per **Annexure-8** to this effect in Letter Head.
3	The Bidder should not have been involved in any legal case that may affect the solvency existence of their company or any of the partner or the promoter.	Bidder should submit **notarized** declaration as per **Annexure-12** to this effect in Letter Head.
4	The Bidder should not be from a country which shares a land border with India	Bidder should submit a declaration in their letter head as per **Annexure -13**
5	The Bidder's proposed OEM's should be either Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order dt 16/9/2020.	Certificate of Local Content to be submitted as per **Annexure-9** applicable.
6	The applicant shall have Support Office in Bengaluru	The Bidder to furnish their existing Service Centre / Support Office as per **Annexure-5.**
B. Bidder Financial Criteria		
1	The bidder should have an annual turnover of ₹ 1000 Crore during last 3 financial years (i.e., 2022-23 & 2023-24, 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for the last 3 financial years i.e., 2022-23 & 2023-24, 2024-25 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number (UDIN). In case audit for FY 2024-25 is not concluded, Provisional Balance Sheet & P&L to be submitted for 2024-25, along with a declaration from the CEO of the bidder to the effect that that the financial audit of the firm for the FY is not completed as on the date of bid submission.

2	The Net Worth of bidder should not be negative as on 31/03/2025 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2025.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.
3	Bidder should not have Non-Performing Asset (NPA) with any Banks in India/Financial Institution as on date of RFP.	Bidder should submit Certificate from Chartered Accountant with UDIN number to this effect.
C. Bidder Experience Criteria		
1	The bidder should be an authorized partner of Infosys/Edgeverve for Supply of license, implementation, customization and support of Finacle 10.2.x Core Banking Solution.	Bidder to submit an authorization letter from M/s Infosys Ltd / M/s Edgeverve Systems Ltd confirming that Bidder is presently a partner for supply, implementation, customization and support of Finacle Core Banking license, Solution as per **Annexure-10B** of the RFP.
2	The bidder should be a System Integrator for a Scheduled Bank in India, with experience of managing a Core Banking Solution with at least 2000 branches during the last 5 Financial years. Additionally, the same bidder should have hands-on experience of managing Finacle 10.x.x version in a Scheduled Bank in India having a minimum of 650 branches. This engagement should be ongoing as on 31.07.2025.	Credentials from scheduled Banks in India in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided for both Finacle CBS-650 branches and also CBS System integrator – 2000 branches.
3	Bidder should have minimum experience in supply and/or support of similar hardware/software (Servers IBM RISC Servers or x86), Hypervisor/VM, Enterprise class storage, (x86 or RISC), SAN Switches, firewall, Router, Network Switches etc. at DC and DR in at least one (1) Bank (PSU/RRB/Scheduled Private Bank) having more than 650 branches in India, within the last 5 years.	Artefact from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided along with Proof of Installation.
4	The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility	Credentials from clients in form of Purchase Orders / Contract Agreement /

	Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have provided on-site L1 and L2 resources in at least one (1) Bank (PSU, RRB, or Scheduled Private Bank) with a network of more than 2000 branches across India. This engagement should have occurred within the last 5 financial years, and the support provided should be ongoing as on 31.07.2025.	Credential Letters etc. has to be provided.
5	Bidder should be having minimum accreditations of any two from ISO 9001:2015 or above ISO 20000-1:2018 or above ISO/IEC 27001:2013 or above	Bidder should provide valid ISO Certificate as on bid submission date.
6	Bidder should be having minimum accreditations of CMMi Level 3.	Bidder should provide valid CMMi Certificate as on bid submission date.
7	The Bidder shall undertake that the proposed solution / software / hardware to be supplied will be free of any malware, bug and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/ modifications done).	Bidder to submit the Self Declaration certificate as per **Annexure- 19**.
8	Bidders should comply with all the Information security compliance issued by regulators from time to time.	Bidder should submit self-declaration as per **Annexure-20** to this effect in Letter Head.

8.1. Interested Bidders who are capable of providing CBS & Allied Application Support Services including supply of Application Monitoring Tool and Periodical Service Patch Testing Tool, Management of Oracle Database of DC & DRC along with Monitoring, Maintenance and Managed services for entire Infrastructure for CBS, FEBA & Allied Applications & Non-CBS Applications in DC, DRC and designated sites, as per Scope of Work and Terms & Conditions and meeting the Eligibility Criteria as per Annexure-1 can respond to this RFP.

8.2. The proposed APM tool and PSP Testing Tool should have been deployed in public sector/private sector scheduled bank(s) in India with a total core business size of over

1 Lakh Crore as on 31.03.2025, considering the total deposits and advances portfolio. Furthermore, the proposed APM solution must be a licensed software; freeware and open-source solutions will not be considered. The Proof of this implementation (Purchase Order copy / Declaration from the Bank) must be submitted along with the Eligibility-Part A. The implementation should be carried out either directly by the bidder/ OEM / OEM Partners. The proposed APM and PSP solutions must be licensed versions from the OEM and should not be freeware. The hardware and software for the APM and PSP tools should be deployed exclusively in the Data Center (DC). Additionally, all software and hardware licenses must be registered in the bank's name through the OEM portals. The Hardware, Software, Operating Systems (OS), or any other solutions supplied under this tender must not be sourced from any country that shares a land border with India. The Successful Bidder is required to submit a duly signed Annexure-13, confirming that the products and solutions provided under this tender do not originate from such countries. Failure to comply with this requirement may result in disqualification of the bid or termination of the contract. A mandatory list of 30 applications, separately for KaGB & KGB to be monitored using the Application Performance Monitoring (APM) tool is mentioned in Appendix – M.

8.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

8.4. Interested Bidders are requested to comply with the checklist mentioned in Appendix-1 for the list of documents required to provide as a part of this RFP.

8.5. Bank reserves the right to verify/evaluate the claims made by the Bidder independently and seek further documents without any limitation for evaluating the offer. Any deliberate misrepresentation will entail rejection of the offer.

8.6. The bidder is required to provide factually correct responses to the RFP. Adequate justification for the response (including the technical and other requirements) should be provided as part of the response. In case the Bank finds any response to be inadequate, the Bank has the right to ask for additional explanation/justification. In the event of any discrepancy in the response submitted by the bidder, the Bank reserves the right to disqualify/blacklist the bidder and the OEM.

8.7. Bank reserves the right to change or relax the Eligibility Criteria to ensure inclusivity.

8.8. The bidder can submit only one bid.

8.9. Only Single firm bidding is permitted Bidding and Bidding as a Consortium of Bidders is not permitted.

9. Scope of Work:

9.1 Brief Scope of Work

The scope of work for the Successful Bidder would include, but not limited to, end-to-end management, support, customization, and enhancement of the Bank's Core Banking Solution (CBS), Finacle, on a 24x7 basis, ensuring uninterrupted operations and compliance with regulatory, business, and security requirements.

The Successful Bidder shall provide full lifecycle support of the Finacle CBS, covering daily operations, incident management, performance monitoring, and problem resolution. The bidder must ensure 24x7 availability, uptime, and stability of the CBS system across all branches and delivery channels, and offer comprehensive L1, L2, and L3 technical and functional support. Responsibilities include handling CBS-related issues such as patch deployment, troubleshooting, incident logging, and resolution within defined SLAs, along with proactive log monitoring and system health checks to identify and mitigate risks. The bidder is also expected to develop and deploy customizations, enhancements, and modules in line with the Bank's evolving business needs, ensuring all custom work is well-documented, version-controlled, and compliant with audit and security standards. Additionally, the scope includes scripting and report development support for MIS, regulatory, and business reporting, providing UAT assistance, facilitating production movement, and ensuring seamless integration of CBS with third-party applications and digital channels.

The Successful Bidder shall be responsible for applying regular Finacle patches, service packs, and version upgrades with appropriate testing and rollback planning. The bidder must coordinate with the OEM (Infosys or its authorized partner) for support in case of major issues or upgrades, and maintain staging and UAT environments for patch validation. All patch management activities should be thoroughly documented. The bidder must also ensure that proper CBS data backup and disaster recovery (DR) processes are implemented, regularly monitored, and tested. Coordination with Bank teams is required for conducting DR drills, and for real-time switchover and switchback of CBS operations, building cross connection between DC & DRC in the respective application at web layer as well as app layer, while maintaining synchronization and integrity of CBS data between the Primary Data Center (DC) and Disaster Recovery Center (DRC). Additionally, the bidder must ensure the CBS system remains compliant with RBI guidelines, regulatory requirements, and the Bank's internal IT security and audit standards. Comprehensive documentation must be maintained for all processes, configurations, customizations, standard operating procedures (SOPs), and change management logs, and full support must be extended during internal, external, and information security audits.

The Successful Bidder shall deploy qualified L1, L2 and L3 technical resources on a 24x7 basis at the Bank's Data Centre (DC), Disaster Recovery Centre (DRC), and Project Office. These personnel must possess sufficient expertise and hands-on experience in managing and administering a wide range of technologies, including Windows Server and Hyper-V environments, Linux administration, VMware infrastructure, Veeam backup solutions, Oracle, SQL Server, Sybase, and PostgreSQL database administration, AIX systems, and Active Directory services. They must also be proficient in managing storage systems, antivirus solutions, proxy configurations, patch management (for both endpoints and servers), Web Application Firewall (WAF), Network Access Control (NAC), and NAT firewall operations. In addition, firewall administrators must have deep technical knowledge of Cisco and Checkpoint firewalls with an emphasis on maintaining near-zero downtime. Familiarity with load balancer configurations, Hardware Security Modules (HSM), IBM WebSphere Application Server (WAS), and overall network infrastructure management is also essential. The deployed resources shall perform all tasks assigned by Bank officials and ensure seamless day-to-day operations, maintenance, and incident resolution within the defined SLAs.

The Successful Bidder should maintain entire DC and DRC infrastructure for CBS and Non-CBS applications in DC, DRC & designated sites for the tenure of the contract as per the terms & conditions, technical specifications and scope described in Annexure-2 of this RFP.

The resources deployed at the Data Center (DC) and Disaster Recovery Center (DRC) should complete all assigned DC operations tasks as directed by the Bank's team. These tasks must be performed in a proper and systematic manner in accordance with the Bank's requirements, including but not limited to cable dressing, hardware installation, and the setup of required software, operating systems (OS), and other associated solutions.

The scope of work will be such that Successful Bidder will handle the existing Infrastructure support (AMC of Hardware, ATS for Licenses) including Infrastructure FMS.

The detailed list of current applications used by KaGB & KGB are mentioned in Appendix-K. There are other applications running from DC/DR as mentioned Appendix-L which are not under the scope of existing SI. These applications, including Infrastructure Support, is under comprehensive warranty with other vendors. As mutually decided when such contracts end with such other vendors, preference will be given to the Successful Bidder for providing FMS support of above-mentioned applications at the respective rate discovered and finalized in the tendering process.

The scope of work for the successful Bidder would include but not limited to the following:

a) Transition from existing system integrator and running the ongoing set-up without hampering the Bank's day-to-day activity.

b) Monitoring and supporting middleware and other Application, Web server.

c) Support infrastructure, operations maintenance for in-scope applications, interfaces, middleware.

d) Liaison with the existing vendors and OEM(s).

e) Third party co-ordination services.

f) Program management for the entire Infrastructure, implementation, integration and other delivery services.

g) Report generation and submission.

h) Regular capacity management, audit and performance audit.

i) Monitoring & management of Oracle/SQL/MySQL/Other database in Data Center & Disaster Recovery Center

j) To adhere to all policy & practices of the bank during project tenure and assist bank during audit. Audit observations/recommendations provided by Bank's auditors or regulatory auditors to be resolved within agreed timelines.

k) SOP document creation as required by the Bank for the work assigned.

In addition to the scope outlined above, the successful bidder shall also be responsible for, but not limited to, the following deliverables:

a) Customization services, creation of API/interfaces in all formats like JSON, ISO, XML, WSDL, XSD, etc. monitoring and managed services for CBS, FEBA (Finacle e-banking) & allied applications along with configuration & installation of related digital certificates, third party integrations, setting up and management of Finacle Connect24 gateway (MZ & DMZ) and Finacle integrator gateway (MZ & DMZ), development/setup and execution of batch jobs, cron jobs, etc. including deployment, configuration, testing of new patches/features released by the OEM.

b) Supply, Install, implement and management of Application Monitoring Tool including its related hardware. The functional and technical specifications of the Application Monitoring Tool are detailed in Annexure–2.

c) Supply, Install, implement and management of Finacle's Product Service Pack (PSP)'s testing tool including its related hardware. The functional and technical specifications of the Finacle's Product Service Pack (PSP)'s testing tool are detailed in Annexure–2.

d) Testing after deployment of PSP's, customization, Bank's owned and third-party interfaces etc.

e) Bidder to propose hardware (servers, storage etc.) including required OS, DB & middleware (if any) during bid submission for proposed new applications as per mentioned scope of work and Commercial Bill of material. The network component should be 10G (copper) compatible and SAN network should be 16/32G compatible.

f) Management of Data viewer application of M/s Virmati Software Ltd (as is condition)

g) To test & implement any new patch/version of the in-scope applications in consultation with OEM & bank officials.

h) To adhere to all policy & practices of the bank during project tenure and assist bank during audit. Audit observations/recommendations provided by Bank's auditors or regulatory auditors to be resolved within agreed timelines.

i) To provide the required customizations & reports of in-scope applications during project tenure.

j) Supply of Resources for CBS helpdesk.

k) Supply of agents for Customer Call center.

l) Supply of Resident Engineers based at Regional Offices/ Other designated sites

m) Program management for the in-scope CBS and allied applications as well as PSP and Application Monitoring Tool with its related Infrastructure. Bidder to coordinate with Infrastructure System Integrator for smooth functioning and governance of the project.

n) During initial stage, the Bidder has to coordinate with existing System Integrator for integration of Application Monitoring tool with Existing Infrastructure. Further, the same exercise should be carried out as scheduled during the contract period independently. Both the Bidder and SI will be responsible for submission of Application Monitoring Reports to the bank team.

o) Work with the existing System Integrator to maintain, manage and resolve any issue related to in-scope applications.

p) The Bidder will be the single point of contact/reference to the Bank. The Bank will enter into agreement with the Successful Bidder only. However, the Bidder as well as other Partners/OEMs must confirm to the Bank that they are willing to enter into arrangement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP, the Bidder makes to the Bank under the proposed contract. The Bidders must share a copy of the back-to-back arrangement with the respective OEMs, on every renewal or the new purchases during the contract period, AMC period,

ATS period etc., with the Bank. The list of OEMs from whom the back-to-back arrangement is to be made will be provided to the bidders who submit the Non-Disclosure Agreement within the prescribed timelines as per the RFP. Details are mentioned in Appendix N.

9.2 The detailed scope of work shall include but not limited to as mentioned in Annexure–2. The bidders are requested to go through the complete RFP document thoroughly. The obligation/responsibilities mentioned elsewhere in the document, if any, shall be an integral part of the scope.

9.3 Please note that it is Successful Bidder's responsibility to get the entire end-to-end handholding and knowledge transfer during the transition period as per the timelines mentioned in as furnished in the RFP document, and that the Bank will not be held responsible if anything is missed. The Bank will make necessary arrangement for the Knowledge transition process from the existing SI to the Successful Bidder. It is Bidder's responsibility to ensure proper utilization of KT sessions and manage our environment.

10. Project Management Framework:

The Successful Bidder is required to submit a Project Management & Governance plan for the entire contract period as per the Scope of this RFP. Project Management activities will be carried out by the Successful Bidder with support from the Bank as required. The Successful Bidder should follow an industry standard Project Management methodology.

The plan will be submitted by the Successful bidder to the Bank and it should be acceptable to the Bank.

The Successful Bidder shall develop and implement a governance mechanism to institutionalize and provide an effective approach towards planning, organizing, implementing, delivering, supporting, and monitoring of the service performances as per Scope of Work to support its business requirements and objectives.

11. Third Party Co-ordination Services:

The Bank has various 3rd party System Integrators for managing other IT Applications, Infrastructure and Network & Security Operation Services. Bidder must provide 3rd party coordination services to ensure proper coordination, timely support, resolution, and seamless operations. The following activities will form a part of the job responsibilities but not limited to:

a. Coordinate with the 3rd party System Integrators or OEM which affects the In-scope Applications and Interfaces for support services.

b. Co-ordinate with any new System Integrator on boarded during the contract period which affects the In-scope Applications for support services.

c. Logging call and tickets, co-ordination, and follow-up with the System Integrators, OEM and vendor.

d. Strictly follow escalation matrix whenever required to resolve any tickets.

e. Provide Root Cause Analysis (RCA) document whenever failures occurred. In case of involvement of multiple stakeholders, Successful Bidder to ensure co-ordination and active participation in providing the RCA.

f. Maintain database of the various System Integrators with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments.

g. Weekly, Monthly, quarterly standup calls with the System Integrators to maintain good relation and monitoring of SLAs.

h. It shall be the responsibility of the Successful Bidder (System Integrator) to coordinate with the SMS, Email and WhatsApp messaging System Integrators to ensure the timely and successful delivery of messages generated from the Core Banking Solution (CBS) and allied applications to the respective messaging systems, without any delay or latency. The bidder's responsibility includes ensuring smooth handover of messages through the Bank's infrastructure upto the delivery at the respective gateways or System Integrator platforms. In case of message delivery failures or if message counts are piling up, the bidder must immediately notify the Bank and take corrective action from the CBS/application end. If the issue is identified to be with the middleware, gateway, or other System Integrator's platform, the Bank will coordinate with the respective vendor, in consultation with the Successful Bidder to ensure timely resolution of the issue.

i. The selected System Integrator (SI) will be responsible for the seamless coordination and management of all third-party vendors related to the Bank's digital and payment channels, including UPI, SFMS, PFMS, AEPS, IMPS, Internet Banking (IB), Mobile Banking (MB), and CTS. The SI must ensure the continuous and uninterrupted functioning of these channels by liaising with the respective vendors providing services for each of these platforms. Specifically, the SI will coordinate with separate vendors for UPI, AEPS, IB, MB, and CTS, ensuring that any updates, issues, or service disruptions are promptly addressed and resolved without causing any downtime. The SI will act as the central point of contact for all third-party vendors and ensure that all components of the digital payment ecosystem work in tandem, maintaining the highest standards of operational efficiency and availability, 24/7. The SI will also be responsible for managing incidents, monitoring service levels, and ensuring that all vendors adhere to agreed-upon SLAs and timelines.

j. The successful Bidder shall be responsible to manage and co-ordinate between all the third-party vendors and any other OEMs mentioned under the Scope of work.

Section – C Deliverables & Service Level Agreements (SLAs)

1. Project timeline

Timelines for taking over On-going operation

Sl. No.	Activity	Deliverable	Timelines
1	Project Initiation, Detailed Project Plan Submission and sign off	Project Plan, Transition Plan, Team mobilization	Within 7 Days from the date of acceptance of PO
2	Transition	1. End to end smooth transition to the satisfaction of the Bank and detailed transition completion report as per the Transition activities mentioned under the Scope of work Annexure - 2 2. The successful bidder should provide weekly reports regarding transition and end to end management of monitoring, maintenance and managed services for entire DC & DRC infrastructure for CBS & Non-CBS applications.	Within 3 months from the date of acceptance of PO
3	Implementation and Go-Live of new applications i.e., PSP Testing Tool and Application Monitoring Tool.	1. Supply, Install, implement and management of Application Monitoring Tool including its related hardware. 2. Supply, Install, implement and management of Finacle's Product Service Pack (PSP)'s testing tool.	Within 3 months from the date of acceptance of PO
4	Monitoring, maintenance and managed services for entire DC & DRC infrastructure for CBS & Non-CBS applications in DC & DRC.	Periodic report for all the activities mentioned in Reports under Section – C of this RFP	During the Tenure of the Contract

2. Service level Agreement

This clause includes the Service Level Agreement (SLA)s which Bank requires from the Successful Bidder to manage and maintain as one of the key performance indicators for the defined scope of work in Annexure-2. The objective of the SLA is to clearly define the levels of services to be delivered by the successful Bidder to Bank for the duration of the contract.

The following section reflects the measurements to be used to track and report performance on a regular basis. The targets shown in the following sections are for the

period of contract and its revision whichever is earlier.

The successful Bidder must provide reports to verify performance and compliance with the SLAs as per the timelines defined in Section C clause 18. "Reports".

If the level of performance of Successful Bidder for a particular metric fails to meet the minimum service level for that metric, it will be considered as a **Service Level Default**.

3. General SLA terms and Terminologies

3.1. The "Scheduled Business Operation Hours" for a given time frame are calculated after deducting the planned downtime.

3.2. System Downtime would be the key considerations for determining the "Penalties" that would be levied on the Bidder for "Non-Adherence" to the SLA for the Services offered.

3.3. "**System downtime**" subject to the SLA, means accumulated time during which the System is not available to the Banks users or customers due to system infrastructure, network or any kind of failure other than power and air condition, and measured from either logs generated from Systems, Devices or the time the Banks and/or its customers log a call with the Help Desk of the failure, or slow or partial functioning of the System reported by the Bank authorized personnel or the failure is known to the Bidder from the appropriate measurement tools/monitoring tools to the time when the System is returned to proper operation. Any denial of service to the Banks users and Banks customers would also account as "**System downtime**".

3.4. The "**Business Operational Hours**" are 24 Hours on 365 or 366 days on any calendar day. Bank may change these times at their discretion to suit business needs.

3.5. The successful Bidder shall provide onsite support and manage all in-scope applications, interfaces, infrastructure, as per Scope of Work (Annexure-2) for 24 (twenty-four) x 7 (seven) or as defined elsewhere in this RFP.

3.6. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenure of the Contract.

3.7. Bidder should comply with the Disaster Recovery requirements as mentioned below:

3.7.1. The DR should be operational in case of a disaster at the DC.

3.7.2. The Bidder must have a suitable strategy for recovery of data and application in case of a disaster, with necessary procedures, within RPO and RTO as defined in the Bank's BCP document as revised from time to time. The Bidder must adhere to the latest BCP framework of the Bank. In, case of disaster the DR site should be up and operational with minimal manual intervention.

3.7.3. The Bidder is expected to provide an appropriate data replication strategy and technology recommendation to replicate data between DC and DR.

3.7.4. The Bidder should carry out the DR drill quarterly once or as and when required by the Bank or as per Banks policy to test the readiness and

effectiveness of business continuity plan as proposed. The vendor should provide a Disaster Recovery (DR) drill automation script for both CBS and Non-CBS environments at free of cost. During DR drill, other Data Centre locations must be in sync, the same should be a part of the backup solution. Bidder should take the responsibility for all observations during the DR drill and should rectify within the stipulated time.

3.7.5. The CBS and Allied applications should be operational with guaranteed performance at par with DC while operating from DR.

3.7.6. Banks does annual review of IT / CCMP / Audit related policies including BCP and DR policy. The Bidder must adhere to all these policies as per the directions/ guidelines received from Bank/RBI/Regulator.

3.7.7. A penalty as mentioned in Penalty section for each of the following noncompliance will be levied in case of the following:

3.7.7.1. Any failure to conduct DR Drill.

3.7.7.2. DR Drill fails either in full or in part.

3.7.7.3. DR Drill issues are not addressed and resolved fully within 7 days from the date of DR Drill. In such cases, Bidder must re-conduct a DR Drill whole / partial within stipulated time decided by the Bank to prove that the issue has been addressed and Drill is successful.

3.7.7.4. DR test results are not shared with Bank in 7 calendar days.

3.8. The audit of the IT systems by the Banks or an independent third-party will be held on a periodic basis (annual, semi-annual, quarterly or ad-hoc). The Successful Bidder should cooperate with the auditors, provide all the required details to them and ensure that the shortcomings on the part of the Successful Bidder observed during the audit are rectified in full within a period of one month.

3.9. Replication of application data, storage, databases, across DC, DR and proposed NDR should be happen as per the Banks requirement.

3.10. Planned activities should be notified to the Bank and approval should be taken at least 24 hours in advance. If the successful Bidder carries out any activity without Banks written approval, the same will be treated as Unplanned Downtime.

3.11. Bidder to ensure OS hardening and patch management of application, database, server, storage every quarter required for smooth functioning of CBS and Allied applications and/or as per Bank cyber security policy and RBI regulatory requirement and must submit relevant reports to Bank as mentioned in “Reports” section C within the defined timeline.

3.12. Any software or hardware support such as update, enhancement, upgrade shall be communicated to the Bank by the Bidder within a period of two weeks from the date of release, during the entire contract period along with their recommendations of implementation, level of criticality and benefits.

3.13. Any additional capacity requirement pertaining to Infrastructure and Network operation required for smooth functioning of CBS and Allied applications must be informed to the Bank adequately in advance so as to avoid performance issues in the Bank’s operations. DC/DR architecture diagram will be shared with the Successful Bidder.

3.14. Configuration backup should happen as per the back-up policy defined by the Bank.

3.15. Bidder needs to arrange to replace the existing Infrastructure with equivalent or higher configuration in case required for smooth functioning of CBS and Allied applications:

3.15.1. End of Sale, End of Support declared, End of Life by the respective OEM

3.15.2. Hardware is obsolete

3.15.3. Hardware failure/faulty/wear and tear (replacement by bidder, if supplied by the bidder)

3.16. It is Bidder's responsibility to inform the Bank about EOS, EOL and all other associated licenses for Infrastructure as and when announced by the OEM within 15 days from the date of announcement, failing which the successful bidder has to compensate the bank for any loss or damage happened to the bank on account of any issue that may entail at a later date due to EOS/EOL.

3.17. The Successful Bidder shall conduct audits as and when required by the Bank/ regulator to assess and ensure license compliance by verifying the number of software licenses in use against the total number of licenses procured. These audits must confirm that usage is in full alignment with the terms and conditions of the respective license agreements. The list of procured licenses will be shared with the Successful Bidder by the Bank for this purpose.

3.18. Bidder must ensure that AMC and ATS will start immediately after the completion of warranty phase of Hardware/software devices during the entire contract period in case of hardware/software delivered.

3.19. Currently, the Bank has several hardware and software components under warranty and AMC/ATS support through different vendors, deployed as part of various projects across the Data Centre (DC), Disaster Recovery Centre (DRC), and Project Office. The Successful Bidder will be required to provide commercial quotes for these items prior to the expiry of their respective warranty or AMC/ATS periods. The Bank reserves the right, at its sole discretion, to extend the warranty/AMC/ATS either through the Successful Bidder or through any other vendor.

3.20. The Bidder shall include a clear communication strategy and plan to manage incidents, contain exposures and achieve timely recovery.

3.21. The Bidder shall take measures to mitigate the adverse impact of such incidents on business operations.

3.22. The Bidder shall have clear communication plans for escalation and reporting the incidents to the Senior Management of the Bank.

3.23. The Bidder shall establish processes to improve incident response and recovery activities and capabilities through lessons learnt from past incidents as well as from the conduct of tests and drills.

4. Priority of Incidents

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	15
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	40
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		

4.1 For Priority-1 incidents, permanent fix shall be provided within 7 calendar days and for Priority 2 and 3 within 15 calendar days.

5. Penalty for Mishandling, Misconfiguration, or Improper Deployment

Vendor Responsibility: The Successful Bidder shall be solely responsible for any mishandling, misconfiguration, or improper deployment of any solution, patch, or PSP (Product Support Package) within the bank's systems without prior proper testing in the CBS (Core Banking System) environment. Any such action resulting in abnormal behavior or performance issues within the bank's systems will be deemed a breach of contract.

Financial Loss and Operational Impact: a. The Successful Bidder shall be fully liable for any financial losses, reputational damage, or operational disruptions caused to the bank as a result of mishandling, misconfiguration, or improper deployment of solutions/patches/PSPs. b. In the event of any such occurrence, the Successful Bidder shall compensate the bank for all direct and indirect financial losses incurred, including but not limited to operational downtime, recovery costs, and any additional expenses resulting from the incident.

Penalty for Failure to Test in CBS Environment: a. Should the Successful Bidder deploy any solution, patch, or PSP without conducting thorough testing in the CBS environment or without obtaining the bank's prior approval for the deployment, a penalty of maximum 5% of the total contract value will be imposed for each such incident. b. In addition, the Successful Bidder will bear all costs for rectifying the issue, including costs related to testing, remediation, and re-deployment.

Corrective Action and Remediation: a. The Successful Bidder shall immediately take corrective action to resolve any issues arising from mishandling, misconfiguration, or improper deployment of solutions/patches/PSPs. b. The Successful Bidder must provide a detailed remediation plan and timeline to the bank within 6 hours/days of notification of the issue.

Termination Clause: a. If such issues lead to substantial operational impact or if the Successful Bidder fails to resolve the problem within the agreed timeframe, the bank reserves the right to terminate the contract with immediate effect and claim damages as deemed appropriate.

Indemnification: The Successful Bidder agrees to indemnify the bank and hold it harmless against any losses, liabilities, claims, damages, or costs arising from the Successful Bidder's failure to comply with these terms.

6. Penalty/LD

Sl. No	Service Details	Measurement	Timeline	Penalties	Maximum Capping
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	Within 3 months from the date of acceptance of PO.	₹ 2,50,000 per calendar week delay post completion of transition due date and part thereof.	50% of the transition payout post 30 calendar day delay of the transition phase

		the scope of work (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	As defined in Reports under Section C	For each non-submission of reports, penalty of ₹ 10,000	0.25% of the total annual payout per quarter

		defined in "Reports" under section C of the RFP		/week/report for every week of delay and part thereof.	
9.	Exit Management Plan	The successful Bidder should submit a structured & detailed Exit Management plan along with Training and Knowledge transfer and the same shall be updated every 6 months and thereafter.	First plan within 6 months from the date of acceptance of PO	Penalty of ₹ 1,00,000 per week and part thereof	0.5% of the annual payout
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
12	Customization / Change request	The successful Bidder shall ensure that	As agreed with the	0.5% of CR cost per week for each	25% of the total cost of

		the Customizations and Change requests are done as per the agreed timelines with the Bank	Bank and defined in the contract	completed calendar week of delay or part thereof.	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 on VAPT or any other audit	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
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	Per each instance	₹25,000 per instance	5% of Total Yearly FM cost

		periodicity			
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

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

7.1 SLA Penalty for Tickets raised through Bank's ITSM

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	15	15 Min -60 Min	1 Hr to 6 Hrs	6 Hr to 12 Hrs	12 Hrs to 24 Hrs	More than 24 Hrs
SLA Penalty			5000 per 10 minutes	5000 per 5 minutes	5000 per 3 minutes	5000 per 2 minutes	5000 per minute
Priority 2 - Significant incident	20 Min	40	40 Min - 2 Hrs	2 Hrs to 12 Hrs	12 Hrs to 24 Hrs	More than 24 Hrs	
SLA Penalty			1000 per 10 minute	1500 per 10 minute	2000 per 10 minute	3000 per 10 minute	
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			100 per 10 minute	200 per 10 minute	300 per 10 minute	500 per 10 minute	

Note: The indicative number of average tickets is 30 per day per Bank based on the last 6 months data.

7.2 SLA for Delay in Submission of RCA Reports

Root Cause Analysis (RCA) for Priority-1 issues should be provided within 24 hours and for Priority-2 and 3 within 3 (Three) calendar days and preventive steps to be taken by Bidder. The Successful Bidder should ensure that the RCA reports submitted to the Banks are conclusive and acceptable to the Bank. Superfluous and unconvincing RCA reports will not be accepted by the Bank.

7.2.1 Penalty for Delayed Submission of RCA reports:

Sl. No	Service Details	Measurement	Timeline	Penalties	Maximum Capping
1	Submission of Root Cause Analysis report	The Successful Bidder shall do the documentation of the RCA wherever required for any Incidents and shall submit the same	For Priority-1 incidents: 24 hours	Penalty of ₹ 10,000 per day per incident	5% of the annual payout
2			For Priority-2 & 3 incidents: 3 calendar days	Penalty of ₹ 25,000 per week per incident for delay for every week part thereof.	
3	Permanent remediation of Root Cause Analysis	The Successful Bidder shall perform the remediation within the stipulated time	For Priority-1 incidents, permanent fix shall be provided within 7 calendar days and for Priority 2 and 3 within 15 calendar days	0.10% of Monthly FM cost/per day after the deadline	5% of the annual payout

8. SLA for Uptime (mts means Minutes)

Bank will calculate CBS up/down time percentage using the Bank's ITSM and Log management and the data from ITSM will consider for framing the rules for Uptime and LD, the Bank is guided by the following principles

8.1. No double LD/ripple effect
8.2. Calculation of LD to be simple
8.3. The penalty/ penalty cap will be for each occasion/month
8.4. All LDs will be independent of each other
8.5. Total penalty per year during the contract period shall not exceed more than 20% of the annual payout.
8.6. Where ever the delay/reasons is attributable to the Bank and Bank accept the same, LD will not be applicable.

If the Bidder fails to maintain the guaranteed Uptime during the contract period, the penalty for Uptime will be deducted as under:

Sl. No.	Category	Required Uptime (Monthly)
1.	CBS and Allied applications, interfaces, Finacle Connect24 gateway(A to h points) in DC, DR, NDR(in future), NDC(in future)	99.95%
2.	Allied Application, Interfaces and Tools	99.90%

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent payment.

If failure of any component supplied by the Bidder, leads to Business down time more than thrice within a rolling span of six months, then Bidder is expected to replace the component/ equipment at Bidder's own cost with the root cause analysis document. If the Hardware supplied by the Bank, then Bidder is expected to give proper request to replace the device with analysis document.

Change Request: The Bidder should quote for 1000 man days per year in the commercial BOM for Bid evaluation purpose and Bank shall release the payment for Change Request as per the man-day charges used and the number of man-days for each CR should be backed up with the transparent estimation model, productivity parameter and shall be on mutually agreed terms with the successful Bidder. In case of any delay in delivering the change request, financial penalty is applicable as per the SLA defined above.

Bidder must guarantee a minimum uptime as per the SLA of Uptime defined above on monthly basis with an availability of 24x7x365 basis. The percentage uptime is calculated on monthly basis as follows:

$$\frac{(\text{Total contracted minutes in a month} - \text{downtime minutes within contracted minutes}) \times 100}{\text{Total contracted minutes in a month}}$$

Contracted minutes of a month = Number of days in that month * 24*60

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent annual payment. Financial penalty is applicable due to non-adherence of the defined SLA.

Mean Time to Respond	Not more than 1 hour in DC and DR
Mean Time to Rectify/Repair (Physical Infrastructure and Network)	Not more than 2 hours in DC/DRC. Not more than 4 hours in other locations within 60 KM from Regional Offices Not more than 6 hours in locations where the distance exceeds 60 KM from Regional Offices
Mean time to report, respond and rectify is applicable even when failure of application.	

CBS and Related Hardware		
Sl. No.	**Category Wise Rules**	**Applicable LD**
Failures of CBS and all associated Hardware & Software at DC, DR and NDR (associated Hardware & Software include Servers, Storage, Application Servers, Databases and any other devices or platform software component or library		
a.	**CBS and all associated Hardware/ Software failure at DC DR and NDR for more than 15 continuous minutes**	
1.	Beyond 15 minutes up to 44 minutes.	₹ 10,000 per minute for every minute beyond 15 minutes.
2.	Downtime of above 44mts & up to 88 mts	₹ 20,000 per minute for every minute beyond 44 minutes.
3.	Downtime of above 88mts & up to 132 mts	₹ 30,000 per minute for every minute beyond 88 minutes
4.	Downtime of above 132mts & up to 176 mts	₹ 40,000 per minute for every minute beyond 132 minutes
5.	Downtime of above 176mts & up to 220 mts	₹ 50,000 per minute for every minute beyond 176 minutes
6.	Downtime of above 220mts & up to 264 mts	₹ 60,000 per minute for every minute beyond 220 minutes
7.	Downtime of above 264mts & up to 308 mts	₹ 70,000 per minute for every minute beyond 264 minutes
8.	Downtime of above 308mts & up to 352 mts	₹ 80,000 per minute for every minute beyond 308 minutes
9.	Downtime of above 352mts & up to 396 mts	₹ 90,000 per minute for every minute beyond 352 minutes
10.	Downtime of above 396mts & up to 440 mts	₹ 1,00,000 per minute for every minute beyond 396 minutes
11.	Downtime of above 440mts	10% of the total annual payout
b	**CBS and all associated Hardware / Software failure at DC, DR and NDR for less than 15 continuous minutes but overall downtime during the month exceeding 44 minutes**	
1.	Downtime of above 44mts & up to 88 mts	₹ 20,000 per minute for every minute beyond 44 minutes.
2.	Downtime of above 88mts a up to 132 mts	₹ 30,000 per minute for every minute beyond 88 minutes
3.	Downtime of above 132mts a up to 176 mts	₹ 40,000 per minute for every minute beyond 132 minutes
4.	Downtime of above 176mts up to 220 mts	₹ 50,000 per minute for every minute beyond 176 minutes
5.	Downtime of above 220mts a up to 264 mts	₹ 60,000 per minute for every minute beyond 220 minutes
6.	Downtime of above 264 mts up to 308 mts	₹ 70,000 per minute for every minute beyond 264 minutes
7.	Downtime of above 308mts up to 352 mts	₹ 80,000 per minute for every minute beyond 308 minutes
8.	Downtime of above 352mts up to 396 mts	₹ 90,000 per minute for every minute beyond 352 minutes
9.	Downtime of above 396mts up to 440 mts	₹ 1,00,000 per minute for every minute beyond 396 minutes.
10.	Downtime of above 440mts	10% of the total annual payout

The LD will be levied separately per change request:

Change Request	Time line (Satisfactory of deliverables as per the FS document mutually agreed by both parties)	LD will be deducted from the Change request cost
Upto 5 Mandays	1 week	₹ 500 per day delay in delivery
5 to 10 Mandays	10 Days	₹ 1500 per day delay in delivery
10 to 20 Mandays	2 weeks	₹ 2500 per day delay in delivery
20 to 50 Mandays	3 weeks	₹ 3500 per day delay in delivery
More than 50 Mandays	1 Month	₹ 5000 per day delay in delivery

Example:

If the Bank assigns a Change Request (enhancement or modification of the existing features) / Customization (new development) to the System Integrator (SI) requiring an estimated effort of 7 man-days, the following conditions will apply:

a. If the SI completes the assigned work within the estimated 7 man-days and successfully migrates it to the Production environment within 10 calendar days, no penalty will be imposed by the Bank.

b. If the SI completes the work within 7 man-days but migrates it to the Production environment after 13 calendar days, the Bank will impose a penalty of ₹ 4,500 (i.e., ₹ 1,500 per day for a 3-day delay beyond the stipulated 10-day window)

9. Liquidated Damage for Data Breach

In case the Bank happens to suffer any monetary/reputational loss/ damage due to breach of any data coming under the Scope of work of the system integrator, the same will be recovered from the system integrator after quantifying the loss/damage in accordance with the Industry best practices mutually agreed upon.

10. Resource Availability and Associated Penalties

a) Failure to provide L2 resource in a shift: A penalty of additional ₹ 5000 per day will be imposed for each shift where L2 support is not provided.

b) Failure to deploy L2 resources for DR drill/incident: A penalty of ₹ 10,000 on daily basis will be imposed for each incident or drill missed or inadequately supported by the resources.

c) If a resource works all the working days in a given month, the full payment for the month will be made. If a resource works less than the required number of working days and a suitable replacement is not provided on such days, the proportionate payment will be deducted for the absent days. Apart from this equal amount will be deducted towards penalty from the amount payable.

11. Payment Terms

11.1. Payment shall be made in Indian Rupees only, as per the payment schedules mentioned in Payment schedules.

11.2. The bidder shall generate all invoices in the name of Karnataka Grameena Bank and Kerala Gramin Bank, as per the requirements of the Banks and the cost-sharing ratio mutually agreed upon by them during the entire contract period. At no point shall the bidder raise any objection to the splitting of invoices, and the decision regarding the invoice sharing ratio or pattern shall rest solely at the discretion of the Banks.

11.3. The successful bidder should submit the proforma invoices reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, for verification of the contents and calculations. Only after the confirmation from the Bank, the successful bidder has to raise the actual tax invoice.

11.4. Bank will release the payment on completion of activity and on production of relevant documents/invoices as evidence, please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, HSN Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.

11.5. The Bank shall finalize the Sign-off and Acceptance format mutually agreed by the Successful Bidder. The Successful Bidder shall strictly follow the mutually agreed format and submit the same while claiming the respective payments.

11.6. Payment shall be released within 30 days from submission of all the relevant undisputed documents approved by the Bank as per RFP terms. After receipt of payment, the Bidder should submit the proof of GST return filing corresponding to the respective invoices on a quarterly basis, within 10 days from the end of each GST filing quarter.

11.7. The payments will be released through NEFT/RTGS or any other mode of payment as per the regulatory advisories after deducting the applicable LD/Penalty, TDS/GST-TDS/other taxes stipulated by Government if any, by Project Office at Bengaluru and the Successful Bidder must provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code.

11.8. The Unit rate for all costs as per BOM will remain fixed for contract period.

11.9. Bank will not be liable to pay any amount to the Successful Bidder which are not part of the commercial proposal.

11.10. Payment of support/services will be done as per calculation of the uptime and after deducting applicable penalty for downtime, which is mentioned in the related clause of the RFP. In case of any dispute arising against the claim of payment, it is Bidders' responsibility to submit a relevant proof of confirmation for the activity performed. The Total penalty per year during the contract period shall not exceed more than 20% of the annual payout. If it exceeds, Bank at its discretion may terminate the contract as mentioned elsewhere in RFP.

12. 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 will be paid quarterly in arrears; 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) 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.

f) 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.

o) The payment will be subjected to satisfactory services rendered.

p) 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.

q) 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.

12.1. Customization Charges

Customization charges are applicable as per the Man days mentioned in Bill of Material (Annexure-17)

Sl. No.	Milestone	Implementation Cost for applications- / software's / infrastructure
1.	UAT Sign-off after complying all the Bank observation in the UAT environment	40% of the Customization Cost
2.	Successful movement of production in both DC and DRC and Go-Live of all the issues raised during the testing phase with Go live signoff	50% of the Customization Cost
3.	On successful resolution of all issues encountered post three months of go live signoff.	10% of the Customization cost

12.2. **A. License and ATS Cost for Application/Software**

License cost as mentioned in Bill of Material (Annexure 17)

Sl. No.	Milestone	License Cost for application / software
1.	Delivery of Product Service Pack Testing tool and Application Monitoring tool License on the name of bank.	50% of License Procurement cost of Product Service Pack Testing tool and Application Monitoring tool
2.	Successful completion and Go-Live of all the issues raised during the testing phase for both the applications with Go live signoff of Product Service Pack Testing tool and License on the name of bank.	40% of License Procurement cost of Product Service Pack Testing tool and Application Monitoring tool
3.	On successful resolution of all issues encountered post three months of go live signoff of Product Service Pack Testing tool and Application Monitoring tool.	10% of License Procurement cost of Product Service Pack Testing tool and Application Monitoring tool
4.	Delivery of Supporting Software License like (RDBMS, OS any Middleware) to the Bank.	50% of License Procurement cost of Supporting Software License like (RDBMS, OS any Middleware.) to the Bank
5.	Installation of Supporting Software License like (RDBMS, OS etc.)	50% of License Procurement cost of Supporting Software License like (RDBMS, OS any Middleware.) to the Bank
6.	ATS for Application/Software	ATS charges, if any, will be paid quarterly in arrears or 100% ATS cost will be paid yearly in advance against BG for equal amount.

B. ATS Cost for Operating System and Database (Existing)

License cost as mentioned in Bill of Material (Annexure 17)

Sl. No.	Milestone	License Cost
1.	ATS Cost for Operating System and Database	ATS charges will be paid quarterly in arrears or 100% ATS cost will be paid yearly in advance against BG for equal amount.

12.3. **Implementation / Installation Cost for Product Service Pack Testing Tool and Application Monitoring Tool**

Implementation cost as mentioned in Bill of Material (Annexure 17)

Sl. No.	Milestone	Implementation Cost for applications- / software's / infrastructure
1.	Successful completion and Go-Live of all the issues raised during the testing phase for both the applications with Go live signoff	100% of the Implementation Cost of Product Service Pack Testing Tool and Application Monitoring Tool
2.	Successful installation of hardware component at DC and DRC	100% of the Installation Cost of Hardware component at DC and DRC

12.4. **A. Infrastructure Hardware Procurement and AMC Cost (for new procurement) of APM and PSP tool)**

Infrastructure Hardware cost as mentioned in Bill of Material (Annexure 17)

Sl. No.	Milestone	Implementation Cost for applications- / software's / infrastructure
1.	Successful delivery of all the required hardware of the in-scope new applications at DC and DRC. Verification of BOQ done by bank	60% of the Hardware Procurement Cost
2.	Post Installation of the required hardware at DC and DRC	30% of the Hardware Procurement Cost
3.	On smooth running of the applications post three months of go live signoff and successful DR Drill.	10% of the Hardware Procurement Cost
4	AMC for Infrastructure post three years of comprehensive warranty.	AMC charges will be paid quarterly in arrears.

B. Existing Infrastructure AMC Cost

Infrastructure Hardware cost as mentioned in Bill of Material (Annexure 17)

Sl. No.	Milestone	Implementation Cost for applications- / software's / infrastructure
1	AMC for existing Infrastructure	AMC charges will be paid quarterly in arrears

13. Onsite Resources and Support

13.1. The Bidder shall provide a contingent of well-trained personnel and extend necessary mentoring and operational support to meet the requirements in the scope of work.

13.2. The bidder shall obtain approval from the Bank for each personnel prior to the actual deployment. Bidder must submit copies of the qualifications, experience, and certifications of the personnel to be deputed on this assignment on its letterhead and the bank may conduct an interview of the resources on a case-to-case basis. The bank shall retain the right to deny any personnel of the bidder to take up this assignment.

13.3. The Bidder shall confirm that every person deployed by them on the project has undergone police verification and submit document to the effect prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.

13.4. In case the performance of the Bidder /their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may take suitable action accordingly.

13.5. The Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.

13.6. The Bidder should submit following KYC documents for onsite resources:

13.6.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.

13.6.2. Address Proof (Local and Permanent)- Duly attested photocopy by candidate and Vendor HR.

13.6.3. Aadhar Card - Duly attested photocopy by candidate and Bidder HR.

13.6.4. ID proof issued by the employer.

13.7. The Bidder shall extend all of the outsourced banking and financial services by deploying such personnel that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.

13.8. In case of any abnormal activity done by the resource which hampers the business or any system of the Bank, the Bidder shall be responsible to compensate the actual loss.

13.9. The successful Bidder shall comply with the resource requirements but not limited to as mentioned in Annexure – 18.

13.10. The Bidder need to size the resources to maintain, support and manage the system as per the SLA and scope of work mentioned in the RFP. However, Bidder needs to adhere to minimum resource requirement as mentioned in the Annexures 18.

13.11. Bank at its discretion can request to add any resources and the same resources shall be deployed within 3 months from the date of Intimation. The cost of resources shall be as per the resources cost given in Bill of Material.

13.12. Bank at its discretion can remove the resources deployed by giving a notice of 1 month.

13.13. Minimum resources requirement as per Annexure 18 should be maintained onsite on all calendar days including Holidays and Weekends.

14. Exit Option

The Bank reserves the right to cancel the entire contract or part thereof, by giving 180 days' notice or as mentioned elsewhere in the RFP (whichever is applicable) in the event of happening of one or more of the following conditions mentioned below:

14.1. Discrepancy in services provided or the performance levels agreed upon or fraudulent practices, which have an impact on the functioning of the Bank.

14.2. Total value of penalties arising of the SLA clauses defined in Section C accounting for more than 20% of the of the proportionate Annual Contract Value in one year during the contract period.

14.3. Any other situation, which warrants cancellation of the contract, which may otherwise adversely affect the interest of the Bank.

14.4. In case of any IT security breaches observed which has an impact on the functioning of the Bank's risk.

Please note that the Bank shall also have the right to exit the contract at its own discretion without assigning any reason by giving a notice period of 180 days.

Notwithstanding the existence of a dispute, and/ or the commencement of arbitration proceedings, the Bidder shall be expected to continue the services. The Bidder is solely responsible to prepare the detailed Reverse Transition plan.

However, 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 Bidder to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables.

15. Exit Management

15.1. Exit Management Plan

15.1.1. The Bidder should submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.

15.1.2. The Bidder needs to update the Transition and Exit management on half yearly basis or earlier in case of major changes during the entire contract duration. This plan and the format need to be discussed and approved by the Bank.

15.1.3. The exit Management plan shall deal with the following aspects but not limited to of exit management in relation to the SLA as a whole and in relation to in scope applications, interfaces, infrastructure and network and the scope of work defined under this RFP.

15.1.4. 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.

15.1.5. Plans for provision of contingent support to the Project and replacement Bidder for a reasonable period (minimum three month) after transfer or as decided by the Bank.

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

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

15.1.8. All risk during transition stage shall be properly documented by the Bidder and mitigation measures shall be planned to ensure a smooth transition without any service disruption. The Bidder must ensure that hardware supplied by them shall not reach end of support products (software/ hardware) at time of transition. The Bidder shall inform well in advance end of support products (software/hardware) for the in-scope applications and infrastructure.

15.1.9. The transition & exit management period will start three (3) months before the expiration of the contract or as decided by the Bank.

15.1.10. The Bidder will provide shadow support for a minimum of 180 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.

15.1.11. In case of termination, the exit management period will start from effective date of termination, or such other date as may be decided by the Bank and communicated to the Bidder.

15.1.12. Bidder 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 Bank.

15.1.13. The Bidder needs to comply with Banks requirements and any statutory or regulatory guidelines during the reverse transition period.

16. Training and Handholding

16.1. The Bidder shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:

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

16.1.2. Change Request Logs

16.2. Dump of database (Raw and Processed) contents including the Asset Register, problem management system and operating procedures or any details with respect to the current engagement scope. For the avoidance of doubt this shall not include proprietary Software tools of System Integrator which are used for project management purposes generally within Bidder's business

16.3. Complete documentation for the scope of work performed (Infrastructure of new applications, CBS, Allied application, new applications) handed over to the Bank/replacement System Integrator/identified agency.

16.4. Handover of all AMC & ATS support related documents of in scope applications, credentials for all OEM products supplied/maintained in the system. Handover MOUs signed, licenses, subscriptions for taking services taken from third parties such as digital signature agencies,

16.5. Handover of the list of complete inventories of all assets created for the project

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

16.7. Detailed walk-throughs and demos for the solution

16.8. Hand-over of the user IDs, passwords, security policies, scripts to replacement System Integrator

16.9. During the exit management period, the Bidder shall use its best efforts to deliver the services.

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

16.11. The Bidder shall hold operational hand-holding sessions on all in scope applications, interfaces, infrastructure, and network and any other information related to engagement with the designated officers/ staff members, so that businesses can continue even after Bidder exits the project.

16.12. During Reverse transition Bank will not pay any additional cost to the Bidder for doing reverse transition.

17. Subcontracts

17.1. The successful bidder should provide the appropriate skilled resources domain wise to the bank in respect of the customization of CBS and allied applications, DC DRC Infra Management and PSP testing. Subcontract will not be encouraged due to sensitivity of the data to be handled and the applications.

17.2. Subcontracting of L1, L2, and L3 resources deployed for CBS and allied applications, as well as DC/DRC management, is strictly prohibited. These resources must be permanent employees of the bidder and listed on their payroll. However, subcontracting of L1 resources for CBS Helpdesk, call center resources, and resident engineers will be permitted only after obtaining prior written permission from the Bank. In the event that any subcontracted resources found to be incapable of performing their duties, as notified by the Bank, the vendor is required to immediately replace the resource(s) with a qualified and experianced alternative. If bank desires, the bidder has to deploy their on-roll employees. The Successful Bidder has to submit self-declaration and valid documents on their Sub-Contract facility for the mentioned facilities.

17.3. The Bank reserves the right to increase or decrease the number of resources/agents based on its operational requirements. The Bank also reserves the right to change the location of Resident Engineers, CBS Helpdesks or Call Center agents at its sole discretion. In all such cases, the Bank shall provide the required details to the Successful Bidder with at least 30 days' prior notice.

17.4. All the terms and conditions will be applicable of the subcontracted employee as enumerated under section C clause 11 "Onsite resources and support".

17.5. The Successful Bidder should not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: No.F.7/10/2021-PPD (1) dated 23/02/2023 of Public Procurement Division, Department of Expenditure, Ministry of Finance). Any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

17.6. The successful bidder should execute the necessary outsource agreement with bank as per the regulator advisory then and there. In case of subcontract executed by the successful bidder by the third party, the back to back arrangement of execution of the outsourced agreement should be done.

18. Defect Liability

In case any of the supplies and hardware components delivered for in scope new applications under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the Successful Bidder shall forthwith replace/make good such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP bid terms.

19. VAPT and Other Audits

Bank can get VAPT, and other audits done by internal/ external professionals/ agencies any number of times during the period of contract, in compliance to the guidelines/ orders of Regulatory/ Statutory/ Supervisor/ Company Policies issued from time to time. The Bidder is bound to facilitate the closure of VAPT and other audits observations as per the Banks requirement. The Bidder has to address the observations of each of such Assessment/ Testing/Audit/other audits as per the timelines mentioned below.

Observation Type	Critical	High	Medium	Low	Information
No of days for closure*	10 Days	15 Days	20 Days	25 Days	Can be assessed for implementation

*The above timelines may change based on compliance to the guidelines/orders of Auditor.

20. DR Drill Switchover/Failover

20.1. Bidders need to perform DR drill/failover (Switch over and Switch back) for all in-scope applications as specified in Bank's BCP policy/regulatory guidelines in every calendar quarter during the contract period.

20.2. Bidder needs to allocate adequate resources, do project management, and work closely with the application owner for performing the DR Drills/failover whenever planned/unplanned by the Bank.

20.3. DR switch over – Bank may opt to conduct DR switchover as a part of regulatory requirement / as desired by Banks. (at least once in a quarter) during the contract period and as per the discretion of the bank as and when required.

20.4. Bidder should run Mock DR drill for testing the availability of DR site before the actual DR Drill.

20.5. Bidder should conduct DR drill DB switchover /switchback operations within permitted downtime for all the databases.

20.6. Bidder should Coordinate and cooperate with all other vendors & all the users involved in DR testing during the entire DR drills process.

20.7. Bidder should identify and rectify issues during DR drill within permitted timeframe as per the Bank policy.

20.8. Bidder should perform pre and post checks before and after any database switchover /switchback or failover/failback.

20.9. Track and report DR test results.

20.10. Provide Database activities support from DC and DR site with adequate skill during live DR drill.

20.11. Maintenance and readiness of all active and passive Infrastructure and network for DR switchover or failover.

20.12. Bidder should ensure the DC, DR and NDR application, database & storage replication. The Bidder is expected to provide appropriate data replication strategy and technology recommendation to replicate data across sites. Bidder should be able to implement & support both Synchronous & Asynchronous replication, database, storage mirroring based on the requirements.

20.13. The above guidelines are applicable to all existing DC/DR/NDR/UAT Oracle SQL or any other databases.

21. Reports

21.1. The below mentioned reports are the suggested list of reports (and not limited to) which the Bidder should provide during the contract period.

21.2. The Bidder should submit the exhaustive list of reports along with the frequency and timelines during the submission of the technical bid.

21.3. Bidder should suggest the report format for each of the report and get this reviewed, incorporate Bank's feedback & signed off by the Bank. However, during the entire contract period it may customized when and where required without any further commercial impact

21.4. Bidder shall submit the reports on a regular basis in a mutually decided format.

21.5. Below are some of the reports but not limited to that the Bidder needs to abide by for the entire contract period.

Sl. No.	Report Name	Frequency	Description
1	Interface Utilization Report	Quarterly	Network device interface utilization report.
2	Device Failover Report	Quarterly	Failover report of server, network devices over the period of time.

3	Database performance management	Monthly	Report Consists of the details including table space utilization, file system usage and all other events of OS which may determine the performance of the database (DC as well as DR)
4	Health Report	Monthly	The report will consist of but not limited to availability, CPU/Memory utilization, discards, latency and throughput interface bandwidth utilization
5	SAN Health Checkup report	Monthly	Report on the SAN health checks conducted
6	Backup logs and reports	Monthly	Report on the backup logs for (Servers, Database, VM's).
7	Performance management report for all support resources	Monthly	The report will measure the performance of the support resources deployed by the Bidder
8	Security Device Performance Report	Monthly	The report will consist of but not limited to availability, CPU/Memory utilization, discards, latency and throughput interface bandwidth utilization
9	Patching	Monthly	Monthly description of newly released patches. Hardening report of but not limited to server, VM's, OS, DB, Application, Network Device, middleware.
10	Vulnerabilities	Daily	Description of newly released works, viruses, vulnerabilities.
11	Daily Issues Report	Daily	List of daily application and server, network issues / outages.
12	Recurring Issues Report	Weekly	List of recurring application and infrastructure issues / outages
13	Transition Report Status	Weekly	Describes the progress of the transition activities at a program level.
14	Risk Assessment Report	Weekly	Articulates risks and mitigation strategy
15	Escalation Reports	Fortnightly	Articulates escalated events over the past 15 days, the status, and the outcome for resolved issues
16	Issues Management	Monthly	Report of all major issues which require escalation beyond the project and delivery teams.
17	Regulatory Compliance Reports	Monthly	Depicts the state of audit readiness
18	Audit Report	Monthly	Non-Conformances identified and Action Items identified with deadlines
29	SLA Report	Monthly	Program level and Domain level SLA

			reports
20	Senior Management Report (Metrics, SLA, Utilization, Performance Improvements)	Monthly	Monthly SR. MGT report showing past performance, Systematic Improvement Plan Reports, DASHBOARDS
21	Vendor Operational Reports	Weekly	Liaison Report with other vendors & status of tickets pending with vendors
22	Incident Reports	Weekly	Report Incidents managed by operations, categorized by line of business, business segment, criticality, and overall totals
23	Change Request Report	Monthly	Monthly Status of change requests
24	Problem Management Report	Weekly	Weekly Status of problem tickets
25	Shift handover Report	By shift	Report Critical, Open, and General items that occurred during the last shift and pending action items for next shift
26	Help Desk Report	Daily, Weekly & Monthly	Report Help Desk statistics, including first call resolution, abandonment rate, incident accuracy and resolution, average speed of answer, and contact method and type
27	Vendor Back lining Report	Quarterly	Bidder has to submit a report showing all the back lining with OEM (Hardware, Software, Support) is inline and not expired
28	Asset Inventory Reports	Monthly	Bidder must submit a consolidated asset inventory summary report
29	UAT summary report	Weekly and Monthly	Bidder must submit a consolidated test summary report
30	System Integration Testing report	Monthly	Report consists of (Test plans, Test scenarios, comprehensive set of Test Cases and sample test data)
31	Capacity Planning report	Monthly	Overall IT and Network capacity planning report (Capture capacity usage on monthly basis, Capacity projection and plans for improvement)
32	Incident & Problem report	Weekly	Report consists of all Incident and Problem tickets details.
33	Consolidated Root Cause Analysis report	Monthly	Report consists of the detailed Root Cause Analysis of the incidents occurred on the last month and problem recorded.
34	DR Drill Test results/ report	Quarterly	Bidder must submit a consolidated test summary report

35	VAPT mitigation / correction report	Quarterly	Report consists of the mitigation steps undertaken to address the VAPT observations.
36	Replication report	Monthly	Report on the data/status for replication of application, database, storage across DC & DR
37	Ad-hoc reports	Daily, Weekly & Monthly	As & when required by the Bank
38	Business Continuity report	Quarterly	Report on the business continuity containing DR plan and solution architecture for all in scope applications, network and infrastructure.
39	Forensic Report	On demand	As & when required by the Bank
40	RCA Report	On demand	As & when required by the Bank

22. Escrow arrangement during Contract Period

22.1. The Bidder shall inform the Bank about the software if any developed by the Bidder/anyone supplying through the Bidder and customized to the requirements of the Bank.

22.2. The bidder shall complete all necessary formalities to execute the escrow agreement, which shall remain in force until the completion of the contract period or any extension thereof, as per the Bank's requirements.

22.3. The bidder shall deposit all source codes and customized codes into the escrow account at intervals specified by the Bank. All costs associated with the escrow arrangement shall be borne by the bidder.

22.4. The Bidder will place the Source Code (and the procedures necessary to build the source into executable form) along-with flow diagrams and technical write up for the Software, within Thirty (30) days of implementation in escrow with a reputable agency acceptable to both the parties. The modalities of the versions to be kept can be finalized at the time of lodging the software for escrow. Where the code is not owned by the Bank, then, in such cases, the Bank shall obtain a certificate from the application developer stating that the application is free of known vulnerabilities, malwares and any covert channels in the code.

22.5. The escrow will be released to the Bank in the event of the Contract being terminated for either default or Insolvency of the Bidder or should be Bidder cease or give notice of intention to cease to provide maintenance or technical support services for the software as required by the contract. The release will be affected by the agent within 15 days of receipt of written demand from the purchaser, therefore.

22.6. The cost of verification of the software payable to Escrow Agent and annual subscription fee shall be payable by the Successful Bidder or owner of the software meaning that Bank shall not be liable to pay any amount to Escrow Agent taking from verification to its annual subscription to updation fee.

22.7. The application software should mitigate Application Security Risks; at a minimum those discussed in OWASP top 10 (Open Web Application Security Project).

22.8. The Bidder shall provide complete and legal documentation of all subsystems, licensed operating systems, licensed system software, and licensed utility software and other licensed software. The Bidder shall also provide licensed software for all software products whether developed by it or acquired from other. The Bidder shall also indemnify the Bank against any levies / penalties on account of any default in this regard.

Section-D Bid Process

1. Clarification to RFP and Pre-Bid Queries:

1.1. The bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP as per format provided under **Appendix-D.**

1.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the General Manager, Karnataka Grameena Bank, Canara RRBs CBS Project Office, 19-19/1, IIIrd Floor, Above Canara Bank Regional Office, Southend Road, Basavanagudi, Bengaluru – 560004 or an email can be sent to apmgroup@kgbk.in by the intending bidders as per the schedule.

1.3. No queries will be entertained from the bidders after the above date and time.

1.4. No oral or individual consultation will be entertained.

2. Pre-Bid Meeting:

2.1. A pre-bid meeting of the intending bidders will be held on the date & time at the venue specified in the Bid Schedule to clarify any point/doubt raised by them in respect of this RFP. No separate communication will be sent for this meeting.

2.2. If the meeting date is declared as a holiday under NI Act by the Government after issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of Two (2) representatives from each Bidder to participate in the pre-bid meeting.

2.3. Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

2.4. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.

2.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website **https://karnatakagrameenabank.com/**, **https://www.kgb.bank.in/** & no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/addendum/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidder.

2.6. Non-reply to any of the queries raised by the Bidders during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank.

3. Amendment to RFP Document:

3.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the RFP document, by amendment.

3.2. Notification of amendments will be made available on the Bank's website only **https://karnatakagrameenabank.com**, **https://www.kgb.bank.in** and will be binding on all bidders and no separate communication will be issued in this regard.

3.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

4. Bid System Offer:

This is two bid system which has following 3 (Three) parts:

The bids shall be submitted with the following documents in the same sequence without which the tender will be summarily rejected. All the pages in the respective bids should be serially numbered and signed by the authorized person.

The Eligibility, Technical and Commercial Bids should be submitted in "Hard copy physically" and the soft copy in pdf format to be part of the physical submission in the form of Pen drive.

4.1. **Part- A Conformity to Eligibility Criteria:** Indicating their compliance to eligibility criteria. The format for submission of conformity to eligibility criteria is as per **Appendix – A.**

4.2. **Part-B Technical Proposal:** Indicating the response to the Technical/Functional specification/requirement of subject RFP. The format for submission of technical proposal is as per **Appendix – B**.

4.3. **Part – C Commercial Bid:** Furnishing all relevant information as required as per Commercial Bill of Material as per **Annexure- 17.** The format for submission of Commercial Bid is as per **Appendix-C.**

5. Preparation of Bids:

5.1. The bid shall be typed or written in English language in indelible ink. All the pages in the respective bids should be serially numbered and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall affix signature (not initials) in all pages of the Bids, except for un-amended printed literature.

a) The three parts as stated above, should be placed in three separate envelopes superscripted with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial bid ' respectively and properly closed and sealed. Thereafter, all the three envelop shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscripted as "**Offer for RFP No. __/_____ dated _____ for**

_____" (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid/Commercial Bid') on the top of the envelope. All the envelopes shall bear the name and complete postal address of the bidder as well as the addressee, namely the **General Manager, Karnataka Grameena Bank, Canara RRBs CBS Project Office, 19-19/1,IIIrd Floor, Above Canara Bank Regional Office, Southend Road, Basavanagudi, Bengaluru – 560004.**

b) All pages of the bid, including brochures and supporting documents, must be submitted in an organized, structured, and neat manner. Brochures, leaflets, or similar materials should not be submitted in loose form. All pages of the bid must be serially numbered and bear the name, seal, and signature of the authorized signatory. Bids containing erasures, overwriting, or cuttings without proper authentication may be liable for rejection. An authorization letter empowering the authorized signatory to sign the bid documents, duly signed by a competent authority of the company, must be submitted.

c) The Bank reserves the right to reject any bid that is not submitted in accordance with the above instructions. The Bank further reserves the right to accept or reject any bid at its sole discretion, without assigning any reason.

5.2. Part – A Conformity to Eligibility Criteria:

a) Before submitting the bid, the bidders should ensure that they confirm to the eligibility criteria as stated in **Annexure- 1** of RFP. Only after satisfying themselves of the eligibility, the offer should be submitted.

b) The Conformity to Eligibility Criteria as per Annexure- 1 among others must contain Demand Draft/NEFT towards the Application Money (Tender Fee), signed Integrity Pact (as per Appendix –I) and EMD/Bank Guarantee in lieu of EMD (as per Appendix – F) / Bid Security Letter as per Appendix-H of this document. The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per Appendix-A.

c) The Placement of Application Money, EMD/Bank Guarantee in lieu of EMD/ Bid Security Letter and Integrity Pact other than Part A-Conformity to Eligibility Criteria will make the bid liable for rejection.

d) After ensuring the above, it shall be place inside a separate envelope and sealed and superscripted on the top of the cover as "PART A-Conformity to Eligibility Criteria for RFP No. __/____ dated _____ for _____"

5.3. Part – B Technical Proposal:

a) Technical Proposal should be submitted as per the format in Appendix-B. Relevant technical details and documentation should be provided along with Technical Proposal.

b) The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.

c) If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.

d) The Bank shall not allow/ permit changes in the technical specifications once it is submitted.

e) The relevant product information, license details, version details, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.

f) The Technical Proposal should be complete in all respects and contain all information sought for, as per Appendix-B. Masked Bill of Material must be attached in Technical Offer and should not contain any price information. The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.

g) Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:

   i. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).

   ii. It should not provide any price information like, unit price, tax percentage, tax amount, Implementation Charges etc.

h) After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscripted on the top of the cover as "PART – B Technical Proposal for RFP No. __/____ dated _____ for _____".

5.4. Part – C Commercial Bid:

a) Commercial Bid should be submitted as per the instruction in Appendix- C.

b) Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. Bill of Material should give all relevant price information as per Annexure- 17. Any deviations from the Bill of Material / non submission of prices as per the format shall make the bid liable for rejection.

c) Under no circumstances the Commercial Bill of Material should be kept in Part-A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) Cover. The placement of Bill of Material in Part A (i.e. Conformity to Eligibility Criteria) or Part B (i.e. Technical Proposal) covers will make bid liable for rejection.

d) The Masked Bill of Material must be attached in Technical Proposal and Un-Masked Bill of Material in Commercial Bid. The format will be identical for both Technical Proposal and Commercial Bid, except that the Technical Proposal should not contain any price information (with Prices masked). Any change in the Bill of Material format

may render the bid liable for rejection.

e) Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic error. All fields must be filled up correctly.

f) Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bid that are incomplete or conditional are liable to be rejected.

g) The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.

h) After ensuring the above, it shall be placed inside a separate Envelope and sealed and superscripted on the top of the cover as "PART C - Commercial Bid for RFP No. __/____ dated _____ for _____".

6. Application Money:

6.1. This document can be downloaded from Bank's website **https://karnatakagrameenabank.com/**, **https://www.kgb.bank.in/** and **https://canarabank.com/.** In that event, the bidders should pay the Application Fee (Non-Refundable) as mentioned in Bid Schedule towards tender document by means of DD/NEFT drawn on any scheduled Commercial Bank other than Karnataka Grameena Bank and Kerala Gramin Bank in favour of Karnataka Grameena Bank, payable at Bengaluru, Karnataka and submit the same along with Part A-Conformity to Eligibility Criteria.

6.2. Submission of the Application Money in other than "Part-A-Conformity to the Eligibility Criteria" is liable to be rejected on grounds of non-payment of the Application Money.

6.3. The Bidder shall bear all costs associated with the preparation and submission of the Bid and Bank will not be responsible for the costs, regardless of the conduct or outcome of the bidding process. The Bank is not liable for any cost incurred by the Bidder in replying to this RFP. It is also clarified that no binding relationship will exist between any of the respondents and the Bank until the execution of the contract.

7. Earnest Money Deposit (EMD) / Bank Guarantee in lieu of EMD:

7.1. The bidder shall furnish Non Interest Earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India other than Karnataka Grameena Bank and Kerala Gramin Bank in favour of Karnataka Grameena Bank, Payable at Bengaluru and should be kept along with the Part A – Conformity to Eligibility Criteria

7.2. In case the EMD is submitted in the form of Bank Guarantee the same should be valid for the minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix F.

7.3. The Bank Guarantee issued by issuing Bank on behalf of Bidder in favor of Karnataka

Grameena Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). Any Bank Guarantee submitted in physical mode, including EMD/Bid Guarantee which cannot be verifiable through SFMS will be rejected summarily.

7.4. Submission of EMD in other than Part A Conformity to Eligibility Criteria envelope is liable to be rejected on grounds of non-submission of EMD.

7.5. The EMD of the bidders not qualified under Part A- Conformity to Eligibility Criteria will be returned within 15 days after opening the Technical Proposals of the bidders under Part A – Conformity to Eligibility Criteria. The EMD of the bidders not qualified under Part B – Technical Proposal will be returned within 15 days after opening the Commercial Bid of the Technically Qualified Bidder. The EMD of the Technical Qualified bidders will be returned upon the Successful Bidder accepting the order and furnishing the Performance Bank Guarantee.

7.6. The EMD may be forfeited / Bank Guarantee may be invoked :

i. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.

ii. If the Successful Bidder fails to accept the purchase order within 7 days for fails to sign the contract or fails to furnish performance bank guarantee in accordance with the terms of the RFP.

8. License and Versions

It is mandatory to provide make & model of all the items and their subcomponents as has been sought in the commercial Bill of Material. The Offer may not be evaluated and/ or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough. Bidder should not quote technology, hardware, software etc., which is already End of Sale. Bidder also should not quote technology/ hardware/software etc., which are impending End of Sale in 2 years from the date of submission of bid.

9. Software Version:

The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale in 2 years from the date of Submission of Bid.

10. Documentation:

If the Bank is availing AMC/ATS support for CBS licenses through the Successful Bidder , the Successful Bidder is required to submit a Manufacturer Authorization Form (MAF) from the CBS Original Equipment Manufacturer (OEM), i.e., M/s Infosys or M/s Edgeverve every year. This MAF must explicitly confirm that continuous OEM support will be available for the subsequent financial year and will remain in effect for the entire contract duration.

In addition to the CBS OEM support, the Successful Bidder must also submit an MAF from all relevant Hardware and Software OEMs on an annual basis, confirming that the necessary support, updates, and service will be provided for the entire contract period. Each MAF must be valid for the duration of the financial year for which it is submitted and must be renewed annually for the entire contract term.

These MAFs should cover all components listed in the Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) Bill of Materials. The bidder is required to ensure that all support, including updates and warranty services, is covered under the AMC/ATS charges for the full contract period.

The MAFs must indicate that the OEMs will provide uninterrupted support for the hardware and software components for the entire contract duration, including maintenance, patches, and replacements as required. In case any component or service is discontinued by the OEM, the bidder must ensure that a suitable alternative or replacement is provided at no additional cost to the Bank.

Slight Modifications or deletions of non-applicable wording in Annexures 10 & 11 by the OEM are acceptable, provided the overall content and intent of the annexures remain unchanged.

If the bidder fails to provide the required MAFs within the specified timelines, the Bank reserves the right to take corrective actions, including but not limited to, imposing penalties, withholding payments, or termination of the contract.

The MAF submitted must be on the official letterhead of the respective OEM and should be signed by authorized personnel from the OEM. It should clearly specify the type of support, the period of support, and any other relevant details.

Technical information in the form of Brochures / Manuals / Pendrive etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the bank. The Bank is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the RFP for its own use.

11. Costs & Currency:

The Offer must be made in Indian Rupees (₹) only as per Bill of Material (Annexure-17).

12. Erasure or Alterations:

The Offers containing erasures or alterations, or overwriting may not be considered. There should be no hand-written material, corrections, or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "Ok", "Accepted", "Noted", "as given in brochure/manual" is not acceptable. The Bank may treat such offers as not adhering to the tender guidelines and as unacceptable.

13. Assumptions / Presumptions / Modifications:

The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder later cannot make any plea of having specified any assumption, terms, conditions, deviation etc. in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of bid/s.

14. Submission of Bids:

14.1. The Name and address of the Bidder, RFP No. and due date of the RFP are to be specifically mentioned on the Top of the envelope containing Bid.

14.2. The bid/s properly superscripted in the manner prescribed in earlier clauses of this RFP should be deposited in the Tender Box on the Date & Time and at the Venue specified in the Bid Schedule.

14.3. If the last day of submission of bids is declared as a holiday under NI Act by the Government after issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.

14.4. Bids sent through post/courier will not be accepted/evaluated. Bids should be deposited in the Tender Box.

14.5. If the envelopes, including the outer envelope is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.

14.6. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Manager Asset Procurement and Management Team Canara RRBs CBS Project Office, 19-19/1,IIIrd Floor, Above Canara Bank Regional Office, South End Road, Basavanagudi, Bengaluru - 560 004 Email- apmgroup@kgbk.in	**Chief Manager** Karnataka Grameena Bank Canara RRBs CBS Project Office, 19-19/1,IIIrd Floor, Above Canara Bank Regional Office, South End Road, Basavanagudi, Bengaluru - 560 004 Email- apd.kgbk@kgbk.in

14.7. In case bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above-mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated as per Bid Schedule.

15. Bid Opening:

15.1. The Part A-Conformity to Eligibility Criteria shall be opened, on the date & time and at the Venue specified in the Bid Schedule, in the presence of the Bidder's representative/s who may choose to attend the bid opening.

15.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format Appendix-E enclosed.

Note: Authorization letter should be carried in person.

15.3. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.

15.4. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bid will be accepted up to 03:00 PM on the next working day and bids will be opened at 03:30 PM at the same venue on the same day.

15.5. The following details will be announced at the time of bid opening.

i. Name of the Bidder.
ii. Presence or absence of cost of the Bidding document and Bid security.
iii. Such other details as the Bank at its discretion may consider appropriate.

15.6. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Conformity to Eligibility Criteria in their absence.

15.7. The Part A-Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on the documents submitted as per Appendix –A and Eligibility Criteria stipulated in RFP document. The Part B Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria will be opened with due communication by the bank.

15.8. The Commercial Bid of only those bidders who are qualified in Part-B Technical Proposal will be opened for further Tender Process.

16. Withdrawal of Bid:

The Bidder may withdraw its bid after the bid's submission, provided that written notice of the substitution or withdrawal of the bids is received by the Bank prior to the deadline prescribed for submission of bids.

The Bidder's withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provision. A withdrawal notice may also be sent by e-mail but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of the bid during this interval may result in the Bidder's forfeiture of its Bid security.

Section – E: Selection of Bidder

1. Preliminary Scrutiny:

1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

2. Clarification of Offers:

2.1. During the process of scrutiny, evaluation, and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/ any of the bidders on the offer made by them. The bidder must respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.

2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waiver.

3. Evaluation of Bids:

3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

3.2. Part – A: Conformity to Eligibility Criteria:

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Eligibility Criteria mentioned in the RFP and on the documents submitted as per **Appendix-A.** The proof of documents submitted by the bidder will be evaluated by the Bank and Bank will seek clarification, if required.

The Techno-Commercial evaluation process will consist of two stages:

a. Technical Evaluation
b. Commercial Evaluation

The evaluation process aims to find out the best fit (based on technical and commercial evaluation) of bidder and can be summarized in the following points

3.3. **Part – B: Technical Proposal:**

a. The Part B – Technical Proposal of only those bidders who qualified in Part A – Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B- Technical Proposal submitted by the bidder will be evaluated by the Bank based on proof of documents submitted as per **Appendix B** and Bank will seek clarification, if required. The technical evaluation shall be performed first to identify the list of technically qualified System Integrators as per the technical evaluation criteria defined in the RFP. Each bidder shall be assigned a Technical Score (T).

b. The Technical Evaluation will be as per Scope of Work of this RFP.

c. Technical Bid evaluation carries weightage of 70%

d. **Bidders must fully comply with requirements. Non-compliance to anyone of the requirements leads to disqualification of the Bidder in Part B – Technical Proposal.**

e. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer. Bank reserves the right to waive / not accept any of the Technical and Functional Specifications quoted by the Bidder during technical evaluation.

f. The Bank shall not allow/permit changes in the technical specifications once it is submitted.

The technical evaluation will have 70% weightage and Commercial evaluation shall have 30% weightage. These weightages shall be taken into consideration for arriving at the Successful Bidder. The evaluation methodologies vis-a-vis the weightages are as under:

The Score will be calculated for all eligible and technically qualified Bidder based on the following formula: S = (T x 70 / T high) + (L low x 30 / L)

Where:

S = Score of the Bidder

T = Technical score of the Bidder

T high = Highest Technical score among the Bidders

L = TCO by the Bidder for a period of 5 years

L low = Minimum quoted TCO amongst vendors for the entire scope of work covered in this RFP document.

Technical score will be arrived at treating the marks of the Bidder scoring the highest marks (X) in technical evaluation as 100. Technical score for other Bidders (Y and Z) will be computed using the formula Marks of other Bidders (Y and Z) / Marks of highest scorer (X)*70.

Similarly, Commercial Score of all technically cleared Bidders will be arrived at taking the cost quoted by L1 Bidder i.e., the lowest quote from all technically qualified Bidder (say Z) as 100.

Marks for other Bidders will be calculated using the formula Commercial Score = Cost of L1 Bidder / Cost quoted by Bidder *30.

A "Combined score" will be arrived at, considering both marks scored through Technical Bid evaluation and the nominal commercial quotes with a weightage of 70% for the Technical Bid and 30% for the Commercial Bid as described below. The combined score is arrived at by adding Technical Score and Commercial Score. The successful Bidder will be the one who has highest Combined Score.

Sl no	Bidder	Technical Evaluation Mark (T)	Nominal Bid Price in INR (L)	Technical Score	Commercial Score	Combined Score (Out of 100) (S)
1	X	95 (T1)	75 (L3)	95/95*70= 70	65/75*30= 26	96
2	Y	90 (T2)	70 (L2)	90/95*70= 66.31	65/70*30= 27.85	94.16
3	Z	85 (T3)	65 (L1)	85/95*70= 62.63	65/65*30= 30	92.63

In the above example Bidder X with combined score (S) highest becomes the successful Bidder.

The Bidder securing the highest score becomes the successful Bidder (H1). For example – There are three Bidders X, Y and Z.

Decision of the Bank will be final and binding to the successful Bidder.

On combined score if there is a tie, the Bidder with the higher technical score will be awarded the assignment and 4 decimal points shall be considered for calculation of combined score.

The Bank will assign marks for the technical evaluation based on the documents submitted as a part of the Technical Bid Evaluation criteria and the presentation made to the Bank's technical evaluation committee if requested by the Bank.

Respondents scoring a minimum of 70 marks in the technical bid shall only be considered for commercial bid opening.

However, kindly note that the Bank reserves the right to finalize and if deemed necessary, focus on only the domestic presence of the Bank (and excluding the international presence) from the scope of work, as decided by the Bank. **The Bank's decision is FINAL in this regard.**

Technical Evaluation:

Parameter	Maximum Score
Bidder's capability & experience	60
Proposed APM Tool & PSP Testing Tool	20
Technical Presentation and Product Demonstration	20
Total	**100**

S. No.	Technical Evaluation	Evaluation Approach	Supporting Documents to be submitted
1	Bidder's capability & experience	The bidder should have experience in delivery, integration, installation, customization and maintenance of Core Banking Solution & allied Services/Applications in banks of India within last 5 years along with the following areas of Banking setup: a) Core Banking Solution including Loan modules, Mobile Banking, Internet Banking b) Database & Application administration & Support management. c) Helpdesk Support and Management. d) Customization and development of Core / Digital Banking Products. **(Maximum Marks 20)** ➢ At least 3 (three) (PSU /RRB/PVT Bank) having more than 2000 branches each in India **(20 Marks)** ➢ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 2000 branches each in India **(17 Marks)** ➢ At least 1 (one) (PSU /RRB/PVT Bank) having more than 2000 branches each in India **(14 Marks)**	Credentials from clients in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.
2	Bidder's capability & experience	The bidder should have exposure in infrastructure management of on premises DC providing FMS support for Servers, Storage, Network and Security components	Credentials from clients in the form of Purchase Orders / Contract

		of DC and DR by providing on-site L1 and L2 Engineers. The bidder should have exposure in infrastructure management of on premises DC providing FMS support for Servers, Storage, Network and Security components of DC and DR by providing on-site L1 and L2 resources in Banks of India within last 5 years. **(Maximum Marks 20)** ➢ At least 3 (three) (PSU /RRB/PVT Bank) having more than 2000 branches each in India **(20 Marks)** ➢ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 2000 branches each in India **(17 Marks)** ➢ At least 1 (one) (PSU /RRB/PVT Bank) having more than 2000 branches each in India **(14 Marks)**	Agreement / Credential Letters etc. has to be provided.
3	Bidder's capability & experience	The bidder should have experience in maintenance of Finacle 10.x.x Core Banking Solution including Loan modules in banks of India within last 5 years **(Maximum Marks 20)** ➢ At least 3 (three) (PSU /RRB/PVT Bank) having more than 650 branches each in India **(20 Marks)** ➢ At least 2 (Two) (PSU /RRB/PVT Bank) having more than 650 branches each in India **(17 Marks)** ➢ At least 1 (one) (PSU /RRB/PVT Bank) having more than 650 branches each in India **(14 Marks)**	Credentials from clients in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.
4	**APM Tool**	The Proposed APM Tool should have been deployed and maintained by the OEM / its Authorized Partners in Scheduled banks in India within last 5 years **(Maximum Marks 10)** ➢ At least 3 (three) Banks having more than 1000 branches each in India **(10 Marks)**	Credentials from clients in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.

		➢ At least 2 (Two) Banks having more than 1000 branches each in India **(7 Marks)** At least 1 (one) Bank having more than 1000 branches each in India **(5 Marks)**	
5	**PSP Testing Tool**	The Proposed PSP Testing Tool should have deployed and maintained by the OEM / Its Authorized Partners in Scheduled banks in India within last 5 years **(Maximum Marks 10)** ➢ At least 3 (three) Banks having more than 650 Finacle CBS branches each in India **(10 Marks)** ➢ At least 2 (Two) Banks having more than 650 Finacle CBS branches each in India **(7 Marks)** ➢ At least 1 (one) Bank having more than 650 Finacle CBS branches each in India **(5 Marks)**	Credentials from clients in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.
6	Technical Presentation and Product Demonstration	All eligible bidders will be required to make presentations to supplement their bids, showcase overall solution proposed. The bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to the bank may result in rejection of the proposal. Bidder is expected to demonstrate the implementation methodology, Project timelines with detailed execution plan, support mechanism as per the RFP requirements. Bank will schedule the technical presentation, and the time and location shall be communicated to the bidders. **Maximum Marks 20-** • Understanding of the Project • Approach and Methodology • Project Execution Plan • Resource Planning	Subjective Evaluation

Note:

➢ Relevant Credential letters or Purchase Order from Financial Institution along with confirmation on having executed the PO Successfully should be submitted which ensures meeting/comply to all the evaluation parameters.

A) Part C – Commercial Bid:

a) The Part C – Commercial Bid of only those bidders who qualified in Part B – Technical Proposal will be opened with due communication by the Bank.
b) The bidders are required to submit commercial bid as per **Annexure-17**
c) The Commercial Bid – Bill of Material should be as per the format of Bill of Material of this RFP. No deviation in the format is accepted.
d) Commercial Evaluation will be done after giving effect to arithmetical correction, if any as per Bill of Material.
e) Commercial bids quoted in any other currency than INR will be disqualified.
f) The Bidders scoring a minimum of 70% score based on the detailed evaluation in Technical Proposal Evaluation would be qualified and shortlisted for the Commercial Bid Evaluation.
g) The Technical evaluation and the Commercial evaluation shall have the weight-age of 70% and 30% respectively for evaluation, and this weight-age shall be taken into consideration for arriving at the Successful Bidder.

Note:

1. In case there is variation between numbers and words; the value mentioned in words would be considered.
2. The bidder needs to provide unit cost for all components and services; unit rates would be considered finally.
3. In the event the bidder has not quoted or mentioned the component or services required, for the purpose of evaluation, the highest value of the submitted bids for that component or services would be used to calculate the TCO. However, for the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

4. Intimation of Qualified/Successful Bidders:

The Bank will prepare a list of qualified bidders at each stage on the basis of evaluation of Part A- Conformity to Eligibility Criteria, Part - B Technical Proposal and Part C Commercial Bid. The names of qualified bidders at each stage would be announced on the Notice Board/Bank's website /letter/mail. Commercial Bids of only technical qualified bidders shall be opened. Final list of the bidders (L1, L2, L3 etc.,) will be announced as indicated above. No separate intimation will be sent to successful Bidder.

5. Correction of Error in Commercial Bid:

Bank reserves the right to correct any arithmetical errors furnished in the Commercial Bid. If any such errors are noticed it will be rectified on the following basis:

5.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.

5.2. If there is discrepancy between the unit price and total price (which is obtained by

multiplying the unit price by the quantity), the unit price shall prevail, and the total price shall be corrected accordingly.

5.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.

5.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.

5.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.

5.6. If the bidder does not accept the correction of errors, the bid will be rejected.

Section -F Ownership & Awarding of Contract

1. Bid Validity Period:

The Offer submitted and the prices quoted therein shall be valid for 180 days from the date of opening of commercial bid. Bid valid for any shorter period shall be rejected by the Bank.

2. Proposal Ownership:

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is vital to the evaluation and selection process, it is important that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and Current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.

3. Project Ownership:

3.1. If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of all hardware and software related to Solution which are relevant to this RFP.

3.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.

3.3. The Bidder also has to submit a certificate/Letter from OEM that the proposed services any other related software/hardware offered by the bidder to the Bank are correct, viable, technically feasible for implementation and it will work without any hassles.

4. Acceptance of Offer:

4.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.

4.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.

4.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not

be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

4.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

5. Award of Contract:

5.1. Bank will notify the name of the Successful Bidder/s by displaying in the Notice Board of the Bank.

5.2. The Bank having rights to further discuss from Successful Bidder on augmentation of resources, basket of services and commercial etc.

5.3. For award of contract, the clauses mentioned in Section-H shall be applicable in addition to other provisions in the bidding document in this regard.

5.4. The contract shall, be awarded and the order shall be placed to successful Bidder who scores highest score after technical and commercial bid evaluations. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.

5.5. The Successful Bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted.

5.6. Bank reserves its right to consider at its sole discretion the late acceptance of the order by Successful Bidder.

5.7. The Shortlisted bidder/s will be required to supply the solution along with the hardware/software to various branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.

6. Effective Date:

6.1. The effective date shall be date of acceptance of the order by the Successful Bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion.

6.2. Failure to accept the order within seven days from the date of receipt of the order, makes the EMD liable for forfeiture at the discretion of the Bank.

7. Project Execution:

The entire project needs to be completed expeditiously. The Bank and the Successful Bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project.

Project Kick-Off meeting should happen within 7 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the Successful Bidder.

8. Security Deposit / Performance Bank Guarantee:

8.1. The successful bidder should submit a Security Deposit / Performance Guarantee as specified in Bid Schedule (10 % of Total Order Value) within 28 days from the date of issue of Purchase Order.

8.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the TCO amount (Exclusive of Taxes) plus GST will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value (Exclusive of Taxes) plus GST.

8.3. Security Deposit should be submitted by way of DD drawn on Karnataka Grameena Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Karnataka Grameena Bank).

8.4. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Karnataka Grameena Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). However, it should be as per Appendix-G. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.

8.5. Security Deposit/Performance Bank Guarantee should be valid for Total Contract Period from the date of acceptance of the solution by the bank and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.

8.6. The Successful Bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompletion of the project and contract period.

8.7. The security deposit / bank guarantee will be returned to the bidder on completion of contract Period.

8.8. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the Successful Bidder fails to complete his obligations under the contract. The Bank shall notify the Successful Bidder in writing before invoking the Bank guarantee.

9. Execution of Agreement:

9.1. Within 21 days from the date of acceptance of the Purchase Order or within 28 days from the date of issue of Purchase Order whichever is earlier, the Successful Bidder shall sign a stamped “Agreement” with the Bank at Bengaluru as per the format provided by the Bank in the RFP. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the Successful Bidder.

9.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the Successful Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

9.3. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.

9.4. Payment will be processed only after execution of agreement.

10. Pricing:

10.1. The Price offered to the Bank must be in Indian Rupees inclusive of all taxes but Exclusive of GST (CGST/SGST/IGST). The Bidder has to quote the applicable taxes separately in the Bill of Material.

10.2. The item value along with GST should be claimed in the invoice and GST will be paid in actuals at our end.

10.3. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the entire contract period.

10.4. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

10.5. GST will be paid at actuals.

11. Order Cancellation/Termination of Contract:

11.1. The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order 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:

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

11.1.2. Delay in delivery of hardware/software/ services/licenses/solution in the specified period.

11.1.3. Serious discrepancies noted in the items supplied during inspection.

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

11.2. The Bank reserves the right to cancel the contract placed on the Successful Bidder and recover expenditure incurred by the Bank on the following circumstances:

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

11.2.2. The Successful Bidder commits a breach of any of the terms and conditions of the bid.

11.2.3. The bidder goes in to liquidation voluntarily or otherwise.

11.2.4. An attachment is levied or continues to be levied for a period of 7 days

upon the effects of the bid.

11.2.5. The progress made by the Successful Bidder is found to be unsatisfactory.

11.2.6. If deductions on account of liquidated damages exceeds more than 20% of the total contract price.

11.3. Bank shall serve the notice of termination to the bidder at least 180 days prior, of its intention to terminate services.

11.4. In case the Successful Bidder fails to conduct an event as per stipulated schedule, the Bank reserves the right to get it conducted by alternate sources at the risk, cost and responsibility of the Successful Bidder by giving 7 days prior notice to the bidder.

11.5. After the award of the contract, if the Successful Bidder 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 month notice for the same. In this event, the Successful Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out 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.

11.6. The Bank reserves the right to recover any dues payable by the Successful Bidder from any amount outstanding to the credit of the Successful Bidder, including the pending bills and security deposit, if any, under this contract.

11.7. 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 bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

Section- G General Conditions

1. **General Order Terms:**

Normally, the Order will be placed on the successful bidder as per the details given in the bid document. But, if there is any change in name/ address/ constitution of the bidding Firm/Company at any time from the date of bid document, the same shall be informed by the bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/Company is undergoing any re-organization/ restructuring/merger/demerger and on account such a change the Firm/Company is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision of the Bank to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank is final.

Purchase order shall be issued by Karnataka Grameena Bank (KaGB) as a coordinating bank. The Successful Bidder shall raise invoices either on KaGB or Kerala Gramin Bank (KGB) or on both the banks at the ratios indicated by coordinating bank at the time of issuing purchase order or at the time of raising the invoices.

2. **Roles and Responsibilities during Project Implementation:**

2.1. All tools, tackles, testing instruments, consumables, vehicles, etc., as required during all operations such as transport, installation, testing, commissioning, monitoring and maintenance during contract period etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.

2.2. The Successful Bidder shall take all steps to ensure safety of Bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the Successful Bidder or their sub-bidder.

2.3. In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.

2.4. The Successful Bidder has to execute an Undertaking of Authenticity for Hardware/Software items as per Annexure- 19.

3. **Responsibilities of Successful Bidder:**

3.1. The Successful Bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during contract period.

3.2. The Bank will call for Audited Balance Sheet of the Successful Bidder at any point of time during contract period and the Successful Bidder shall provide the same.

3.3. The Successful Bidder shall submit updated Escalation Matrix for the product/services on a Half-Yearly basis as at the end of 31st March and 30th September during contract period.

3.4. The Successful Bidder need to abide with the bank’s cyber security, IT security, non-disclosure, data protection or any binding regulatory procedures of the bank and

wherever necessary has to execute contractual agreement with bank so as to safeguards bank's interest and comply regulatory procedures.

4. **Human Resource Requirement:**

The Successful Bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

4.1. The Successful Bidder shall provide a contingent of well-trained personnel and extend necessary mentoring & operational support to the intermediary network of agents, etc. as part of the solution/service.

4.2. The Successful Bidder shall deploy the total number of onsite resources as specified in Annexure-17 & 18 to ensure uninterrupted management of all services on a 24x7x365 basis. To maintain round-the-clock operations through 8-hour rotational shifts, and to address matters related to staff leave, weekly offs, and other employee welfare provisions, the Successful Bidder shall make necessary arrangements, including the deployment of additional resources at its own cost. The Bank shall not bear any additional financial liability on this account.

4.3. The experience requirements for each resource are clearly outlined in **Annexure 23** of the RFP. If the experience for any specific job role is not mentioned in the Annexure, the following minimum experience criteria will apply:

- **L3 (Level 3) Resources**: Minimum 7 years of experience in the respective domain.
- **L2 (Level 2) Resources**: Minimum 4 years of experience in the respective domain.
- **L1 (Level 1) Resources**: Minimum 2 years of experience in the respective domain.

The Successful Bidder is required to submit the following documents for each resource at least **15 days before deployment**:

- **Experience Certificate Copies**: Proof of work experience for the respective role and domain.
- **ID Card Copies**: Valid identification of the resource.
- **Police Verification Certificate**: A valid police clearance certificate to ensure the resource has no criminal record.
- **Final CV**: The latest resume of the resource, detailing their qualifications and work history.
- **Other Supporting Documents**: Any additional documents requested by the Bank, from time to time, that may be required for background verification or approval purposes.

Only after the above documents are submitted and approved by the Bank's team, the resource will be allowed to be deployed on the project. Resources deployed to handle the Bank's **CBS applications**, related **allied applications**, and **DC/DRC infrastructure management** must have sufficient knowledge and expertise in their respective domains. The Bank will not permit deployment of resources who lack the required competency and knowledge, given the critical nature of these applications and infrastructure. The Bank reserves the right to assess the suitability of the resource

based on their submitted documentation, interview results (if applicable), and previous work experience. Any resource found lacking in the required domain expertise will not be allowed to manage or access critical systems.

4.4. In case a deployed resource is found to be insufficiently qualified or fails to meet the required standards, the bidder will be required to replace the resource with another individual who meets the experience and skillset criteria, as per the Bank's approval process.

4.5. All onsite engineers and deployed resources must work physically from the Bank's premises, including the Data Centre (DC), Disaster Recovery Centre (DRC), or any other designated Bank location, strictly as per the time schedules prescribed by the Bank's team. The Bank shall not permit any form of work-from-home or remote/away-from-desk working model for any resource. The Successful Bidder is responsible for ensuring full compliance with this requirement. No work-from-home arrangement shall be allowed for any resource without the Bank's prior written consent.

4.6. The Successful Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/ engaged in the project.

4.7. In case the performance of the employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Successful Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/ employees on its own.

4.8. The Scope of Work assigned to the deployed engineers may be modified, revised, or redefined at the sole discretion of the Bank during the contract period. The Successful Bidder shall be obligated to comply with such changes and shall have no right to object to or deviate from the Bank's directions in this regard.

4.9. No right to employment in the Bank shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents, etc. of the Successful Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Bidder is a contract for service.

4.10. All employees deployed by the Successful Bidder shall strictly adhere to the working hours prescribed by the Bank and must follow the shift timings as communicated by the Bank's team without deviation.

4.11. All onsite resources must wear the official ID card issued by their respective employer while on duty at the Bank premises. This is mandatory for security and identification purposes.

4.12. The Successful Bidder must share the daily shift roster of deployed resources with the Bank. The shift roster must align with the attendance report submitted. Any discrepancies may lead to payment deductions.

4.13. The Bank will implement attendance tracking either through a manual register or an

electronic system. The attendance records maintained by the Bank will be considered final for processing payments to the Successful Bidder.

4.14. All onsite engineers must strictly follow the timings mentioned in the approved shift roster. Any delay or deviation from the scheduled timing will be treated as absence, and the corresponding amount will be deducted proportionately from the payment.

4.15. To ensure continuous support to the Bank on a 24/7 basis, the Successful bidder must ensure that at least one L2 resource is available for each shift. This is mandatory to guarantee proper support for the Bank's operations.

i. L2 Support for All Shifts: The bidder must ensure that L2 resources are deployed across all shifts to provide consistent support. Failure to provide an L2 resource in any shift will result in a penalty.

ii. DR Drill/Incident Management: In the event of a Disaster Recovery (DR) Drill, any planned activities or an incident, the L2 resources should be fully engaged and available to manage and resolve the situation. Any failure to deploy required resources for DR drills or incidents will also attract a penalty.

4.16. The Successful Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.

4.17. In the event that a resource is absent, on leave, or unavailable for any reason, the Vendor must arrange for an immediate replacement with equivalent or greater experience and qualifications to ensure uninterrupted service at the Bank's branches or offices.

4.18. If a resource works all the working days in a given month, the full payment for the month will be made. If a resource works less than the required number of working days and a suitable replacement is not provided on such days, the proportionate payment will be deducted for the absent days. Apart from this equal amount will be deducted towards penalty from the amount payable.

4.19. Deduction on account of absence of resource will be calculated by dividing the monthly cost by the total number of working days in that month.

4.20. The resource must remain available on all holidays, including public holidays, to perform the Scope of Work as defined in this Agreement, unless explicitly approved otherwise by the Bank.

4.21. Regardless of the nature or duration of any leave or absenteeism, the Vendor must ensure that all systems and services continue to operate without disruption. If any disruption is caused due to lack of staffing, the Bank will reserve the right to apply the penalties mentioned above.

4.22. Any resource intending to take any planned leave for more than three consecutive days must inform the Bank at least 7 days in advance.

4.23. The Vendor is responsible for ensuring the continuous and uninterrupted functioning

of services during the leave period by providing an equivalent or better-qualified replacement.

4.24. The Successful Bidder shall provide all outsourced banking and financial services by deploying personnel who possess high integrity and meet the qualifications and other criteria prescribed by the Reserve Bank of India, the Government, or the Bank, as applicable from time to time. The bidder further agrees and undertakes that, for the duration of this agreement, no personnel shall be employed at wages below the Minimum Wages prescribed by the appropriate Government under the provisions of the Minimum Wages Act, 1948, as amended from time to time.

4.25. Furthermore, the Successful Bidder shall be required to provide additional resources, if and when requested by the Bank, at the same rate and terms as agreed upon in the RFP response and the Final Purchase Order, throughout the duration of the contract.

4.26. The Bank reserves the right to change the work location of any deployed resource based on the outcome of its quarterly performance reviews or any operational requirements, at its sole discretion.

4.27. If any deployed resource is found to be underperforming or not meeting the Bank's expectations, the Bank shall notify the Successful Bidder in writing. Upon such intimation, the Successful Bidder shall be obligated to immediately initiate the replacement process and ensure that a suitable replacement resource is deployed within thirty (30) days from the date of the Bank's notification.

4.28. Failure to comply with the above may lead to penalties as specified in the Service Level Agreement (SLA) or may result in other remedial actions at the Bank's discretion.

5. **Responsibility for Completeness:**

5.1. The Successful Bidder shall ensure that the Solution provided [Hardware/ Software/licenses etc.] meets all the technical and functional requirements as envisaged in the scope of the RFP.

5.2. The Successful Bidder shall deliver, install the equipment if required, and port the software, and arrange for user level demo at bidder's cost as per accepted time schedules. The Successful Bidder is liable for penalties levied by the Banks for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize, and test the system without any further charge, expense, and cost to Bank.

5.3. The Successful Bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed, or otherwise accepted by the banks or not. The Successful Bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the banks.

6. **Inspection of Records:**

Bank at its discretion may verify the accounts and records or appoint third party for

verification including an auditor for audit of accounts and records including Hardware, Software, licenses and services provided to the Bank under this RFP and the Successful Bidder shall extend all cooperation in this regard.

7. **Negligence:**

In connection with the work or contravenes the provisions of General Terms, if the Successful Bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the Successful bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the Successful Bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the Successful Bidder.

8. **Assignment:**

8.1. The Successful Bidder shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.

8.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP/Agreement shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the bank and vendor under this RFP.

9. **Publicity:**

Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

10. **Insurance:**

The Hardware (as per scope) to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution and other items.

11. **Guarantees:**

The bidder shall ensure that all hardware supplied to the Bank is brand new, unused, and includes all original components and accessories. For software, the bidder shall guarantee that all products provided are genuine, fully licensed, and legally procured, and include all necessary patches, updates, and upgrades as applicable. All hardware and software must be accompanied by their original, complete, and official printed documentation. The use of freeware or open-source software is strictly prohibited, unless prior written approval is obtained from the Bank’s IT Security team.

12. **Intellectual Property Rights:**

12.1. Bidder 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. Bidder 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. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.

12.2. In the event that the deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; (b] 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 (c] 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 bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an 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, the bidder 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.

12.3. The indemnification obligation stated in this clause 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 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.

12.4. The bidder acknowledges that business logics, workflows, 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 Hardware/Software.

13. **Confidentiality and Non- Disclosure:**

13.1. The bidder 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. Bidder 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. The bidder shall furnish an undertaking as given in **Annexure-7.**

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

14. **Indemnity:**

14.1 Bidder/ 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 Bidder/ System Integrator;

14.1.2 Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by Bidder/ 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 Successful Bidder/System Integrator

14.2 Bidder/ 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 confidential information, fraud or gross negligence or wilful misconduct 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 Bidder/ System Integrator shall be in sole employment of Bidder/ System Integrator and the Bidder/ 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 Bidder/ System Integrator's aggregate liability shall be subject to an overall limit of the total Cost of the project.

15. **Force Majeure:**

15.1. The Successful Bidder 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 the bidder, i.e. Force Majeure.

15.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the Successful Bidder, due to or as a result of or caused by acts of God,

wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the Successful Bidder, resulting in such a situation.

15.3. In the event of any such intervening Force Majeure, the Successful Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Successful Bidder 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.

15.4. 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 the Successful Bidder 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 Successful Bidder.

16. **Responsibility of the Bidder:**

By submitting a signed bid/response to this RFP the Bidder certifies that:

16.1. The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.

16.2. The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.

16.3. No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.

16.4. Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with the banks. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.

16.5. The Successful Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Successful Bidder represents that all software, hardware and services to be supplied in response to this RFP shall meet the requirement of the solution proposed by the Successful Bidder. The Successful Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Successful Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfill all the terms and conditions of this RFP.

16.6. The Bidder shall adhere to the RBI Guidelines on outsourcing of financial services by scheduled banks as per the circular no. RBI/2006/167, DBOD.NO.BP.40/21.04.158/200607 dated November 3, 2006 and related amendments from day 1 of the contract. If any amendment is notified by RBI time to time during tenure of the contract period, the Successful Bidder has to comply all regulatory guidelines.

16.7. The Bidder 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.

17. **Corrupt and Fraudulent Practices:**

17.1. As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

17.2. "Corrupt Practice" means the offering, giving, receiving, or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution and;

17.3. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

17.4. The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

17.5. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

17.6. The decision of Bank in determining the above aspects will be final and binding on the all the Bidder. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.

17.7. Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.

17.8. The Successful Bidder shall ensure compliance of CVC guidelines issued or to be issued

from time to time for selection of vendor for implementation of the solution described elsewhere in the document.

18. **Amendments to the Purchase Order:**

Once purchase order is accepted by the bidder, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made it writing and mutually agreed by the parties.

19. **Amendments to the Agreement:**

Once Agreement is executed with the bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and manually agreed by the parties.

20. **Modification/Cancellation of RFP:**

The Bank reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not obliged to inform the affected bidder(s) of the grounds for the Bank's rejection/cancellation.

21. **Social Media Policy:**

21.1. No person of the bank or the contractors and third parties shall violate the social media policy of the bank.

21.2. The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:

21.2.1. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.

21.2.2. 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.

22. **Resolution of Disputes:**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (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 absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Bengaluru, India.

23. **Adoption of Integrity Pact:**

23.1. The Pact essentially envisages an agreement between the prospective Bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.

23.2. Only those Bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.

23.3. The Bidders shall submit signed Pre-Contract integrity pact as per annexure attached (hardcopy and softcopy) along with Part-A Eligibility Proposal. Those Bids which are not containing the above are liable for rejection.

23.4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.

23.5. Bidders to disclose the payments to be made by them to agents/ brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

23.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the Bidders and exclusion from future business dealings.

23.7. The Integrity Pact Agreement submitted by the Bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e., the final payment or the duration of the Warranty/Guarantee whichever is later.

23.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the Bidders and exclusion from future business dealings.

23.9. Integrity pact shall be signed by the person who is authorized to sign the Bid.

23.10. The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

Smt. Dolly Chakrabarty, IA & AS (Retd)	Sri. Hem Kumar Pande, IAS (Retd)

24. **Right to Audit:**

24.1. The Successful Bidder has to get itself annually audited by internal/ external empaneled Auditors appointed by the Bank/inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank /such auditors in the areas of products (IT hardware/software) and services provided to the Bank and the Successful Bidder is required to submit such certification by such Auditors to the Bank. The Successful Bidder and or his/their outsourced agents/subcontractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Successful Bidder. The Successful Bidder shall, whenever required by the Auditors, furnish all

relevant information, records/data to them. All costs for such audit shall be borne by the Bank.

24.2. Where any deficiency has been observed during audit of the Successful Bidder on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Successful Bidder 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 Successful Bidder shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

24.3. The Successful Bidder shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank /Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information/reports including auditor review reports undertaken by the Successful Bidder (e.g., financial, internal control and security reviews) and findings made on Successful Bidder in conjunction with the services provided to the Bank.

24.4. The bidder has to comply with the Bank's cloud policy and cyber security policy and in respect of cloud ensure all the regulatory compliance and necessary audited report or certificate document or artifact to be provided to the bank every quarter and do comply Bank's Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.

25. **Protection of Data:**

Vendor/System Integrator warrants that at all times, when delivering the Deliverables and/or 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's failure to perform its responsibilities in the RFP/ PO/Agreement, 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 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.

Where the terms of the RFP/PO/Agreement 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. If any data to be shared between the Bank and Vendor/System Integrator for the purpose of the contract, the same shall be shared through secured channels in an encrypted manner. The Successful Bidder/ System Integrator shall process the relevant data at _____ (furnish the location). If the Successful Bidder/ System Integrator proposes any change in data processing location, the same shall be notified to the Bank before the change of location. Vendor/System Integrator is required to adhere to RBI guidelines for storage of data in India as per regulatory requirements/instructions, 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. The data if any to be stored by the Successful Bidder shall be stored in an encrypted

manner. Vendor/System Integrator will be liable to bank for any event for security breach and leakage of data/information. No biometric data shall be stored/ collected in the system associated with the Successful Bidder, unless allowed under extant statutory guidelines. The Successful Bidder shall have a structured process in place for secured removal/disposal/destruction of data and the details of the same shall be provided to the Bank as and when required by the bank.

Data privacy and security of the customer's personal information shared by the Bank shall always be ensured by Vendor/System Integrator. The personal information of customers shall not be stored and processed by the Successful Bidder except certain basic minimal data (viz. name, address, contact details of the customer etc.) as required for the performance of its obligations under this Agreement. Vendor/System Integrator should ensure that it is complying with applicable guidelines issued by regulatory bodies on Digital Personal Data Protection Act 2023 and its future amendments and communications.

The System Integrator shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the System Integrator shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall be mutually agreed between the Bank and the System Integrator. For this purpose "Applicable Law" means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments, awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the RBI from time to lime; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.

26. **Mergers and Acquisitions:**

The Parties recognize that the Banks may amalgamate or merge with other Banks or similar entities in India during the Contract duration. The Bidder undertakes to facilitate the provision of the infrastructure, other applications, and related services, in case the Banks undergo any amalgamation, acquisition or merger in the future.

In the event of any merger or amalgamation the Parties agree to do the following but not limited to:

26.1. The Bidder shall not assign to anyone, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's written consent.

26.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction and change of ownership this RFP/Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank and the Bidder/OEM under this RFP.

26.3. On the Banks' request, the Banks and the Bidder shall prepare and implement an integration plan to integrate the technology services of the acquired entity with that of the relevant Bank.

26.4. If the assignment of the Project to the resultant entity does not result in any addition to the scope of work or in the resources required to provision the Project, then the Bidder shall continue to discharge its obligations to the resultant entity in the same manner as to the Banks, at no additional cost.

26.5. If there are any additions to the SOW or resources, with regard to the provision of the Project to be provided to the resultant entity, such additions shall be implemented through the Change Control Procedure on mutually agreement terms and conditions.

27. **Bidder Risk Management:**

27.1. Bidder and their operations with access to Information Systems or Non-public Information, will be subjected to Risk assessment conducted either by Bank audit team of through authorized empaneled third-party auditors about adequacy of their cyber security practices.

27.2. Bank shall have access to all information resources (online/in person) that are consumed by Banks, to be made accessible to Banks when sought, though the infrastructure/enabling resources may not physically be in the premises of Banks.

27.3. Bank shall review and assess the Bidder financial condition and reputation, familiarity with Banking regulations, background of company and information security controls in place.

27.4. **Security Management:**

a. Bidder must have a comprehensive written information security program, based on best practices standards, which is designed to protect the confidentiality, integrity, and availability of assets.
b. Bidder must have a documented patch management and distribution process that ensures security patches are applied to all systems (including servers, workstations, and laptops) that process and/or store Bank Sensitive Data.
c. Bidder will ensure any web-based solutions storing or processing Bank Sensitive Data will adhere to security design best-practices including, but not limited to, protecting against the Open Web Application Security Project OWASP Top 10 list of security risks.
d. Bidder must employ network security architectural components (to include, at a minimum, firewalls, and network intrusion detection/prevention solutions) to adequately protect all systems.

28. **Adherence to Banks IS Security/Cyber Security policies:**

The Bidder 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.
1In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the Bidder shall immediately report such incident to the Bank.

29. **Limitation of Liability:**

Neither party shall be liable for any incidental or consequential damages arising out of or in connection with the agreement or any breach thereof (including for loss of profits or cost of cover, etc.), whether or not such party has been advised of the possibility of such damages; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with the agreement or any breach thereof exceed the Contract Price entered into the Contract between Buyer and Seller.

Notwithstanding the above, the Bidder/System Integrator shall be liable for actual financial loss, damages, cost, compensation, penalty suffered by the bank: -

29.1. In case of gross negligence or willful misconduct attributable to the Bidder/System Integrator and/or its staff while providing services under the Agreement.

29.2. In case of fraudulent acts or willful misrepresentation attributable to the Bidder/System Integrator and/or its staff regarding the services provided under the Agreement.

29.3. Breach of the confidentiality.

29.4. Any liability/penalty/cost/compensation/charges that cannot be capped or is excluded as a matter of applicable laws in relation to this Agreement, attributable to the Bidder.

29.5. The successful bidder should adhere the guidelines issued by the regulators time to time for the DPDP act framework during the entire contract period.

Section-H Purchase Preference

Purchase Preference to Micro and Small Enterprises (MSEs) and Startups and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.

1. Micro & Small Enterprises [MSEs]:

1.1. Procurement through MSEs (Micro & Small Enterprises) will be done as per the Policy guidelines issued by the Ministry of Micro, Small & Medium Enterprises vide Gazette notification no. D.L.-33004/99 dated 23.03.2012 and as amended from time to time. Following are the conditions applicable as per the Government of India Guidelines:

1.2. MSEs should provide proof of their being registered as MSE (indicating the Terminal Validity Date of their Registration) for the item under Tender/ RFP along with their offer, with any agency mentioned in the Notification, including:

1.2.1. District Industries Centres or
1.2.2. Khadi Village Industries Commission or
1.2.3. Khadi & Village Industries Board or
1.2.4. Coir Board or National Small Industries Corporation or
1.2.5. Directorate of Handicrafts & Handloom or
1.2.6. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
1.2.7. For ease of registration of Micro and Small Enterprises (MSEs), Ministry of MSE has started Udyog Aadhaar Memorandum which is an online registration system (free of cost) w.e.f. 18th September, 2015 and all Micro & Small Enterprises (MSEs) who are having Udyog Aadhaar Memorandum should also be provided all the benefits available for MSEs under the Public Procurement Policy for Micro and Small Enterprises (MSEs), Order 2012.

1.3. MSEs participating in tenders, quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than MSE & such MSE shall be allowed to supply at least 25% of total tendered value. In case there are more than one MSEs within such price band and agree to bring down their price to L1, the 25% quantity is to be distributed proportionately among these Bidder.

1.4. MSEs are exempted from paying Application fee/cost & EMD, subject to furnishing of valid certificate for claiming Exemption.

1.5. The Eligible MSEs who intend to match the L1 Price (ultimately decided by the Bank) shall indicate the willingness to match the L1 Price within 6 working days from the date of communication from the Bank to avail the purchase preference.

1.6. Bidder has to submit a self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Karnataka Grameena Bank and Kerala

Gramin Bank as per Form PP-B/ **Annexure-21**.

1.7. The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.

1.8. The details are available on website dcmsme.gov.in. Interested vendors are requested to go through the same for details.

2. Startup:

2.1. Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.

2.2. As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in tender document.

2.3. Further, the Startups are also exempted from submission of Tender Fee and EMDs.

2.4. For availing the relaxations, bidder is required to submit requisite certificate towards Startup enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.

2.5. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contracts with Karnataka Grameena Bank and Kerala Gramin Bank as per Form PP-B.

3. Procurement through Local Suppliers (Make in India):

The bidder has to provide necessary OEM's relevant report for complying make in India norms of the regulator.

Department of Industrial Policy and Promotion under Ministry of Commerce and Industry vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020 has notified revised guidelines to be followed to promote manufacturing and production of goods and services in India under "Make in India" initiative.

3.1. "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

3.2. "Class-I Local Supplier" means a supplier or System Integrator whose goods, services or works offered for procurement meets the minimum local content as prescribed for Class-I local supplier under this order.

3.3. "Class –II Local Supplier means a supplier or System Integrator, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class –II Local supplier' but less than that prescribed for 'Class –I Local supplier' under this order.

3.4. 'Non-Local Supplier' means a supplier or System Integrator, whose goods, services or works offered for procurement has local content less than that prescribed for 'Class-II Local Supplier' under this order.

3.5. The 'local content' requirement to categorize a supplier as 'Class I Local Supplier' is minimum 50%. For 'Class-II Local supplier' the 'local content' requirement is minimum 20%.

3.6. The margin of Purchase preference shall be 20%.

3.7. Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the tender documents.

3.8. The 'Class –I Local supplier'/'Class –II Local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class –I Local supplier'/'Class-II Local supplier' as the case may be. They shall also give details of the location(s) at which the local value addition is made.

3.9. In cases of procurement for a value in excess of ₹ 10 Crores, the 'Class-I Local supplier'/'Class –II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

3.10. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for which a Bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

3.11. All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tender. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.

Annexure - 1

Eligibility Criteria Declaration

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A – Conformity to Eligibility Criteria)

Reference No: Date:

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: RFP 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"**

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

Sl. No.	Eligibility Criteria	Mandatory Supporting Documents to be Submitted
A. General Criteria		
1	The bidder who shall be the system integrator must be a Government Organization / PSU / PSE or a Public / Private Limited Company / Partnership / Limited Liability Partnership / Proprietorship firm incorporated in India and operating in India for at least 5 years as on date of the RFP (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account)	Certificate of Incorporation and other Documentary evidence to be attached
2	The bidder should not be under debarment or blacklisting for breach of contract, fraud, or corrupt practices by any Scheduled	Bidder should submit notarized declaration as per **Annexure-8** to this effect in Letter Head.

	Commercial Bank, Public Sector Undertaking (PSU), State or Central Government, or any of their agencies or departments as on the date of submission of the Proposal	
3	The Bidder should not have been involved in any legal case that may affect the solvency existence of their company or any of the partner or the promoter.	Bidder should submit notarized declaration as per **Annexure-12** to this effect in Letter Head.
4	The Bidder should not be from a country which shares a land border with India	Bidder should submit a declaration in their letter head as per **Annexure -13**
5	The Bidder's proposed OEM's should be either Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order dt 16/9/2020.	Certificate of Local Content to be submitted as per **Annexure-9** applicable.
6	The applicant shall have Support Office in Bengaluru	The Bidder to furnish their existing Service Centre / Support Office as per **Annexure-5.**
B. Bidder Financial Criteria		
1	The bidder should have an annual turnover of ₹ 1000 Crores during last 3 financial years (i.e., 2022-23 & 2023-24, 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2022-23 & 2023-24, 2024-25 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number. Provisional Balance Sheet & P&L to be submitted for 2024-25 if not available from the Company's Chartered Accountant with UDIN
2	The Net Worth of bidder should not be negative as on 31/03/2025 and also should have not been eroded more than 30% in the last three financial years ending on 31/03/2025.	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.
3	Bidder should not have as on date Non-Performing Asset (NPA) with any Banks in India/Financial Institution.	Bidder should submit Certificate from Chartered Accountant with UDIN number to this effect.
C. Bidder Experience Criteria		

1	The bidder should be an authorized partner for implementation, customization and support of Finacle Core Banking Solution.	Bidder to submit an authorization letter from M/s Infosys Ltd / M/s Edgeverve Systems Ltd confirming that Bidder is presently partner for implementation, customization and support of Finacle Core Banking Solution as per Annexure-10B of the RFP.
2	The bidder should be a CBS System Integrator for a Scheduled Bank in India, with experience of managing a Core Banking Solution with at least 2000 branches during the last 5 Financial years. Additionally, the bidder should have hands-on experience of managing Finacle 10.x.x version in a Scheduled Bank in India having a minimum of 650 branches. This engagement should be ongoing as on 31.07.2025.	Credentials from scheduled Banks in India in the form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.
3	Bidder should have minimum experience in supply and/or support of similar hardware/software (Servers IBM RISC Servers or x86), Hypervisor/VM, Enterprise class storage, (x86 or RISC), SAN Switches, firewall, Router, Network Switches etc. at DC and DR in at least one (1) Bank (PSU/RRB/Scheduled Private Bank) having more than 650 branches in India, within the last 5 years.	Artefact from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided along with Proof of Installation.
4	The bidder should have proven experience in infrastructure management for on-premises Data Centers (DC/DR), providing Facility Management Services (FMS) support for Servers, Storage, Oracle DB, Network, and Security components of both DC and DR. The bidder should have provided on-site L1 and L2 resources in at least one (1) Bank (PSU, RRB, or Scheduled Private Bank) with a network of more than 2000 branches across India. This engagement should have occurred within the last 5 financial	Credentials from clients in form of Purchase Orders / Contract Agreement / Credential Letters etc. has to be provided.

	years, and the support provided should be ongoing as on 31.07.2025.	
5	Bidder should be having minimum accreditations of any two from ISO 9001:2015 or above ISO 20000-1:2018 or above ISO/IEC 27001:2013 or above	Bidder should provide valid ISO Certificate as on bid submission date.
6	Bidder should be having minimum accreditations of CMMi Level 3.	Bidder should provide valid CMMi Certificate as on bid submission date.
7	The Bidder shall undertake that the proposed solution / software / hardware to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/ modifications done).	Bidder to submit the Self Declaration certificate as per Annexure- 19.
8	Bidders should comply with all the Information security compliance issued by regulators from time to time.	Bidder should submit self-declaration as per Annexure-20 to this effect in Letter Head.

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Signature of the Authorized Signatory with Company Seal.
Name of the Authorized Signatory:
Designation :
Company / Organization :
Place:
Date:

Annexure - 2
Scope of Work & Technical Specifications for System Integrator
(To be included in Part B – Technical Proposal Envelope)
Signed and Stamped from Bidder

Through this RFP, the Karnataka Grameena Bank & Kerala Gramin Bank intends to select the System Integrator for providing service for Monitoring, maintenance and managed services for entire DC & DRC infrastructure & CBS along with allied applications, Non-CBS applications in DC & DRC. The support for different categories as specified in the RFP as per the duration of the contract.

The Scope of work includes but not limited to the following:

Application Scope:

Avail customization services, monitoring and managed services for CBS, FEBA (Finacle e-banking) & allied applications, third party integrations, Finacle Connect24 gateway, Finacle integrator gateway,

1. Supply, implementation and managing Application Monitoring Tool,
2. Supply, implementation and managing of Finacle Periodical Service Patch (PSP)'s testing tool,
3. Regular capacity management audit and performance audit,
4. Monitoring & management of Oracle database in data center & data recovery center,
5. Management of Data viewer application (as it is condition),
6. Supply of Resources for CBS helpdesk,
7. Supply of agents for Customer Call center
8. Supply of Resident Engineers
9. Achieve and Improve the TPS as mentioned below:

Sl No	Performance Parameter - (Only Financial transactions data is given below)	KaGB*	KGB
1	Number of Transactions through CBS per day, including online transactions	54,67,580	59,77,325
2	TPS (60% of Transactions in 4 hrs window during peak time)	228	240
2.2	Transaction Per Second (TPS) at Normal Business Hours	63	75
3.1	APP Server Utilization at Peak Hours in %	70	75
3.2	APP Server Utilization at Normal Business Hours in %	30	35

*The transaction count mentioned for KaGB is exclusive of the transactions of erstwhile KVGB. The IT integration of erstwhile KVGB and KaGB is underway and the total count for the integrated entity will be communicated to the Successful Bidder.

Management of application, customization, support, capacity building for Finacle version 10.2.25 or above and also managed services all other applications in scope such as monitoring and managed services, Customization of FEBA & other CBS Allied Applications, 3rd party Integrations, related digital certificates, Monitoring, Management and Managed Services in Both DC and DRC and Oracle Databases & Audit Vault & Database Firewall (AVDF) monitoring, Management and Managed services in DC, DRC & Designated sites (CBS Helpdesk) and also setting up CBS helpdesk in the designated sites (Kannur for Kerala Gramin Bank or any other districts in Kerala and KaGB Chithradurga or Mysuru/ any other districts in Karnataka or Project office, Bengaluru).

The Successful Bidder will be responsible for managing and maintaining the Oracle Real Application Clusters (RAC), Oracle Active Data Guard (ADG), and Business Intelligence (BI) & Analytics Server, ensuring high availability, optimal performance, and continuous support for the Bank's core infrastructure. This includes managing Oracle database clusters, configuring and maintaining Oracle RAC to provide fault tolerance, and ensuring data protection and disaster recovery through ADG. The Successful Bidder will also handle the Oracle BI environment, ensuring seamless integration, report generation, and data analytics. Additionally, the Oracle database resource deployed by the bidder must possess in-depth expertise in Oracle RAC, ADG, Business Intelligence, Oracle DB management, and Oracle AVDF (Audit Vault and Database Firewall), ensuring effective administration, troubleshooting, and tuning of all systems involved. The resource will be responsible for overseeing the health, security, backup, and recovery processes, addressing performance issues, and implementing necessary patches and upgrades in a timely manner to meet the Bank's operational and security requirements.

The Successful Bidder is required to supply, maintain and operate an Application Monitoring Tool for the Finacle CBS application, along with periodic performance testing. The successful bidder shall provide and implement an Application Performance Monitoring (APM) tool that supports the Core Banking Solution (CBS) and all critical allied applications for both Karnataka Gramin Bank (KaGB) and Kerala Gramin Bank (KGB). Separate APM platform instances must be provisioned for each bank to ensure operational independence and data segregation.

The APM tool may be offered with a perpetual, subscription-based, or any other licensing model suitable for the banks' environment, with all licenses to be procured in the respective banks' names. The license split-up ratio will be communicated to the successful bidder and must be adhered to accordingly. The APM tool must support a minimum of 30 days of data retention for performance monitoring, and the bidder must enable log shipping and archival of data to facilitate Root Cause Analysis (RCA) and historical reporting.

If required by the bank, the solution should also provide backup capabilities for at least three months. The scope includes both synthetic and real-user monitoring, with the bidder expected to maintain a standard three-tier architecture (Web, Application, and Database layers), factoring in the required number of physical/virtual machines, CPU cores, and storage. Additionally, monitoring of applications deployed in Disaster Recovery (DR) environments is mandatory, and the bidder shall provide separate monitoring consoles for KaGB and for KGB—along with the necessary supporting infrastructure.

Similarly, the Successful Bidder is required to supply, maintain and operate a Product service

Pack (PSP) Testing Tool for testing the impact of periodical Finacle patches before deploying to production. Separate testing platform instances must be provisioned for each bank to ensure operational independence and data segregation.

The proposed APM tool and PSP Testing Tool should have been deployed in public sector/private sector scheduled bank(s) in India with a total core business size of over 1 Lakh Crore as on 31.03.2025, considering the total deposits and advances portfolio. Furthermore, the proposed APM solution must be a licensed software; freeware and open-source solutions will not be considered.

The scope of work envisages the operation and maintenance of Finacle application software, Middleware, Database Software, any third-party tools and configuration / customization, parameterization of application software and system integration with other entities and service support for the entire project tenure of 05(Five) years.

The below are the List of Current Applications:

Sr. No	Applications	KaGB/ KGB/ Both	Database	No. of Existing API
1	CBS Live, Connect24, Finacle Integrator & CSIS (as is)	Both	Oracle 19c	
2	CBS MIS (as is)	Both	Oracle 19c	
3	CBS Training (as is)	Both	Oracle 19c	
4	Biometric	Both	MySQL	
5	Internet Banking	Both	Oracle	
6	Mobile Banking	Both	MySQL	91
7	UPI	Both	MySQL	
8	IMPS	Both	MySQL	
9	SFMS	Both	Oracle 19c	
10	CTS (Inward/ Outward/ SVS)	Both	MSSQL	
11	NACH H2H	both	MSSQL	
12	Mandate Management Services (MMS) - Physical Mandate	Both	MSSQL	
13	Mandate Management Services (MMS) - PMSYM	Both	MSSQL	
14	ESIGN Mandate	Both	MSSQL	
15	API based emandate	Both	MSSQL	3
16	PFMS	Both	NA	
17	SFTP server - PFMS	Both	NA	
18	ATM/POS transactions	Both	Oracle 19c	
19	ATM/ Card management module (Inventory Management, Card issuance, Card Hotlisting, Card limit settings, Green PIN)	Both	Oracle 19c	

Sr. No	Applications	KaGB/ KGB/ Both	Database	No. of Existing API
20	ATM SFTP services	Both	Oracle 19c	
21	eCom / BEPG - Bharat E-Commerce Payment Gateway	Both	NA	
22	KCCLMS	KAGB	MSSQL	
23	CKYC -CBS	Both	MSSQL	1
24	CKYC Mobile APP	Both	MSSQL	
25	SMS Engines & Gateways	both	NA	
26	SFTP server - Email Engine	Both	NA	
27	FI Services (FI Gateway - Financial Inclusion) - KaGB	KaGB	MySQL	
28	FI Services (FI Gateway - Financial Inclusion) - KGB AePS, eKYC, eKYC account opening, TPD - Third Party Deposits.	KGB	MySQL	3
29	Samuha with FI Web	KGB	MySQL	
30	E-KYC	KGB	PostgreSQL	
31	Kshanadallihana	KGB	PostgreSQL	
32	SKDRDP	KGB	MySQL	
33	JMSSS - Jeevan Mitra	KGB	MySQL	
34	Finacle Integrator Gateway (DMZ)	Both	NA	
35	Saral GST	Both	MSSQL	
36	AML - Anti Money Laundering	Both	MSSQL	
37	eKuber	Both	NA	
38	NGRTGS	Both	NA	
39	HRMS	Both	sybase	
40	EJ Server	Both	NA	
41	Daily Activity Monitoring - DAM Portal	Both	MSSQL	
42	L2 Monitoring Portal	Both	MSSQL	
43	SFTP server - Choice	Both	NA	
44	ITSM for CBS	Both		
45	History Data Archival(HDV) - TGB	KaGB	MSSQL	
46	History Data Archival(HDV) - ALPM	KaGB	MSSQL	
47	History Data Archival(HDV) - Krishna	KaGB	MSSQL	
48	History Data Archival(HDV) - Kaveri	KaGB	MSSQL	
49	SFTP server - PMJJBY	KaGB	NA	
50	History Data Archival(HDV) - SMGB	KGB	MSSQL	
51	History Data Archival(HDV)	KGB	MSSQL	

Sr. No	Applications	KaGB/ KGB/ Both	Database	No. of Existing API
	- NMGB			
52	DNS	Both		
53	Active Directory	Both	ESE database	
54	AVDF - Oracle Audit vault and DB Firewall	Both	Oracle	
55	ASRR Green Pin	Both	MySQL	
56	In-house - Email SMS DB	Both	MySQL	2
57	Finacle Connector	KaGB	NA	
58	Inspection	KaGB	MySQL	3
59	Inventory	KaGB	MySQL	
60	User Admin for In-house applications	KaGB	MySQL	
61	DIGI KaGB- CBS Annex	KaGB	MySQL	1
62	CRM - Call center Middleware	KaGB	NA	10
63	Letter Module	KaGB	MySQL	1
64	PGRS	KaGB	MySQL	1
65	Darpana	KaGB	MySQL	
66	ALM	KaGB	MySQL	
67	Pre sanction OTS	KaGB	MySQL	7
68	Premises Database Management System - PDMS - CBS Annex	KaGB	MySQL	0
69	In-house - Vahini & STC	KaGB	MySQL	
70	RM VISIT Module	KaGB	MySQL	
71	Long code inbound middleware - (ASSR - Aadhaar Seeding Service) a. Missed call alert, b. Positive Pay, c. Rekyc d. Green Pin Generation e. AePS enable/disable, f. Card hotlist etc.. Through SMS.	KaGB	MySQL	6
72	Account Aggregator Gateway - AA	KaGB	MySQL	3
73	Finacle connector - Day end check validations	KaGB	NA	1
74	loan Recovery App - KaGB	KaGB	MSSQL	
75	Jan Samarth- CBS Annex	KaGB	MySQL	
76	Quarterly Compliance Module	KaGB	MySQL	
77	Service Desk for CBS	KaGB	MySQL	
78	KCC ISS - Middleware	KaGB	MySQL	15

Sr. No	Applications	KaGB/ KGB/ Both	Database	No. of Existing API
79	Account Agreegator Gateway - Jan Suraksha	KaGB	NA	12
80	Form 16 - CBS Annex	KaGB	MySQL	
81	Inspection Module (App, Web, DB)	KGB	MySQL	
82	PGRS Module (App, Web, DB)	KGB	MySQL	
83	Inventory Module (App, Web, DB)	KGB	MySQL	
84	Dashboard Module (App, Web, DB)	KGB	MySQL	
85	Development Team- Staff Module (App, Web, DB)	KGB	MySQL	
86	Letter Module (App, Web, DB)	KGB	MySQL	
87	eHouse ()	KGB	MySQL	
88	User Admin(App, Web, DB)	KGB	MySQL	
89	CBS Annex (LMS)	KGB	MySQL	
90	Investment Module (App, Web, DB)	KGB	MySQL	
91	PMO Module (App, Web, DB)	KGB	MySQL	
92	Backup Server	KGB	MySQL	
93	FTP Server	KGB	MySQL	
94	Finacle connector	KGB	MySQL	
95	Call Center Connector	KGB	MySQL	
96	KGB Net (Insight) (App, Web, DB)	KGB	MySQL	
97	ASRR (DB)	KGB	MySQL	
98	API (App, Web, DB)	KGB	MySQL	
99	PFMS (App, Web, DB)	KGB	MySQL	
100	eHouse - CBS Annex	KGB	MySQL	
101	MUS (App, Web, DB)	KGB	MySQL	
102	Account Aggregator	KGB	MySQL	
103	API Outbound Gateway	KGB	MySQL	
104	ASRR (App, Web, DB)	KGB	MySQL	
105	VKYC	KGB	MySQL	
106	ReKYC Mail	KGB	MySQL	
107	KGB Assist - In house	KGB	MySQL	
108	E-Learning Module	KGB	MySQL	
109	Account Aggregator	KGB	MySQL	3
110	VAHAN Portal API	KGB	MySQL	2
111	Leegality - Esigning	KGB	MySQL	7
112	Janasamarth	KGB	MySQL	2
113	eAPY API	KGB	MySQL	3
114	Tablet Banking API	KGB	MySQL	3
115	CIBIL Triggering API	KGB	MySQL	2

Sr. No	Applications	KaGB/ KGB/ Both	Database	No. of Existing API
116	NPCI API	KGB	MySQL	3
117	MPAY RD TD	KGB	MySQL	6
118	VKYC Account Opening API	KGB	MySQL	9
119	KCC ISS Portal API	KGB	MySQL	2
120	CIBIL Report Generation	KGB	MySQL	
121	Bulk Email, ADFS & Gateway	Both		
122	NEFT RTGS Portal	Both	MSSQL	
123	LCBG	Both	MSSQL	
124	AadharDataVault	Both	MSSQL	4
125	Account Aggregator - TSP services as FIU & FIP	Both	MySQL	3
126	NDS CALL	Both	NA	
127	Whatsapp Banking	Both	cloud	
128	BASE - Bharat Aadhaar Seeding Enabler	Both	MSSQL	3
129	Payment Gateways	Both	NA	1
130	TREPS	KaGB	NA	
131	Currency Chest Portal	KaGB	NA	
132	BC Biller	KaGB	MSSQL	
133	KaGB Video KYC	KaGB	Oracle	15
134	KGB Video KYC	KGB	Oracle	9
135	KGB LOS	KGB	MySQL	

System Integrator Scope:

1. Hardware management
2. System Administration
3. Integrated customer support
4. Helpdesk management
5. IT Services
6. Problem resolution & coordination services
7. Data Replication services
8. Data Recovery services
9. Active Directory, Antivirus. HIPS etc. configuration and management
10. Coordination with application, Hardware & link providers for troubleshooting, implementation & AMC/ATS support
11. Software distribution
12. Infrastructure Software Maintenance
13. Implementation, Operational, Management, Maintenance services
14. Enhancement / Customer services
15. Infrastructure Software Support
16. Security Management (IT)
17. Log analysis and monitoring
18. DC / DR LAN and Server Administration
19. Bank wide Corporate Network Monitoring

20. Data Centre (On premises) & Disaster Recovery Site Management
21. Data Space Management
22. Data Backup & Recovery of shared Management
23. Perform Database Administration activities for Database
24. Operations Management
25. Infrastructure Application Management
26. Software updates, patch management, security updates, data updates
27. Perform new version porting, Migration & Testing services
28. Perform quarterly DC – DR Drill
29. The data archival / purging
30. End to End solution available at Branches, HO, DC, DR with at least 99.95% uptime at DC & DR.
31. Use of proven products and technologies in the project
32. Scalability
33. Flexibility
34. Interoperability - Open architecture solutions such as XML, LDAP and SOA etc.
35. 24 x 7 Availability

a. Facilities Management is a very critical part of the Core Banking Solution (Management/ Maintenance/ Technical Support etc.) and would be essential for success of the project. It is the responsibility of the bidder to ensure facilities management is provided to the bank. The bank will not accept any request in future for omission of such critical services. The details of the resource requirement is available in **Annexure -17**.

b. The bank will not take any responsibility of any assumptions made by the bidder. It is the responsibility of the bidder to ensure successful implementation of the proposed solution. The bidder is also responsible for the accuracy of the bid and bank is not liable for any errors or assumptions made by the bidder. The bidder should ensure:

c. Bidder should ensure maintenance/support/Licensing and AMC of proposed Hardware/Application as per the scope of work.

d. Bidder must submit complete technical architecture during implementation and half-yearly basis post implementation which covers proposed solutions. The Technical Architecture should specify -

    i. Data Architecture

    ii. Infrastructure (Hardware/Security/Network)

e. Bidder should conduct quarterly successful DR drills and submit the detailed DR drill report to bank within 7 days of completion of DR drill.

f. Bidder is required to perform the following activities to maintain the existing Data Center (DC) and Disaster Recovery (DRC) environment & PMO office.

    i. Bidder is required to maintain & support all the devices & solution presently installed at the DC & DR.

ii. Bidder to ensure that all the devices & solution are under AMC/ATS during the entire contract period.

iii. Bidder is required to maintain & support all the existing devices & solution presently installed at the DC & DRC. In case additional hardware/solutions are implemented by bank during the contract period the same must be supported by the bidder without any extra commercials.

iv. Bidder shall ensure that all devices and solutions remain under valid AMC (Annual Maintenance Contract) / ATS (Annual Technical Support) coverage throughout the entire contract period. In case any device or solution is approaching the end of its AMC/ATS coverage, the Successful Bidder must notify the Bank in writing at least three (3) months in advance to enable timely renewal or appropriate action.

g. Bidder is required to provide the OEM Service support documents on yearly basis.

h. Bidder is required to provide application management services for new proposed infrastructure applications which are being supplied by bidder.

i. Bidder should be able to synchronize Application Management with IT infrastructure management. Deliverables for Application support should include:

i. Performance Monitoring & Management of in-scope application.

ii. Installation & configuration of in-scope application

iii. High availability installation & configuration

iv. Infrastructure Application Patch management and version control.

v. Capacity Management.

vi. Deployment of objects in Application server.

vii. Trouble shooting Application server product related issues

viii. Troubleshooting Patch Management.

ix. Configure and use monitoring tools provided for Application Server.

x. Un-installation and reinstallation.

xi. Ensure replication of all applications and modules running at the Data Center (DC) to the Disaster Recovery Site (DRS), in order to maintain data consistency, availability, and business continuity

xii. Manage and monitor replication process between DC-DR.

xiii. Service Improvement Plan (SIP) & performance management.

xiv. Vendor management (Logging a call with product Vendor and follow-up)

xv. File Level Backup for Application Server

xvi. Backup & restoration management of application server.

xvii. User management

xviii. Support to known errors and problems

xix. Monitor web / Application server availability

xx. Perform quarterly DC – DR drills

xxi. Monitor alert notifications, checking for impending problems, triggering appropriate actions.

xxii. Provide ATS support for in-scope applications.

j. The following table presents an overview of the services to be provided by bidder under domain services, on an ongoing basis for the duration of the contract. Bidder is expected to adhere to IT Service Management (ITSM) processes based on IT Infrastructure Library (ITIL) framework for all the services.

Domain Services	Description
Database Management	The provisioning, maintenance and support of database hardware and software as well as monitoring, access management, backup and recovery and ad hoc support
Server Management Services	Monitoring and management of computing platforms on which utilities and applications are hosted
Network Management Services	Monitoring and management of network infrastructure including links and its related services at DC & DR including all alternate delivery channels.
Storage Management Services	Monitoring and management of the enterprise storage environments. This also includes storage area networks (SANs) and storage on distributed file servers.
Backup and Restore Management Services	Management of backup facilities, including the mechanics of Disk-to-Disk backup, such as storage management, Disc collection for off-site storage, handover of Disc to bank's resources for offsite storage and retrieval of Disc from Bank's resources in the event that restoration of historical data is required. Bidder shall be responsible for taking centralized backups from DC and DR for all the servers hosted at DC & DR.

k. **Database management**

The scope of the database management services includes all data and database management activities on the production, non-production and disaster recovery environment that will be included as part of this service. The expected database management services can be further defined by the following high level service requirements:

Service Requirements	Description
Build, Installation	Definition/Installation/Creation of databases with suitable hardening procedures as per bank's policy
Database Performance Management	Fine tune and resolve performance issues through performance tuning and optimizations.
Database Capacity Management	Estimate & recommend database requirements based on performance and Business projections

Monitoring and administration	Provides the required operational support to monitor database environments
Backup and restore	Refers to the successful backup and restoration of the database instances as defined in the policy
Access management	Management of the granting, removal, monitoring and editing of access rights allocated to the database environments
Database ad hoc support	Processes to perform database upgrades, performance tuning and repairing a database
DC and DR testing	Create, Implement, and validate database recovery solutions. Support during DR testing and during actual DR situations

l. **Server management**

The expected server management services to be provided across can be defined by the following high level service requirements:

Service	Description
Installation and configuration services	Refers to the appropriate installation and configuration of the server environment as per industry best practice as well as Bank's policy requirements.
Monitoring operations	Provides processes and procedures to monitor the server environment to ensure that the appropriate monitoring, reporting and maintenance activities occur.
Operating system support	Provides for operating systems and related software configurations. The service also consists of ongoing processes to maintain supplier supported operating platforms for preventive software maintenance Services. This includes services such as: 1) Software configuration management 2) Software upgrades and patch management 3) Software release management 4) Software optimization, tuning and preventative maintenance
Hardware support	Provides the services and methodologies that will be used by the bidder to support the bank's server requirements. This service consists of the following components: 1) Hardware installation and configuration 2) Hardware environment support 3) Hardware preventative maintenance 4) Hardware refresh
Operating system security administration	Operating system security administration provides the processes to manage access to client assets at an operating system level. This security service provides the management of user logon ids and their access rights to system level resources, as well as maintaining server level security parameters and security product options. This section describes the various actions to be taken as part of the

Service	Description
	Security Administration Service, as well as what is needed on behalf of the client in order to provide these service levels.
System vulnerability management	Vulnerability management consists of preventative and detective services to identify vulnerabilities as they emerge; to prevent those vulnerabilities from affecting the in-scope systems; to detect when an in-scope system has been affected; and to cure those affected systems. Vulnerability management consists of both Vulnerability Alert management and Vulnerability Scanning processes. Vulnerability Alert management is the preventative process that collects known vulnerabilities and prioritizes vulnerabilities based on associated risk.
Operating system security event logging	Operating system security event logging is a detective control that enables the recording of security events on system hosts based on pre-set parameters. The administrative tool's logging function is enabled, and the security events are retained in a record for future review.
Performance and capacity management	Consist of the support processes to collect, monitor, and analyse system performance information, for processor usage, input/output (I/O) throughput activity, disk usage, and memory usage.
Scheduling and monitoring	Scheduling and monitoring Process consists of those specific tasks associated with administering the automated scheduling system to provide the tools and processes necessary to support a scheduling and monitoring processing environment.
Failover management	Provides for the automated recovery of the critical workload on the server environments in the event of an outage of primary server and / or a disaster. Bidder is required to prepare documentation of a written recovery plan for the server environments for auto failover.

m. **Storage Management Services**

Storage and data consist of a system managed storage strategy that enables all data to be managed individually and automatically by the system. Within the system managed storage environment are both online and removable storage media, commonly referred to as disks and tapes. The requirements for data availability, accessibility, performance, and retention can be accommodated at the data set level and used by the system managed storage environment to select the correct media.

The expected storage and data management services can be further defined by the following high level service requirements:

Service Requirements	Description
Mirroring	Includes the management of the SAN environment to ensure the availability, integrity and redundancy of Bank's storage environment across DC & DR.

Service Requirements	Description
Configuration	Process of organizing and maintaining storage information to streamline the process of maintenance, repair, expansion and upgrading.
End to end storage monitoring	Continuous monitoring of a DC & DR Storage Equipment notification to the administrator(s) in cases of failure / outages.
Archiving	Assist in implementing and maintain Bank's archive strategy as part of ensuring effective usage of storage resources.
Media management	Management of the associated media and peripheral equipment used for data storage.

n. **Backup and Restore Management Services**

The bidder shall ensure that data backup and recovery requirements are met in full. These requirements should, at a minimum, cover the following:

i. Identify the data backup technique which best suits the needs of bank for each application / server.
ii. Install, configure, test and manage any tools that may be required for data backup and recovery, such as those for writing the same data to multiple storage devices at the same time.
iii. Restore data to the database, as appropriate while ensuring that there is no loss of information / data.
iv. Development of procedures and templates. Periodically conducting restoration drills, recording the results and reporting the results to Bank.
v. Execute backup and recovery procedures
vi. Restore required files and data sets
vii. Performing mock system failure and then data restoration drills on periodic basis

The Backup window should be 2 hours and restoration window should not be more than 4 hours

o. **Performance measurement and reporting**

i. The System Integrator will be required to provide reports on a regular basis relating to the performance and quality of the IT services provided and the performance of the service being delivered.

ii. It will be expected that bidder shall be proactive in identifying opportunities for improvements in the delivery of the service.

Service Requirements	Description
General Performance Management	Assess and publish matrix on the quality of services being provided.
Reporting	Provide Performance management reports to the bank as per the mutually agreed periodicity for reports

Bidder should not only take precautions necessary to minimize damage from incidents and malfunctions, but also monitor and document these incidents in detail with a view to learn from them. Bidder should design and implement formal systems and procedures for detecting and reporting incidents relating to exceptional situations in day-to-day administration of the IT infrastructure. It should ensure that incidents are reported in time to enable authorities to take appropriate corrective actions to avoid the recurrence of such events in future.

p. **Service Level Management**

i. The objective of the Service Level Management process is to manage and maintain the quality of IT services delivered to Bank's end users. The process should also seek to improve the quality of service delivered to the end users by reviewing the level of performance achieved by the IT Help Desk.

ii. Bidder is expected to design and implement a Service Level Management process to enable both the end user and the Successful Bidder to have a clear understanding of the expected level of delivered services by documenting these goals in formal documents.

iii. Bidder is expected to perform the following activities in relation to Service Level Management with other IT processes:

a) Incident Management service assists Service Level Management by:
   - Monitoring and reporting on threshold breaches in agreements and notifying support officers when escalation and breach events occur
   - Providing information on historical data and trends
   - Providing the interface with customers on the level of services provided
   - Recording escalation actions and activities to maintain the service commitment under an SLA with the customer.

b) Problem Management service assists Service Level Management by:
   - Identifying the underlying cause of incidents and problems to minimize their recurrence
   - Providing statistics, trends and historical data and assisting with Service Level Management reporting.

c) Change Management service assists Service Level Management by:
   - Providing information on the effect of changes on the IT infrastructure and the impact on service level targets before and after these changes are implemented
   - Tracking improvement in services since service levels are defined

d) Configuration Management service assists Service Level Management by:
   - Identifying the services affected by faulty configuration implementations
   - Identifying components/functions that combine to deliver a business function/service so that underlying agreements can be set up.

q. **Software/Database License Management**

i. Bidder shall perform an inventory of software licenses as of a particular date. Bidder will develop and maintain a software license inventory data base which tracks:

a) Whether the license has been procured by the SI or by Bank
b) Whether the license comprises entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance
c) The authorized end users who have access to the Server resources
d) Expiry of licenses and contracts.

Bidder is required to provide software license management for all the software in the bank's IT landscape at DC, DR, branches, Head Office. The end user devices at these locations are out of scope for the Bidder.

r. **Vendor Performance Management**

i. Bidder is expected to monitor and analyse the performance of each vendor (appointed by Bank) associated with and responsible for a part of the overall Technology Solution deployed by Bank. The objective is to improve operational efficiency, increase internal and external customer satisfaction and optimize resource utilization.

ii. In order to formalize and monitor the Vendor review process, Bidder is required to create a comprehensive dashboard that covers key activities as per the roles and responsibilities and pertinent Service Levels for each Vendor. This will enable Bank to understand the degree of contractual compliance.

iii. Bidder is expected to monitor and track the Vendor activities. Bidder should provide regular updates to Bank on the activities being carried out by the Vendors. Bidder should inform Bank of any discrepancies observed between what was agreed upon and what is delivered by the Vendor.

s. **IT service continuity and Disaster Recovery**

i. Bidder is required to provide IT service continuity and disaster recovery services for DC environments and their associated infrastructure. The bidder must demonstrate that it will consistently meet or exceed Bank's business continuity and disaster recovery requirements. Bidder should submit Business continuity plan based on Bank's IT policy for handling Data center outages.

ii. Warranty & AMC/ATS Support

a. The Bidder should provide services related to warranty, maintenance, and support of all the software, application, and hardware inventories for the entire contract period at all locations of Banks (DC / DR / proposed NDR / RO/ HO etc.).

b. The Bidder should provide maintenance of Hardware but not limited to preventive Hardware support, repair and / or replacement activity after a problem has occurred, Firmware upgrade, Warranty service & support.

c. The Bidder should provide a Single Point of Contact to Bank for the resolution of Hardware related problems or to request an equipment upgrade or consultation.

d. If the Hardware/Software supplied/taken handover by the Bidder is to be replaced permanently, then the Bidder shall inform the Bank well 6 months prior to replace the respective equipment failing which the Bidder will be liable for penalty as per this RFP document furnished elsewhere.

e. The Bidder must inform the Bank at least 6 months in advance in case of expiry of AMC/Warranty/ATS for the components but not limited to hardware, software, application, and licenses failing which the Bidder will be charged for the penalty mentioned as per this RFP document furnished elsewhere.

f. The Bidder should ensure that updated AMC/ATS/Warranty expiry and start and end dates should reflect in the new tools implemented.

g. Bidder should co-ordinate warranty repair or replacement service for the Hardware and process warranty claims, as applicable with respective OEM.

h. Bidder should replace the existing hardware device with equivalent or higher configuration incase the existing hardware device is End of Support (EOS) by the respective OEM and/or the respective hardware is obsolete. Bidder should maintain the record of End of Life (EOL) & End of Support (EOS) of all hardware inventory & should inform Bank 1 Year in advance for hardware replacement. Bidder should provide detailed requirement and associated BOM.

i. The Bidder should co-ordinate and schedule hardware maintenance activities in co- ordination with Bank.

j. The Bidder should provide recovery procedures in case of hardware failure to concerned department/User Group of the Bank.

k. The Bidder should provide maintenance data, as reasonably requested by the Bank, to support replacement / refresh scheduling & audit for the required hardware.

l. The Bidder should provide support and assistance as required, to isolate complex operational and software problems.

m. The Bidder should update, or provide the information required to update the asset management system with the Bank.

n. For any new hardware procurement through the Bidder, the Bidder should track, and report observed Mean Time Between Failures (MTBF) for Hardware. If during the warranty period, any hardware items/component fails on three (3) or more occasions in 6 months, such hardware items/components shall be replaced immediately by equivalent / superior new hardware items by the Bidder at no additional cost to the Bank.

o. For existing hardware, Bidder shall track, and report observed Mean Time between Failures (MTBF), however if during the warranty period, any hardware items/component fails on three (3) or more occasions in 6 months, Bidder has to co-ordinate with existing SI (System Integrator) and/or OEM to get the necessary actions done until resolution.

p. The Bidder should ensure but not limited to take backup, protect, and restore data and remove removable storage media from hardware prior to handing it for

service.

q. Defect Liability - In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and/or not in accordance with the requirement, and/or do not achieve the guaranteed performance as per the requirement, within the warranty and AMC period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the Bank without prejudice to other remedies as may be available to the Bank as per RFP terms.

r. The Bidder should procure, supply & manage AMC/ATS for all the hardware/software inventories whose warranty will get expired during the contract period. Bidder shall refer **Appendix-N** for existing hardware inventory.

s. The Bidder is responsible for taking ownership/SoW of existing hardware inventories post expiry of warranty, ATS & AMC from the existing Vendor/SI/OEM. Refer **Appendix-N** for existing ATS, AMC & Warranty details.

t. The Bidder should take prior permission from the Bank for any planned downtime for maintenance.

u. The Bidder must ensure that AMC/ATS will start immediately after the completion of warranty phase of Hardware/software Devices during the entire contract period.

v. The Bidder should take the responsibility of installation, configuration, reconfiguration, and reinstallation in case of hardware replacement during the entire contract period.

t. **Database Performance Management**

i. Track & co-ordinate database related incidents/ problems till resolution.

ii. Conduct first level diagnosis for reported Incidents & perform resolution.

iii. Analysis of incident/ problem trends.

iv. Co-ordination & escalation to Database vendors (Logging ticket at Vendor side as well internal tracking through service desk), follow-up till resolution.

v. Maintain & monitor the health & performance of databases (Primary and standby).

vi. Monitor & analyze alerts & logs including:

   a. Trace files (including data block corruptions, enqueue resources, internal errors & I/ O read-write failures)
   b. Database changes.
   c. Background job status.
   d. Operating system logs.
   e. Space management.

vii. Monitoring the table space utilization, file system usage and all other events of OS which may deter the performance of the database (DC, DR and proposed NDR).

viii. Analyze/Troubleshoot Database Performance.

ix. Generate and analyze Database AWR reports on daily basis and take appropriate action if required.

x. Collection of statistics for databases.

xi. Optimizing database performance, Performance tuning.

xii. Monitor physical DBMS for performance & capacity requirements.

xiii. Monitoring of transaction logs.

a. Monitor the backup & report on backup logs.

b. DDL, export & import related activities.

c. Preparing monthly database related reports.

d. Provide databases for MIS purpose on daily, monthly and on need basis.

e. Periodic optimization of application databases through compression facilities and database tuning.

f. Provide reports on database currency and propose upgrade recommendations.

g. The Bidder is required to install & implement database diagnostics & fine-tuning packs based on Bank's requirements.

h. Generate and analyze database trace files according to database alert log information.

i. Continuous monitoring of user's sessions and resolve Deadlock related issues on regular basis.

j. Assign appropriate memory to the database and resolve memory related issues.

u. **Database Capacity Management**

i. Estimate & recommend database requirements based on data received from the Bank and Business projections (Annual / as and when required).

ii. Perform Database Space analysis.

iii. Alignment to Archival / Purging policy.

iv. Review archive logs requirements.

v. Customizations required at DB level.

vi. Review and planning for 6 months.

v. **Database Monitoring and Administration**

i. Setting data storage parameters for storage associated with the physical elements of the database.

ii. Handling password issues.

iii. Configuration of Databases – (not limited to) create, modify, update, drop, truncate, functions, triggers & delete the database.

iv. Creating a new database instance.

v. Testing & implementation of patches.

vi. Testing & implementation of upgrades.

vii. Managing, applying & verifying Database program patches.

viii. Database Scripting.

ix. Review, recommend and test patches.

x. Perform database replication across the DC, DR and proposed NDR as per required Service Levels.

xi. Coordinate all changes through the agreed upon change management process.

xii. Start-up and shutdown of databases.

xiii. Daily / Weekly / Monthly backup of databases, troubleshooting in case of backup failure.

xiv. Monitoring/Checking of all database backups and restoration logs on daily basis and save all logs in a separate backup/restoration repository.

xv. Database recovery.

xvi. Weekly database recovery checks.

xvii. Always maintain Data integrity of all the databases.

xviii. Required logs maintenance as per Standards of the Bank.

xix. Disaster Recovery Center as per Standards of the Bank.

xx. Database problem resolution.

xxi. Recreation of Indexes.

xxii. Perform pre-batch activities-Scheduling of resources-Scheduling batch services.

xxiii. Define, maintain, and document a work schedule for running production system batch jobs, and possible started tasks.

xxiv. Install and document system related batch jobs in the automated job scheduling package.

xxv. Manage the root cause analysis for scheduling problems.

xxvi. Develop and maintain standards for job acceptance and implementation. The Bidder can either use scripts or propose a tool for batch automation.

xxvii. Remove applications from the application portfolio following decommissioning from projects or improvements.

xxviii. Perform regular import and loading of data and ad-hoc data extractions.

xxix. Responsible for maintaining DB inventory.

xxx. Maintenance and performance tuning of non-Production databases.

xxxi. Migration of Databases (Release Upgrade).

xxxii. Execution of all back-end changes across all applications as informed by application owner.

xxxiii. Manage databases transaction logs.

xxxiv. Maintain an audit trail & logging capability with details like transaction id, date, time, originator id, authorizer id, actions undertaken by a given user id. Other details like logging IP address of client machine, terminal identity or location shall also be available, wherever applicable.

xxxv. Administration/ management of archival databases (Purge from production and move to archive database).

xxxvi. Resolving corruption (both Physical & Logical) issues at primary & standby databases.

xxxvii. Execute DBMS changes in support of major application or logical database design changes.

xxxviii. Design & implement logical & physical backups.

xxxix. Flash back up on daily basis.

xl. Vendor coordination with OEMs not limited to upgrades, patches, bug fixes, performance tuning.

xli. Creation of a Standby database & setting up the DR.

xlii. Using data guard for Oracle.

xliii. Log shipping/Mirroring/Always On but not limited to SQL.

xliv. Monitoring, management, and implementation of High Availability (HA) viz. clustering/RAC.

xlv. Review of all databases.

xlvi. Switchover of databases (as and when required and as per the defined time window).

xlvii. Refresh of Databases as per defined frequency or on demand.

xlviii. Day end, month end, quarter end, year-end End of Day & Begin of Day support.

xlix. Resolution of audit points and VA/PT reports.

l. Management of new tools.

li. Ad-hoc support for processes run by branch charges for average quarterly balance/ SB interest calculation.

lii. Apply application data fixes.

liii. Install patches and upgrades to database software.

liv. Installing database software as appropriate.

lv. Perform application nonproduction environment data refreshes.

lvi. Cloning of application data environments.

lvii. Monitor capacity and performance of databases.

lviii. Perform Disk addition/Deletion in ASM level in case of Oracle database file system.

lix. Control of the database (adapting database profile parameters, expansion of tables and table spaces).

lx. Refreshing and Cloning of the databases whenever required or as per the requirement of Bank.

lxi. Technical reorganization of the database (defragmentation) also after archiving.

lxii. Analysis of the DB tables & indexes - continual performance enhancement measures.

lxiii. Create new indexes, perform reorganizations as required per analysis.

lxiv. Creation, maintenance, and execution of database related scripts such as start-up and shutdown processes.

lxv. Regular monitoring of the following logs (but not limited to) generated by the Database and take appropriate action in case of any issue.

lxvi. Database Alert Log.

lxvii. Database Listener Log.

lxviii. Database Backup Log.

lxix. Database Export backup Log.

lxx. Database Audit Log.

lxxi. Creating and maintaining formal documentation of the database environment (e.g., scripts, design, configuration, access rights).

lxxii. Keep track of all MMDD/HIST/BATCH/REPORT and ONLINE/OLTP tables and inform the Bank personnel regarding service dependency whenever required.

lxxiii. Monitor availability of the databases as a subset of monitoring overall service availability.

lxxiv. Test and verify all DB units in UAT before releasing/ deploying the same in production environment.

lxxv. Provide solution services for database design, configuration, and maintenance.

lxxvi. Assistance with incident and problem management related activities pertaining to the database environment (e.g., integration, interface, performance, configuration issues as part of the overall support service) including interaction with third party suppliers where necessary.

lxxvii. Archival of application specific data as requested.

lxxviii. Implementation and monitoring of database security.

lxxix. Loading software components- Kernel patches, Release changes.

lxxx. Proactively apply security fixes.

lxxxi. Up to date documentation and records maintenance.

lxxxii. Provide access to DBA resource for ad hoc work requests and change order.

lxxxiii. The Bidder to ensure database encryption at rest and during transit along with data encapsulation.

lxxxiv. Dashboards and Proactive maintenance – The Bidder should define parameters to monitor and maintain. Escalation and SOP to follow, execute monitoring the databases for the said parameters and follow the SOP, identify, and propose any improvement or preventive maintenance for enhancing application experience.

w. **Database backup, readability and restore for setup**

i. Manage Database backup, readability and restore schedule, administration (RMAN Backup)/Scheduled Backups and others without disturbing business hours.

ii. Data Deletion & Purging/archival activity.

iii. Perform export/import utility as and when required for data backup and objects movement.

iv. Purging of tables based on availability of space on a regular frequency or as decided by the Bank).

v. Consolidating all database backups & Transaction log backups at a single file Server.

vi. Perform database backup, restore and recovery routines.

vii. Compliance, review, and updates to database standard documents.

viii. Execute and restore in-scope database backups/tables/ data from archived tapes as per the requirement of Bank.

ix. Bidder should do backup restoration drill every quarter or as and when decided by the Bank and ensure that the backup taken will be restored in time as per the Bank policy.

x. Bidder should take end to end responsibility of the activity and ensure redundancy of critical applications during the activity.

xi. Bidder should perform backup, readability and restore management in accordance with Banks policy and procedures for backup and restore, including performance of daily, weekly, monthly, quarterly, and annual backup functions (full volume and incremental) for data and software maintained on the servers and storage systems.

xii. Backup and restoration of Operating System, application, databases, and file system in accordance with defined process / procedure / policy.

xiii. Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.

xiv. Ensuring prompt execution of on-demand backups & restoration of volumes, files and database applications whenever required.

xv. Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.

xvi. Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing, and vaulting in fireproof cabinets.

xvii. Generate and share backup reports periodically.

xviii. Maintain inventory of offsite tapes (at Bank location), on requirement.

xix. Tape/ LTO library management loading and unloading tapes as per the scope.

xx. Coordinating to retrieve off-site media in the event of any Disaster Recovery center.

xxi. Forecasting and raising indent for tape requirements for backup.

xxii. Monitoring Database size/growth & always keeping 30% free space in all the databases by archiving/purging the data as per the Bank archival policy.

xxiii. Ensure failed backups are restarted and completed successfully.

xxiv. Periodic Restoration Testing of the Backup. Ready to perform Database Data Archival/Purging process within permitted downtime of the database.

xxv. Guide/suggest the Bank for improvement/ optimization of the existing backup/ restore policy.

xxvi. Maintenance log of backup/ restoration.

xxvii. Update/ Maintain Standard Operating Procedure (SOP) documents.

xxviii. As of now, tape backup is happening through IBM TS3500 & TS4500 tape library.

xxix. Bidder should study the current landscape and needs to inform Bank about the additional license requirement (if any) for taking backup.

xxx. Bank will procure the same and Bidder should implement and maintain the same for entire contract period.

x. **Database Access management**

i. Implementing & managing security rules & access authority as per security policy, Database Hardening.

ii. Grant/Revoke database objects roles/privileges/profiles and adhere to the Bank policy regarding all database access.

iii. Implement of database security by creating roles, privileges & profiles.

iv. Management of users in database and assigning of roles/privileges.

v. Monitoring and management of logs for user access management of privileged users.

vi. Use Oracle DB Vault for security control and resting access to application data by privileged users.

y. **Database Recovery**

i. Create, implement, and manage database recovery solutions in consultation with Banks team.

ii. Recovery of database at primary and failover.

iii. Restoration activities (from backup media).

iv. Database recovery using the physical & logical backups.

v. Support for DR Configuration.

vi. Evaluate current backup, recovery, & data replication procedures & providing recommendations for improving those procedures.

vii. Maintain the RPO & RTO as per the terms defined by Bank or refer the latest BCP framework release by the Bank.

z. **IT Service Management – OS/Server Management**

i. Incident Management.

ii. Monitoring service availability.

iii. Monitoring resource usage i.e., CPU, memory, disk space usage.

iv. Troubleshooting system alerts with knowledge base.

v. Antivirus definition update.

vi. Patch implementation/updating as per project requirement and available tools.
vii. Network reachability.
viii. Adherence to backup schedule.
ix. Troubleshooting backup failures.
x. Account administration.
xi. OS Hardening.
xii. Problem Management.
xiii. Liaise with Vendors for escalation.
xiv. Updating knowledge base.
xv. Preparing root cause analysis.
xvi. Configuring backup jobs.
xvii. Log analysis and monitoring.
xviii. Testing of patches and service packs.
xix. Preparation of checklist.
xx. Testing backup tapes for data reliability
xxi. Performance Management.
xxii. Device rights control.
xxiii. Audit of log file archives.
xxiv. Audit of administrator accounts.
xxv. Performance Tuning.
xxvi. System Administration

aa. **Storage, Backup and Restore**

i. File Management:
   a. Manage non-root application file systems.
   b. Modifying file system sizes.
   c. Storage Environment Management.
   d. Configuration backups.
   e. SAN Health check.
   f. Backup Migration (One solution to another – Tape, Tapeless and disk).

ii. Modifying file system sizes.
iii. Storage Environment Management.
iv. SAN Switch Management.
v. Manage SAN device configurations.
vi. Configure the disk storage arrays.
vii. Configure tape libraries.
viii. Storage Virtualization (as per Bank requirement).

ix. Storage Migration (as per Bank requirement).
x. Storage re-organization (as per Bank requirement).
xi. Execute backup and recovery procedures
xii. Retrieve archived tapes/disks and restore required files and data sets
xiii. Perform mock system failure and then data restoration drills on periodic basis
xiv. Backup & Restore operations will be as per Banks backup policy.
xv. Installation and configuration of Backups Client in all servers.
xvi. Storage Mirroring.

bb. **Tape Backup Operations**

The Bidder should:

i. New backup configuration, installation. (New Server to be added with end-to-end support and troubleshooting).
ii. Ensure backups are successful.
iii. Provide tape rotation schedule and change tape according to process.
iv. Store tapes in an appropriate place in DC, DR and proposed NDR tapes should be clearly marked.
v. Maintain the Sufficient headroom for ensuring complete backup. Real Time Proactive monitoring and Tuning of Servers.
vi. Proactive monitoring of server resources and in-depth analysis.

cc. **Data Space Management**

i. Bidder to cooperatively work with Bank in defining data space management requirements of the Bank, which includes identifying fragmented data on a disk, and inefficiently utilized disk space.

ii. Bidder should periodically monitor disk space utilization at the Bank and take action to improve such utilization by (for example) deleting data that is no longer needed

iii. Monitor disks at the Bank for fragmented data and periodically run a defragmentation process (that rewrites all the files on a disk, consolidating all the free space into large contiguous space), as appropriate.

iv. Bidder should notify the affected end users before undertaking any data management actions

v. Install, configure, test, and manage tools that are already procured through existing SI/Vendor which may be required for data space management (Install, configure, test, and manage any tools that may be required for data space management, such as those for compressing/stacking data or re-blocking data and before taking any data management actions, notify the affected End Users at the Bank).

vi. Bidder should perform daily monitoring ASM level disk spaces in all three shifts and in case of less space take appropriate action by notifying end users and Bank personnel.

vii. Bidder should perform daily regular monitoring of Table space free space in all three shifts and in case of less space take appropriate action by notifying end users and bank personnel.

viii. Bidder should monitor and keep 30% free space in the Arch mount point/folder always for smooth working of the database.

ix. Bidder should make sure that database archive logs backup is completed before deleting and database archive log for making space in that mount point/folder.

x. Ensure sufficient required space in all databases table spaces for smooth working of the database as per the defined Standard Operating Procedures of each database.

xi. Bidder should notify Bank about space requirement for month end activities prior to 15 days and ensuring sufficient space in all the data bases before every month end batch process by taking appropriate action.

xii. Bidder should be ready to perform any ad-hoc activity as and when required to make sufficient space in DB level.

xiii. The above guidelines are applicable to all existing DC, DR and proposed NDR databases.

dd. **Application Support for In-scope Allied Applications, Interface,**

i. The Bidder is expected to submit a governance structure and responsibility for the Level 2 and Level 3 support.

ii. The Bidder should provide L2 and L3 support for all in-scope for all Banks offices and Branches domestic and overseas 24x7x365.

iii. The closing and resolution of the tickets must be done by the respective L2 and L3 teams as per the priority defined in this document.

iv. The Bidder should ensure that the logging and resolution of tickets are done via ITSM/Enterprise ticketing tool.

v. The Bidder needs to provide support and maintain if any additional modules are implemented by the Bank for the in-scope Allied applications, Interfaces and all DC & DRC Infra

vi. The Bidder should provide L2 and L3 resources as mentioned in Annexure-18 onsite i.e., at the premises of the Bank.

vii. The Bidder is expected to provide resources to meet the resource requirement as per Annexure-18 and SLAs mentioned in Section (C) of this RFP. The Bank will provide the necessary seating space in its premises, furnishing, electrical connections, and PCs for the same.

viii. Bidder should provide training to the Bank's IT team on the repetitive tickets based on service desk problem call tracking and analysis.

ix. The Bidder's support team would liaise with the ATS / AMC team of OEM Vendor to report product related bugs and obtain fixes (if applicable) for the same.

x. The Bidder should come up with an escalation matrix for the Level 2 and Level 3 support provided.

xi. The Bidder should resolve tickets within the stipulated timeframe as mentioned in the Section (C).

xii. The Bidder shall come up with the strategy to manage L2, L3 and the resources required via ITSM to manage and maintain the SLAs defined.

xiii. Bidder should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs defined in Section (C) adhering to the minimum resource deployment level).

xiv. The Bidder should provide coordination services related to Biometric Login Solution of the Bank.

a. The Bank's in scope applications have/can have integration with Biometric Login Solution of the Bank for multi factor authentication. The Bidder should provide coordination services for the same.

b. The Bidder should coordinate with Bank to integrate changes/modifications/bug fixes, in any in scope applications with respect to Biometric Login access as per the requirement of the Bank.

c. The Bidder should also support Biometric authentication for certain specific purpose as defined by the Bank such as high value transactions in CBS applications.

ee. **The broad responsibility of Level 2 and Level 3 support but not limited to are defined below:**

i. Level 2 Support

a. The Bidder is expected to act upon the tickets routed to Level 2. The Bidder must be proficient and ensure on-site trained professional personnel are placed to handle the L2 support in each shift and resolutions are provided on a proactive basis.

b. L2 team should support the troubleshooting of all in-scope Allied Applications, Interfaces, CBS applications and new tools.

c. L2 team should coordinate with the L3 teams for resolution and provide necessary information as may be required by the team to resolve the issues.

d. The Bidder is expected to prepare Root Cause Analysis document with the root cause and resolutions provided for incidents/issues such as but not limited to:

e. Problems which have resulted in complete service disruptions or downtime.

f. Critical production issues such as incorrect interest application in majority of the accounts, frauds done using the system, inconsistent accounting, or system behavior.

g. Delayed response times.
h. Data / table corruptions.
i. System Performance issues (for example, high utilization levels).
j. Decide on preventive maintenance schedule with the Bank.
k. The Bidder should liaise with L1 support team for additional call information and resolution.
l. The Bidder should give a regular update to the Bank Management on the critical issues reported, resolved, solution provided and the suggested recommendation/leading practices on the same.
m. The L2 support should perform application replication across the Data Centre and Disaster Recovery Center as per required SLAs.
n. The L2 support should perform analysis, simulation, address the problems and suggest a workaround and temporary fixes.
o. The L2 team should escalate the issue to the L3 team in case of code change (if applicable) and if the L2 team is unable to resolve the ticket.
p. Production Servers environment and Online Production issues support to be provided for all in-scope Allied applications, interfaces, new tools, and CBS applications.
q. The Bidder should develop appropriate patches (system/application or data related) to resolve the issues encountered by the Bank.
r. The Bidder should coordinate with OEM for fixes/patches.
s. The Bidder should release fixes/patches received from OEM.
t. The Bidder should balance differences and perform corrections.
u. The Bidder should perform the suspense analysis and corrections.
v. The Bidder to ensure consistency check, tallying, reconciliation, and rectification on daily basis in consultation with the Application Owners of the Bank.
w. During DR switch over, Bidder to discuss with Bank team to update the ports/URL configuration. The Bidder will be responsible for DR testing during switchover by verifying the application deployment status, server health and deployment for all in scope Core Banking applications.
x. Release management and configuration management for production environments.
y. Dashboards and Proactive maintenance – The Bidder should define parameters to monitor and maintain. Escalation and SOP to follow, execute monitoring the applications for the said parameters and follow the SOP, identify, and propose any improvement or preventive maintenance for enhancing application experience.
z. VAPT/Security/other audit related patches are the responsibility of the Bidder.

ii. Level 3 Support

a. The Bidder is expected to act upon the tickets routed to Level 3. The Bidder must be proficient and ensure on-site trained professional personnel are placed to handle the L3 support in each shift and resolutions are provided on a proactive basis.

b. The Bidder should provide L3 resources as per the resource requirement mentioned in **Annexure-18**

c. The Bidder's L3 support to prepare a Root Cause Analysis document for issues assigned to L3 support and provide resolution to the Bank.

d. L3 support team should liaise with the L2/L1 support personnel for the call information and resolution.

e. L3 support should support the version upgrades provided by the OEM.

f. Provide training to the Bank's core functional and technical team members on the new version functionalities and technical aspects as and when version upgrades and migrations are performed.

g. The Bidder's L3 support team should ensure patch releases are ported to the production environment without causing business disruption or business losses.

ff. **Training**

i. The Bidder will be responsible for training the Bank's IT team on the scope of work defined in this document but not limited to in scope Allied Applications, Interfaces, CBS applications, New Tools, Infrastructure and NOC such as error handling, system administration, configuration, routine maintenance, data backup, archival, daily jobs, batch uploads and interfaces.

ii. Bidder should conduct all trainings onsite at the Bank's premises.

iii. The Bidder is expected to provide training but not limited to the following:

a. User Manual: The Bidder along with its OEM partner is expected to create a detailed User Manual in case of addition of any new functionality of the in- scope allied applications, interfaces, CBS applications, new tools, Infrastructure and Network in form of Change request and update the existing SOPs

b. Application & Interface Owners/Infrastructure/NOC Team Training: The Bidder is expected to provide technical training to the Bank's IT team once in a quarter on the scope of work but not limited to batch job setup, error handling, master setups, administrative privileges, end to end IT related aspects as per the scope defined in this document.

iv. The Bidder should ensure that trainings to be provided in 2 consecutive quarters should not be conducted on the last day/last week of the respective quarter and first day/first week of the consecutive quarter.

v. With regards to activities under the scope of the Bidder in this RFP; the Bidder should provide a comprehensive training methodology document during the submission of technical bid and the training should cover, including but not limited, to the following areas:
   a. Functionality available in the in-scope allied applications, interfaces, CBS applications and new tools
   b. Customization development
   c. Parameterization
   d. Data Structure
   e. Exception reporting
   f. Data replication and near site implementation
   g. Developing new audit reports/ tools using the proposed solution
   h. Log analysis and monitoring
   i. Incidence analysis and reporting
   j. Back up & restoration, DC/DR synchronization, Cyber security
   k. License Management
   l. Enterprise ticketing tool usage

vi. The Bidder should provide the details of number of people, expected experience and time frames for which the people will be required from the Bank for training. The Bank will be responsible for identifying the appropriate personnel for all the training requirements.

vii. The Bidder will be responsible to train all the users as identified by the Bank quarterly for minimum 40 hours or as and when requested by the Bank. The Batch size of each training sessions should be limited to 20. It is Bidder's responsibility to train all the relevant team members related to in scope allied applications, Interfaces, CBS applications, Middleware (ESB), new tools, Infrastructure and NOC.

viii. The Bidder will be responsible for providing the Bank's team with the requisite training material in both hard and soft copies for the technical training.

ix. The onus of preparing the training material will be on the Bidder. The Bidder will be responsible for preparing, circulating, and collecting training feedback forms from the participants. The changes, if any, suggested by the Bank or its consultants, should be incorporated and implemented by the Bidder.

x. The Bidder will provide a detailed training methodology & schedule to the Bank for review and sign off prior to commencement of the training.

xi. The Bidder shall ensure that training materials and other documents are updated on an ongoing basis, when required and once in a year on a mandatory basis during the life of the contract.

gg. **Documentation**

i. The Bidder is expected to keep documents and manuals related to the scope of work up to date with proper version control during the entire contract period.

ii. The Bidder should keep all documents but not limited to SOPs, manuals, technical documents, process flow documents, architecture document, recurring issue resolution document updated during the contract period.

iii. All documents should be reviewed, refreshed, and updated on a quarterly basis.

iv. Bank may require the Bidder to deliver the following documents but not limited to in hard and soft copy to Bank during the contract period:

a. High Level architecture document and Low-level architecture document.
b. SOP.
c. Deployment plan document.
d. Change management methodology document.
e. User management guide.
f. Release notes.
g. Impact matrix.
h. RCA document.
i. Recurring issue resolution document and FAQs.
j. Documentation on Troubleshooting.
k. Operating Manual.
l. Product specifications and literature.

hh. **Customizations for new requirements (Separate team)**

i. Customization of CBS

a. All Kind of Finacle customization should be handled by dedicated resources.
b. Successful Bidder to carry out customization of new program / product / interface in the Finacle 10.2.25. Customizations means (Both frontend and Backend) like Validations, addition/deletion of fields/tabs, Enable/disable, Mask/Unmask, Creation/Modification of new/existing custom menus, etc.

Creation of new modules in Finacle and its integration with existing modules.
Product Menu Customization
Custom Menu like Creation/Modification of new/existing custom menus, various work flows in system etc.
CRM Customization – Customer Relationship Management. – Interlinked validations between Main tabs, Main & Sub tabs, Sub tabs etc.
FinInfra Customization (SSO – Single Sign On, URM – User Role Manager, SVS – Signature Verification System)
Batch Job Customization – New/Existing batch jobs creation/modification
Reports Customization (MRT – MAHA Report Template, FINRPT & reports) and Development of new reports.
Connect24 (C24) Customization
Any other modules/solutions/applications in link with Finacle

Integration of any kind of interfaces with Finacle
Integration with external agencies like Billers, NSDL, NPCI, IT authorities, UIDAI, CERSAI, CIBIL etc.
Implementation of new validations / controls in system.
Customization in Finacle with regard to Treasury, Forex, Swift and GBM applications.

c. As per Regulatory guidelines/stakeholder/Bank's requirement/decision, the bidder should go through the customization requirements and suggest various viable/ suitable approaches to comply with the requirements.

d. The bidder shall perform the detailed assessment of the business requirements/ regulatory guidelines submitted by the Bank from time to time. Bidder is expected to study the same and shall develop & finalize the Functional Specifications Document (FSD) in consultation with the Banks. Bidder should explore the possibility of enabling the banking requirements in the existing systems by consulting with the OEM. In case, if it does not exist in the product then the bidder has to proceed with complete customization.

e. The bidder has to ensure the following activities while carrying out customizations:

   i. Bidder shall interact with stakeholders to understand the requirement before FSD preparation. For all the discussions with Bank team, bidder shall be required to be present in office with the requisite PM/Developer/team members.

   ii. Bidder shall study and conduct gap analysis including impact on existing/interconnected modules, application's performance, resource utilization etc. before development.

   iii. Bidder shall prepare the approach paper and submit the detailed project plan with the expected date of delivery.

   iv. Bidder shall follow standardized template for requirements capturing in mutual consent with the Banks.

   v. Bidder to initiate the discussion with the Bank's team on approach and project plan.

   vi. Bidder to take the acceptance from respective stakeholders on the prepared approach paper with project plan.

   vii. Bidder shall develop the customization requirements in the dedicated environment as per the accepted approach paper.

   viii. Bidder must ensure the optimization of various components while customizations.

   ix. Bidder will be responsible for Risk assessment and its mitigation.

   x. Bidder to prepare the test plan and test cases required for the customization.

   xi. Bidder shall do Unit & overall testing before handing over it to the

Bank's team to perform testing along with TCER (Test Case & Expected Result) document.

xii. Providing support for completing the UAT by the bank's team.

xiii. Any observations/changes suggested by the Bank team should be rectified/incorporated by the bidder.

xiv. Bidder must get the sign off from the Bank before deploying in Production.

xv. Bidder must prepare design and process document once signoff is done.

xvi. Bidder must prepare the Standard Operating Procedure document required for the support activities.

xvii. Bidder will be responsible for coordination with OEM for integration and implementation, in case of any issue.

f. The Bidder shall be entirely responsible for the design and architecture, testing, implementation, deployment, performance testing etc.. of the system implemented to satisfy all requirements. The Bidder is expected to provide the best solution which can address the requirements.

g. The bidder is expected to provide the following documents to the Bank related to the customized module/functionality but not limited to following:

i. Functional Specification(FS) documents

ii. System Design documents

iii. Process flow documents

iv. Database Table structure details if any tables are created/altered.

v. Test Case & Expected Result documents.

vi. Network architecture diagram, Infrastructure details.

vii. User manuals

viii. Source code

ix. Release notes

x. SOPs

xi. configuration changes documents

xii. Issue tracker

xiii. Any other documentation required for usage of implemented solution.

h. All statutory changes (changes imposed by Government of India, State Government, RBI, SEBI, NABARD, NPCI etc.) will be incorporated in the software by the bidder during the support period without any additional cost.

i. The bidder should be capable of carrying out the above customizations by using the OEM's IDE (Integrated Development Environment), Finacle Script

(FS) IDE & Finacle Customization (FC) IDE, iReport tool.

j. The bidder shall provide estimated efforts along with justification and tentative delivery date with the Bank.

k. The bidder shall initiate the development process, Post Confirmation on customization requirements and efforts by the Bank.

l. The bidder shall ensure existing source code Reconciliation without impacting the existing functionality before deployment of new source code.

m. The sources should be deployed in all environments like Production/MIS/UAT/Training in DC & DRC and also in all cluster servers.

n. The Bidder should adhere to the source deployment process set by the Bank.

o. The Bidder should ensure Knowledge Transfer to L1/L2 support resources before production movement of any new customizations to address all the operational concerns.

ii. FI Customization including SVR Customization

a. The bidder should be capable of performing the below mentioned tasks:

i. Finacle Integrator Setup, Activation and Customization at DC (Data Centre), DR (Disaster Recovery) and UAT environments.

ii. Replication of Finacle Integrator as a separate setup in MZ and DMZ.

iii. Product API enabling and Customization of the Product API

iv. Developing of new inbound, outbound, SOAP, Rest API's (Public, Private, Composite etc.) in JSON, XML, WSDL, XSD, ISO and all other formats including enabling encryption, decryption, SMS Gateway integration, e-Mail gateway integration, application OTP integration, Bulk API/API stage integrations, consuming & integration of 3rd party APIs, integration of API with e-sign, etc..

v. Necessary customizations/Validations pertaining to API is to be done in all modules in Finacle.

vi. Maintenance of the Finacle API- The APIs developed/enabled in the Finacle Integrator should be maintained by the resource (such as for Non-working of the API post implementation/ Modification in the existing API/Technical issues etc.)

vii. The bidder should support API Integration with external/Internal applications like Mobile Banking/Internet Banking/LOS/HRMS/WhatsApp Banking etc.

viii. The bidder should provide resources having expertise knowledge on the Finacle Integrator/API/API customization and having Practical experience on the FI/API implementation.

ix. The bidder should provide resources having sufficient knowledge in conversion of payload from other entities to the Finacle Integrator

acceptable formats and vice-versa.

x. Finacle Integrator should be in Sync with DR site also.

xi. Resource should be able to Create/delete/Modify the fields in API based on the requirement.

xii. The bidder should provide Success/Failure API formats to the Bank.

xiii. The bidder should provide resources having experience in handling Postman & any other modalities/API simulators, ISO calls & messages and it's Integration through FI, and Majority of standard ESBs and integrations

xiv. The bidder should be able to provide the RCA with details if there are any issues with regard to API working/failure.

ii. **Testing**

i. The bidder should have a testing mechanism/ software which ensures to test all the functionalities of the CBS and allied applications and shall provide the TCER (Test Cases and Expected Results), Testing strategy including Test Cases and conduct testing of various components of the application/modules, developed/customized (e.g. including unit tests, System integration tests, and final user acceptance test etc..). At the time of UAT deployment, the bidder has to provide the detailed document to the Bank by covering all the testing scenarios which should be carried out by the Bank team. The bidder is responsible to identify and inform the Bank regarding testing requirements and impacts.

ii. The successful bidder shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined. The successful bidder must ensure deployment of necessary resources and tools during the testing phases. The bidder shall perform the testing of the solution based on the approved test plan, document the results and shall fix the bugs found during the testing. It is the ultimate responsibility of bidder to ensure that the end product delivered by the bidder meets all the requirements of the Bank. The bidder shall take remedial action based on outcome of the tests.

iii. The Bidder shall perform testing in separate environments (UAT). The Production environment should not be used for testing and training purpose.

iv. Bidder shall provide complete support to Bank team at the time of user acceptance testing. It would be bidder's responsibility to ensure that all issues raised during UAT are closed and signed-off from respective authority.

v. The Bank will carry out the VAPT, IS, Configuration audit, Source code audit, etc.. and any observations reported during such type of audits, all the observations pertaining to their purview should be resolved/fixed before deployment to the production with the respective timelines (TAT).

jj. **Support**

i. Application Support

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues etc. The bidder shall keep the application software in good working order; perform changes and upgrades to applications as requested by the Bank team. Key activities to be performed by bidder in the application support phase are as follows:

a. Bidder should provide proper/suitable approach for managing CBS and allied applications through helpdesk and support for CBS, which will include the preparation of support team related processes including information security incident management process and the same will be approved by the Bank.
b. Bidder has to identify the suitable agents after scrutiny/interview (Proof like certificates, NOC, Resume, KYC docs) by the Bank team, the resource should be deployed in the field and Bank reserve the right to review the onsite support deployed at Bank on periodical basis.
c. Bidder shall select & deploy the skilled and qualified manpower resources required after sufficient training provided to the agents to handle the compliance. for providing the ongoing support to Bank.
d. Support team should be available on-site and would resolve day-to-day production issues reported in all in applications / hardware by debugging and analyzing the same.
e. Bidder to ensure that technical resources intended to be deployed to meet the requirement are well qualified, experienced in the area and adhere to the timeline and follow standardized and best practice of coding. Bidder will be responsible for providing support for the existing modules developed / customization done.
f. The bidder has to depute suitable alternative resource in absence of any deputed resource.
g. In case, the resource deployed by the System Integrator is unable to continue during contract period, it will be the responsibility of System Integrator to provide similar resource within 15 days.
h. Third-party background verification must be done for the deployed resources before engagement to this project and the report should be submitted to Bank before engagement.
i. The bidder shall ensure compliance to SLAs as indicated in this RFP and any updates/major changes to the software shall be accordingly planned by bidder ensuring the SLA requirements are met at no additional cost to the Bank.
j. Bidder shall provide 24x7x365 support onsite.
k. In case of OEM support required, suitable arrangement will be made by the

Bank through telephone/E-mail/Video Conferencing/ as required as per the service window defined in the RFP.

l. The bidder shall address all the errors/bugs/gaps in the functionality in the solution implemented by the bidder at no additional cost during the entire project tenure.

m. Performance tuning of the system as may be needed to comply with SLA requirements on a continuous basis.

n. The Bidder to run Production systems from the DR at pre-defined frequency in DR drill.

ii. IT Infrastructure Operations & Support

a. Bidder should implement and manage Bank's on-premises Infrastructure including (but not limited to) compute, storage, network, backup, security, database management with the ability to scale up as per the workload requirements as and when required during the contract period.

b. Refer **Appendix-N** for existing Bank's inventory. In **Appendix-N,** "Category 1 Server" refer to High end servers such as but not limited to IBM Power, HP Unix, Dell, Lenovo and Fujitsu Servers. "Category 2 Server" refers to Intel/AMD based server. "Appliance" refers to devices such as but not limited to GPS /NTP server, Deep Discovery Analyzer. "Console" refers to devices such as but not limited to KVM Monitor, Flat Panel Monitor console kit. "Expansion/Enclosure/Chassis" refers to devices such as but not limited to Disk enclosure, server enclosure, Chassis. "HSM" refers to Hardware Security Module device. "Storage" refers to devices but not limited to Storage controller, storage devices. "Switch" refers to devices but not limited to tor switch, management switch, NAS switch. "Tape Drive" refers to devices but not limited to Tape devices as LTO5, LTO6. "Tape Library" refers to the devices but not limited to the devices such as TS 3500, TS4500 tape library. "Port" refers to devices but not limited to SFP and QSFP. "Router" refers to devices but not limited to Cisco 891F, Cisco Catalyst 1905 & 9300, Cisco ASR 1002-X, Cisco Catalyst 2960. "Firewall" refers to devices but not limited to Cisco 4225, checkpoint 19200. In order to evaluate AMC, Warranty of the existing hardware, Bidder needs to refer "Summary", "Core Network Devices" and "DC DR proposed NDR hardware inventory" sheets of **Appendix-N.**

c. The successful Bidder shall be responsible to evaluate additional inclusion/ exclusion of the complete Bank's inventory but not limited to for AMC, ATS, Warranty, EOS, EOL, license for the entire contract period.

d. Bidder should evaluate & provide the unit prices in the BOM as per the device count mentioned yearly. For any inclusion/exclusion of devices during the contract period, AMC, ATS cost shall be added/removed as per the base unit rate for respective device category submitted by successful Bidder in BoM.

e. Server Management Guidelines at DC, DR

f. Bidder should implement, configure, manage, monitor, support as per below scope of work but not limited to:

   i. Managing service restoration via incidents.
   ii. Validating severity classification and determining the scope of the problem.
   iii. Facilitating the Service Recovery Team meeting and escalating the issue as required.
   iv. Conducting and sharing Root Cause Analysis.
   v. Prepare restoration plans.
   vi. Monitor hardware/VM/Application and software.
   vii. Administer and/or execute Service Management processes and procedures.
   viii. Perform basic problem determination on systems and components managed by Bidder which include but not limited to:
      - Hardware problems.
      - System software problems.
      - Network Problems.
      - Operating System problems.
   ix. Evaluate planned changes to the server environment and advise requirements to support such changes.
   x. Provide server configuration reports and configuration details to the Bank as requested.
   xi. Implement configuration management processes and procedures.
   xii. Maintain an audit trail & logging capability with details like transaction id, date, time, originator id, authorizer id, actions undertaken by a given user id. Other details like logging IP address of client machine, terminal identity or location shall also be available, wherever applicable.
   xiii. Install, configure, and monitor the required software agents.
   xiv. Provide guidance to the Bank and industry best practices for the optimal configuration of the operating system environment.
   xv. Produce and maintain installation and configuration diagrams of all installations.
   xvi. Actively manage and report on the availability of all servers, VM's.
   xvii. Perform periodic server checks, monitoring, and performance tuning.
   xviii. Communicate any service issues or implementation concerns with the Bank and appropriate support personnel and/or vendors.
   xix. Monitor hardware and system software status, process status, and take necessary action based on detected problems or issues.

xx. Provide problem escalation and interact as necessary with third party suppliers.

xxi. Provide monitoring and troubleshooting for the server environment.

xxii. Provide timely notification and escalation to on site personnel if any hardware and software conditions exist that must be resolved on site to meet the service levels provided in this schedule.

xxiii. Bidders must ensure appropriate and minimum resources are on site to ensure service levels are achieved if recovery or corrective actions are required. Bidder to refer Annexure-18 for minimum resource requirement on-site.

xxiv. Ensure server access is secure and authorized

xxv. Management of logical access to the server environment in accordance with the Bank's policy (For e.g., administrator / root access).

xxvi. Assist the Bank with application support requiring operating system changes or access issues.

xxvii. Evaluate the impact of new operating system upgrades or releases on existing applications and performance.

xxviii. Install patches as and when these become available, per vendor instructions for security exposures and Operating System bug fixes deemed critical by the Successful Bidder.

xxix. Monitor status of system processes and events.

xxx. Monitor and respond to hardware, system alerts and event.

xxxi. Monitor and maintain system error logs.

xxxii. Performing required batch setup activities (ad hoc requests).

xxxiii. Monitoring and responding to application alerts and application file system space issues.

xxxiv. Manage non-root application file systems.

xxxv. Modifying file system sizes.

xxxvi. Perform application, database, storage replication across the DC, proposed NDR & DR as per required Service Levels.

xxxvii. Shifting of servers within the premises, reinstallation and configurations including cabling and asset labelling.

xxxviii. Configure the disk storage arrays.

xxxix. Execute backup and recovery procedures.

xl. Retrieve archived tapes, restore required files and data sets.

xli. Performing mock system failure and then data restoration drills on periodic basis.

xlii. Ensure the configuration of operating systems is in line with standards and policies as defined by the Bank.

xliii. Document and track all configuration management problems using the site change management process.

xliv. Co-ordinate all changes through the site's change management process.

xlv. Configuration management for operating system release levels, patches, and status.

xlvi. Perform routine system operation functions and system console operations actions such as power on/off, system reboots, and start/stop/reset.

xlvii. Apply preventive and corrective maintenance to all system level software (operating system and other non- application software).

xlviii. Install and upgrade all system level software (the operating system and other non-application software) in consultation with Banks.

xlix. Escalate hardware related malfunctions to the hardware supplier for resolution as provided in the vendor maintenance contract and/or OEM.

l. Inventory information about hardware shipping and receiving, raised floor space requirements, equipment placement, cabling, fiber, connectivity details, power, and earthing requirements.

li. Servers/Storage hardware maintenance and support is based on various maintenance levels.

lii. Inform the Bank about hardware changes that may impact application execution in support of the Bank's application testing.

liii. Design back-out/roll back processes to return to the former hardware configuration if unforeseen problems occur during installation.

liv. Co-ordinate the scheduling and installation of supplier-recommended preventive maintenance and other hardware specific changes.

lv. Schedule down time as and when required with prior permission from Bank to perform required hardware preventive maintenance, installation, and testing.

lvi. Design, build, schedule, and implement a hardware refresh template.

lvii. Configure operating systems at the setup of each server, to establish super user privileges and access rules and establish other standard guidelines, based on the agreed security policy of the Bank.

lviii. Establish the process and procedures for requesting login IDs and OS system/root level access.

lix. Create, modify, and delete system login IDs using the Change Control Procedure.

lx. Monitor, maintain accounts, maintain IDs and their designated privileges based on the agreed security policy.

lxi. Remove inactive or suspended IDs after a specified amount of time, based on consultation with security administration and the Bank's using the Change Control Procedure.

lxii. Adjust, maintain operating system and security software parameters for password expiration, available in the specific environment to meet the agreed security policy requirements.

lxiii. Provide processes and procedures to maintain operating system data protection standards and implement them as per the Bank's requirement.

lxiv. Perform bi-annual re-verification of data owners, authorized submitters, login IDs and existing level of privileges based on input from the Bank and system security configuration.

lxv. Work with the Banks' application support personnel as reasonably required for the Quarterly reviews and maintenance of inactive user IDs.

lxvi. Compile a list of defined users Id's of the existing Bank environment and provide a list to the Bank.

lxvii. Perform review of system, monitoring, and database administration user id definitions. Bidders will apply the necessary changes as per the outcome of the review.

lxviii. Hardening of servers as per Bank's policy.

lxix. Installation, configuration & management of Antivirus software, Anti-virus scan and anti-virus update on the servers.

lxx. Bidders will delete and/or disable the Bank's application user id definitions, once such a request has been forwarded by the Bank.

lxxi. Bidder to update virus related signature files on servers to manage the removal of malicious code.

lxxii. Support and ensure that the timely installation of updated signature files and anti-virus software patches on all servers within the managed environment occurs.

lxxiii. Coordinate with Banks SOC (Security Operations Center) Vendor for receiving the most up-to-date information on malicious code outbreaks and the appropriate software signature files to protect against malicious code.

lxxiv. Obtain and release signature files for testing and application into a Bank dedicated environment for UAT & Testing.

lxxv. Signature file and patch updates to be made available and installed utilizing the Bank's change control process.

lxxvi. Perform pre-production scans to identify potential security risks on a server prior to entering the production environment.

lxxvii. Review and determine corrective actions based on the results of below requirement:

- Vulnerability scans
- Penetration testing
- Government, supplier bulletins and various other sources to identify emerging threats or vulnerabilities to the Bank's hosts.

lxxviii. Maintain the risk evaluation process of vulnerabilities in which mitigation plans are determined, in accordance with the agreed security policy.

lxxix. Maintain a vulnerability correction process to correct vulnerabilities detected through scanning of servers.

lxxx. Maintain a vulnerability correction process as new vulnerabilities are identified.

lxxxi. Fix known vulnerabilities detected within the scope of the Bidder's responsibility, using the appropriate correction and change management processes.

lxxxii. The agreed security policy is to form the basis of security level.

lxxxiii. Formulate adequate retention policies of security event logs, based on the Bank's guidelines. Also manage the log rotation of the event & application logs.

lxxxiv. Configure the parameters of the administrative tools for all system hosts, in accordance with the agreed security policy.

lxxxv. Provide event logging to the extent that tools, resources, and storage are available on Bank owned environments.

lxxxvi. Ensure sufficient storage capacity is available to retain & maintain logs.

lxxxvii. Provide a listing of resource access rules for re-verification purposes.

lxxxviii. Perform quarterly review of all user ID's and forward these lists of ID's which are inactive for the last 6 months to the Bank seeking permission to delete/disable these ID's.

lxxxix. Process security data to identify the logged or audited access to a resource.

xc. Process security data to identify attempted access to a protected resource.

xci. Process security data that identifies password violation attempts.

xcii. Process security data that identifies usage of emergency ID's.

xciii. Provide performance management functions and establish performance monitoring thresholds for major processes.

xciv. Proactively identify performance problems and improvements.

xcv. Provide capacity planning processes, for short term and long- term planning, forecasting resource requirements, analyzing, and reporting resource trends.

xcvi. Monitor server utilization, CPU, memory usage and I/O activity to produce capacity projection reports and develop plans for improvements.

xcvii. Review server capacity and advice where future additional capacity may be required or archiving policies need reviewing or implementing.

xcviii. Use standard operating system utilities and/or other third-party tools where appropriate to project the effects of new and workload changes.

xcix. Perform operating system software tuning / optimization as required by the Bank to maintain day-to-day operations.

c. Provide, install, and maintain performance monitoring software.

ci. Maintain system parameters to manage subsystem performance and workload throughput.

cii. Implement changes as necessary to optimize the effectiveness and efficiency of the server platform.

ciii. Analyze, monitor the system resource and storage utilization report to concerned stakeholders incase defined threshold value breaches.

civ. Produce capacity usage for monthly/Quarterly/Yearly to show the trend.

cv. Provide assistance with batch scheduling issues and problems using the problem management process.

cvi. Process job dependency information for batch job cycles as defined by the application support staff.

cvii. Maintain specific batch cycles utilizing the standard operating system CRON / any scheduler through the operational support coverage hours necessary to meet defined service levels.

cviii. Provide appropriate system resources, tools, and procedures to support the processing of user-initiated batch jobs.

cix. Co-operate with the Banks priority for scheduled ad hoc and system jobs

cx. Provide the necessary operational resources to support Bank-submitted or Bank-scheduled batch processing and/or major Bank's operational activity.

cxi. Maintain tools and facilities for Bank to perform batch scheduling and batch monitoring activities.

cxii. Log problem records if scheduled and automated batch jobs fail.

cxiii. Consult with the Bank to change or update job priorities due to system constraints.

cxiv. Perform problem diagnosis and purging of jobs on Operating System as necessary.

cxv. Monitor automation tools and functionality.

cxvi. Maintain, update, and execute system start- up/shutdown processes as per the requirement.

cxvii. Monitor, identify, and implement automation techniques to remove manual interventions for ongoing monitoring and operation activities.

cxviii. Perform periodic maintenance and support for automation tools and products.

cxix. Problem determination and isolation for automated operational processes.

cxx. Maintain and update documents for (but not limited to) hardware, facility, operating system, database, application, and other related system software recovery plans, change management, admin guide, release notes.

cxxi. Perform quarterly tests of the recovery plans to verify the effectiveness there-off in supporting the day-to-day Bank's operations.

cxxii. Responsible to perform recovery plan drills (Mock Drill) or actual recovery plan execution at the time of disaster.

cxxiii. Ensure requisite mirroring and redundancy across the DC, proposed NDR & DR facilities to ensure adequate failover for the server environments. Maintain the desired service availability & uptime.

cxxiv. Cluster configuration including the integration of startup/shutdown scripts.

cxxv. Configuration, monitoring & management of shared storage along with storage LUN’s. (Logical Unit Number).

cxxvi. Provision of documentation on implemented high availability solution.

cxxvii. Installation, maintenance, and monitoring of clusters.

cxxviii. Conduct Cluster tests as per the Bank's requirements.

cxxix. Installation and enabling of SSL certificate.

cxxx. Virtualization Guidelines at DC, DR and proposed NDR:

cxxxi. The Bidder shall deploy, configure, monitor & manage the virtualized platform but not limited to:

cxxxii. Manage Intel servers/Blade enclosure, IBM Power, HP Unix, Oracle Server, SAN Switch, storage and issues related to virtualization

cxxxiii. Monitoring/management /troubleshooting of issue & provide

resolution but not limited to CPU, RAM, Storage Disk, Network issues faced for the virtualization environment.

cxxxiv. Create, update, configure, delete, monitor & manage VM's/LPAR's as per the requirement.

cxxxv. Configure, manage & monitor backup, snapshot for virtualized environment. Restore backup and/or snapshot for virtualized environment as per the requirement.

cxxxvi. Configure, manage & monitor VM/OS level Clustering, database configuration & clustering.

cxxxvii. Manage and resolve issues that require applying OS patch fixes / builds.

cxxxviii. Monitor all the running VMs, Base Servers, Storage, and cluster health.

cxxxix. Coordinate with Bank & other VM admins in resolving the issues been faced in Windows /Linux/AIX/ HP Unix/Oracle OS/ Solaris OS Virtual Environment.

cxl. The Bidder should carry out but not limited to hardening of OS, patch management activity and other configuration on OS and its related software, as per the requirement of the Bank or VAPT (Vulnerability Assessment & Penetration Testing) Observations / audit of the Bank.

cxli. The Bidder must undertake BIOS, OS, and other Firmware upgrades as and when required.

cxlii. The Bidder shall always ensure High Availability in the vSphere environment and always maintain smooth functioning of DRS (Distributed Resource Scheduler) and SDRS (Storage DRS) across all Host and Datastore clusters.

cxliii. Creation of new VM Ware setup/environment but not limited to vSphere.

cxliv. VM to VM Migration activity, Cluster to Cluster migration and axPhysical to virtual migration.

cxlv. New Server Deployment Guidelines at DC, DR:

cxlvi. The Bidder shall submit the requirement along with BoM before any new procurement during the contract period. (Business needs)

cxlvii. Building server & deploying in datacenter – Rack mounting & stacking of hardware.

cxlviii. Network & Power cabling of servers.

cxlix. Servers Power on Self-Test activity (POST).

cl. Configuring server RAID and partitioning storage as per the Bank requirement.

cli. Installation of standard Operating system or required Hypervisor.

clii. Firmware & driver installation/ upgradation.

cliii. Network configuration of server.

cliv. IP assignment to server.

clv. Server/OS Hardening.

clvi. Adding server in cluster (if required)

clvii. Bidder shall ensure that the configurations of servers and deployed security patches at the DC, DR and proposed NDR are identical in the nutshell.

clviii. Storage Operations & Management:

clix. The Bidder should:

clx. New SAN Storage configuration, installation. (New Server to be added to Storage with end-to-end support and troubleshooting)

clxi. Call log and follow up with OEM for all hardware support and maintain the records of the same.

clxii. Provisioning new NFS or CIFS shares, configuring new replication between storages.

clxiii. Bidder should ensure continuous monitoring of DC, DR and proposed NDR storage equipment's to notify the administrator(s) in cases of failure / outages.

clxiv. Bidder should resolve incident/problem related to storage as per agreed SLA.

clxv. Ensure to manage Backup Software on all in scope OS.

clxvi. Provide storage management report as per the timelines Section (C) defined in the RFP.

clxvii. Perform activities related to management of SAN devices and fiber switches related to storage.

clxviii. Administer all kinds of SAN Director and SAN Switches as well as blade chassis FC devices for in scope.

clxix. Maintain detailed documentation of storage component including architecture diagram, policies, and configurations. The same should be reflected in the Configuration Management Database (CMDB).

clxx. Execute FC zoning for development and production storage volumes.

clxxi. Manage Flash Copy snapshot and recovery methods for storage volumes.

clxxii. Maintain the data integrity across DC, DR and proposed NDR.

clxxiii. Ensure across-site replication of significant data across DC, DR and proposed NDR.

clxxiv. Supervise volume replication overnight jobs and execute improvements.

clxxv. Provide performance recommendations to DBAs and Ops.

clxxvi. Conduct bottleneck evaluation to identify performance issues.

clxxvii. Perform space management of storage resources to meet business needs.

clxxviii. Ensure backup methods are in place for tested LUNs (Logical unit number).

clxxix. Administer in-scope server systems.

clxxx. Collaborate with OBA as well as Ops to assure apt storage usage.

clxxxi. Granting Banks access to the storage management system from all applicable locations where the services are performed allowing Bank to monitor and view the knowledge database on an ongoing basis (including Authorized Users).

clxxxii. For disk storage, responding to storage requests by:

clxxxiii. Allocating raw storage

clxxxiv. Defining logical volumes

clxxxv. Maintaining minimum free space

clxxxvi. Maintain an audit trail & logging capability with details like transaction id, date, time, originator id, authorizer id, actions undertaken by a given user id. Other details like logging IP address of client machine, terminal identity or location shall also be available, wherever applicable.

clxxxvii. Database Administration

clxxxviii. The Bidder must agree that all databases of the Bank along with the ones mentioned above will be administered as per applicable standards and requirements.

clxxxix. The service covers all the databases that runs on Banks' servers at DC, DRC and proposed NDR facilities designated by the Bank including but not limited to the following:

cxc. Database Installation

cxci. Defining the physical database design (log files, rollback segments, table spaces, database descriptors, and partitioned objects).

cxcii. Installation of software and database creation [in consultation with the Bank teams] but not limited to -Oracle/ MS SQL/MySQL/DB2/Sybase/Postgre/MongoDB as per Bank's standard.

cxciii. Create definitions of logical data structures, tables, views, indexes, program specification blocks, stored procedures and define their relationships.

cxciv. Implementation and Hardening process document for new DB installation.

cxcv. Test and prepare database upgrades.

cxcvi. Implement database upgrade and migration into the production, non- production, DC, DR and proposed NDR environments.

cxcvii. Bidder must ensure that the publish Plan of Action (PoA) must be verified and validated by Bank's team before implementation.

kk. **Issue Resolution and Bug Fixing**

i. Provide necessary support for the resolution of bugs, patches & updates of the software solution.

ii. Tuning of application, database, third party software's and any other components provided as part of Finacle including reconfiguration of the system in the event of any hardware failure /replacement, shall be the responsibility of the bidder.

iii. Issue log for the errors and bugs identified and any changes done in the application shall be maintained by the bidder for troubleshooting.

iv. Application support bidder shall work free of cost with the infrastructure bidder to implement any infrastructure security solutions that require changes at the software/services/components level.

v. MIS – Root cause analysis reports on periodical basis should be submitted to Bank team along with the recommended resolution.

vi. Bidder shall maintain version control and configuration information for application software and any system documentation.

vii. Ensure overall security of the solution including application updates/patches etc.

viii. Monitor and record, performance/ capacity utilization etc. and take corrective actions to ensure performance optimization.

ix. Escalation and co-ordination with other teams for problem resolution wherever required.

x. Produce and maintain audit logs on the system for review in scenarios like security lapses, audit review.

ll. **Patch Update and management**

i. Perform the patch management testing and installation PSPs and hot fixes, issued by the OEM/bidders from time to time. These PSPs and hot fixes, before being applied on the live infrastructure of the data centre, shall be adequately tested. Any downtime caused due shall be to the account of the bidder and it shall not be considered as 'Agreed Service Down Time'.

ii. All patches and updates in the form of PSPs or hot fixes from OEMs shall be implemented by the bidder ensuring customization done in Finacle as per the Bank's requirements are intact.

iii. Standard practices are adopted and followed in respect of version control and management.

mm. **Application support resources**

The Finacle support mechanism should have the following layers of support for speedy resolution of the issues.

i. Helpdesk
ii. Application L1 support
iii. Application L2 support
iv. Application L3 support
v. Project Manager
vi. Customization resources

Bidder will ensure that adequate and qualified manpower is deployed at all times for all the layers mentioned above. The resources should have following (but not limited to) capabilities.

i. Should have experience on the version of Finacle application being used in the Bank.
ii. Managing the application which includes technical and functional aspects administering Application and providing quick solutions to the problem or bug reported by using their knowledge base or by escalating to respective OEM.
iii. Applying patches for application, server, process scheduler and web server as and when released.
iv. Capable of building reports / MIS and small enhancements, if any.
v. Provide training to technical team and functional team of the Bank on new implementation / updation and for application of patches, system maintenance, CBS administration and DB administration on or before live run starts.
vi. Bank reserves right to accept to demand change of suitable support person.

nn. **Service Window**

Bidder shall provide services to Bank in line with the applicable service window which is 24x7x365

oo. **Resource Details**

Number of Resources for each domain/layer/application

S.N.	Role/ Designation	Domain (Infra/ Application)	Location of the Resource (HO/DC/DR)	No. of Resource per shift	Service Window (General/Morning/ Second / Night)

pp. **Escalation Matrix for Project Management**

Escalation matrix and mechanism - Escalation matrix as defined by the Bank.

S.N.	Escalations	SI /Bank IT	Name	Mobile	Email
1	Level -1	Project Manager			
2	Level – 2	Team Head			

3	Level - 3	Services & Delivery Head			
4	Level – 4	CFO			
5	Level – 5	CEO/Chairperson			

qq. **Escalation Matrix for Technical Support**

Escalation matrix and mechanism - Escalation matrix as defined by the Bank.

S.N.	Escalations	SI /Bank IT	Name	Mobile	Email
1	Level -1	Support Head			
2	Level – 2	Team Leader			
3	Level - 3	Project Manager			
4	Level – 4	Team Head/Operations Head			
5	Level – 5	Services & Delivery Head/CTO			

rr. **Roles and Responsibilities of Bank**

i. Conducting UAT for the new customizations/developments/Patch updated carried out/deployed.

ii. Provide sign off for the above-mentioned items.

iii. Coordinate with Bidder for conducting training for the end users of Finacle.

iv. Monitoring of overall timelines, SLAs and calculation of penalties accordingly.

ss. **Transition Management:**

The Bank and the System Integrator shall together prepare the Transition Plan. However, the Bank shall have the sole decision to ascertain whether such Plan has been complied with. Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Successful Bidder to the Bank or its designee to ensure smooth handover and transitioning of Bank‘s deliverables, maintenance and facility management.

The transition from the existing contract to new contract would be within in maximum period of 3 months .The Bank will commence payment of resource costs to the successful bidder starting from 01.04.2026. In the event the project commencement is delayed beyond 01.04.2026 for any reason, the Bank shall pay resource costs only from the actual date of takeover from the existing SI. However, during the transition period, the cost of deploying resources for knowledge transfer from the existing System Integrator (SI) shall be borne by the successful bidder. The number and type of resources required for the transition should be adequate for the knowledge transfer and transition in consultation with the Bank.

In case the Bank does not want to renew the contract further with the existing System Integrator and decides to initiate an RFP process for the next support period, and if the Successful Bidder fails to render the services during the contract period, or in the event of termination of the agreement, expiry of the term, or otherwise, the Bank, at its sole discretion and without prejudice to any other rights, may make alternate arrangements to obtain the contracted services from another vendor. In such a case, the Bank shall give prior notice to the same Successful Bidder and may ask them to continue providing services as per the terms of the contract until a “new vendor” completely takes over the work. During this

transition phase, the same bidder shall render all reasonable assistance to the new vendor within the period prescribed by the Bank, at no extra cost to the Bank (the existing vendor will be paid as per the last quarter payment of FM cost for the actual transition period), to ensure a smooth switch over and continuity of services. If the existing System Integrator is in breach of this obligation, they shall be liable for paying a penalty of 20% of the retainership value on demand to the Bank per instance of fault, which may be settled from the payment of the invoice for the contracted period.

tt. **Exit Management:**

i. At the end of the contract period or during the contract period, if any other agency is identified or selected for providing services related to Bidder's scope of work, the Bidder shall be responsible to deliver services defined in scope and also maintain SLA requirements.

ii. All risk during transition stage shall be properly documented by Bidder and mitigation measures are planned in advance so as to ensure smooth transition without any service disruption.

iii. Bidder shall provide necessary handholding and transition support, which shall include but not limited to, conducting detailed walk-through and demos for the solution, handing over the entire software (including source code, program files, configuration files, setup files, project documentation etc), addressing the queries/clarifications of the new agency, conducting training sessions etc.

iv. The transition plan along with period shall be mutually agreed between Bidder and Bank and could be extendable when the situation occurs. Bidder shall be released from the project once successful transition is done meeting the parameters defined for successful transition.

uu. **Scope of Work for resources**

i. Help Desk

a. Receive Calls from Bank's branch users/employees.

b. Provide first level analysis, any application information, features Classifying, Assigning, Response and Resolution.

c. The resource will be responsible for resolution of day to day operational issues assigned to it by the complaint portal/Bank official. The resource will coordinate with the all the stake holders to resolve the issue.

d. The resource will resolve the ticket as per the TAT defined for the ticket.

e. The resource will escalate/assign unresolved issues to L2 team and follow up for resolution for the same.

f. Escalation to Level-1/Level-2/Level-3 based on severity.

g. Resource also has the responsibility to provide the solution to end users after taking the same from L1/L2 team and close the call with appropriate comments.

ii. L1 Activities

The Bank expects the Bidder to provide L1 support for all the activities and services that are part of scope:

a. Receive Calls from Bank's help desk team as well as from Bank team.
b. L1 support team will be responsible for first level of trouble shooting, first level analysis, any application information, features Classifying, Assigning, Response, Resolution and Application Performance monitoring.
c. L1 resource will be aligned 24X 7 shifts to maintain the CBS application.
d. Categorization of requests into functional clarification, bug or change request and route the ticket to the right team.
e. Bugs & change requests to be logged and reported for further processing, functional clarification to be provided by Level 1 support itself.
f. The L1 resource will be responsible for resolution of day to day operational issues assigned to it by the complaint portal/Bank official. The resource will coordinate with all the stake holders to resolve the issue.
g. The L1 resource will resolve the ticket as per the TAT defined for the ticket.
h. The L1 resource will escalate/assign unresolved issues to L2 team and follow up for resolution for the same.
i. Categorization of requests into functional clarification, bug or change request and route the ticket to the right team.
j. L1 support team needs to assign/escalate unresolved calls/issues to L2 support team and follow up for resolution basis on severity.
k. L1 resource also has the responsibility to provide the solution to end users after taking the same from L2 team and close the call with appropriate comments.
l. Interaction with Application OEMs for problem analysis and sharing the required details.
m. Running the End of Day (EOD)/Beginning of Day(BOD) jobs as per the SOP defined.
n. Running the identified batch jobs as per the defined periodicity in the SOP
o. Reporting the issues encountered during EOD/BOD/Batch jobs to L2 team for resolution
p. Raising CRs for moving the patches.
q. Deployment of patches into the respective environments
r. Restarting of services, monitoring of system post patch deployment.

s. Publish status on daily basis. Deployment of patches/resolutions.

t. The L1 resource will provide the support in DR drills of CBS or any drill exercise conducted by Bank with other integrating application.

u. L1 team also has the responsibility to provide the solution to end users after taking the same from L2 team and close the call with appropriate comments.

iii. L2 Activities

a. The L2 resource will be responsible to the resolution of call assigned to it directly by the Bank officials/customer complaint portal/tickets escalated from L1 resource.

b. Resolve calls within stipulated timeframe as defined in the Service Level Agreement.

c. Analysis and simulation of issues raised by L1 team as per the SLA and Liaise with the L1 support team for the call information and resolutions.

d. Applications of patches and bug fixing by L2 team. Providing clarifications / work around as restoration measure.

e. Escalate the unresolved calls as per escalation matrix defined by the Bank and provide timeframes for providing a solution of resolution of the escalated calls.

f. The L2 resource will be responsible for maintenance of the CBS application and its various operational procedures (inclusive of but not limited to Scheme creation, Exception Management, Charge maintenance, Interest Maintenance, Batch Job creation, Batch Job execution, reports monitoring).

g. The L2 resource will be responsible for all the work escalated by L1 resource or any task that is left unfinished by L1 resource. Escalate the issue to OEM team for resolution in case of product issue or L3 team for custom or data fix required.

h. Provide required details and logs to the L3 teams. Coordinate with the L3 teams of respective application System Integrators for resolution and provide necessary information as may be required by the team to resolve the issues.

i. The L2 resource will provide support/troubleshooting issues for all the internal and external interfaces/integrated modules in Core Banking Solution (NEFT, RTGS, UPI, AEPS, CTS, Delivery channels, FI, etc.) and needs to do trouble shooting, customization etc. at CBS end for smooth functioning of day to day operation of the Bank.

j. L2 team needs to support the all customization including Bank customization and troubleshooting of all in scope applications and their interfaces.

k. The L2 resource will be responsible for providing various reports/data from

CBS if required by various user department for uploading of data to various agencies or required for various settlement or recon processes.

l. It will be responsibility of the L2 resource to prepare various documents required like change request, process document, operation manuals etc. of the CBS.

m. The L2 resource would be responsible for resolving any technical issues faced by UAT/SIT team.

n. L2 resource will be responsible for conducting the DR drill as per the requirements of the Bank

o. The L2 resource will provide support in various routine activities inclusive of but not limited to EOD/EOM/EOQ/EOY/interest run/Mock run etc.

p. It is responsibility of the L2 resource to schedule all jobs and maintain records of all scheduled jobs of EOD/BOD.

q. Performing and troubleshooting End of Day, End of Month, End of Quarter End of Year activities and other activities like batch job execution, bulk transactions / uploading, interest application etc.

r. It is responsibility of the L2 resource to fine tune the application in such a way that its performance does not have any impact during the peak business time. However, L2 resource will not be responsible for the slowness of application due to hardware limitations.

s. It is responsibility of the L2 resource for creation/modification/deletion of CBS user as per the requirement of the Bank. Also, to maintain records and provide it to Bank SPOC whenever needed

t. It is responsibility of the L2 resource to raise the ticket with application OEM for resolution of the incidents/support which comes under the ambit of application OEM.

u. Bank at its own discretion shall align L2 resources 24x7 in shifts.

v. Download of patch upon receipt of intimation from Infosys/OEMs, Deployment of patch in test environment.

w. Testing & Confirmation of patch but coordinating with bank users.

x. Support related to setup / parameterization for launch of new products.

y. It is responsibility of the L2 resource to install the application on the new(or any other) hardware procured by the Bank.

z. It is responsibility of the L2 resource to carry out customizations/alterations as directed by regulators from time to time in consultation with Bank.

aa. It is responsibility of the L2 resource to block the user account/particular transaction/disable the account as per the request received from competent authority.

bb. In addition to the above, the L2 resource will liaise with database and infra teams for routing maintenance, space allocation, backup,

restoration, upgradation etc

cc. Handover the patch to L1/Ops team for deployment in production.

dd. Close the ticket after confirmation from the requestor

ee. Support for audit related queries raised by bank's statutory auditors provided the queries are related to Critical application

ff. Identifying the reports/batches which take more time to complete and advising the bank for resolving the issue.

gg. Simulating Interest Runs and cross checking to check if interest is calculated for all the accounts, deposits, advances, loans and bills and TDS application, interest provision is in scope, however, the accuracy of amount to be done by Bank L3 Activities.

hh. L2 to Prepare Root Cause Analysis document with the root cause and resolutions provided for major issues such as:

- Problems which have resulted in complete service disruptions or downtime Critical production issues such as incorrect interest application in majority of the accounts, frauds done using the system, inconsistent accounting or system behavior.
- Delayed response times
- Data / table corruptions
- System Performance issues (high utilization levels)
- Decide on preventive maintenance schedule with the Bank
- Others environmental issues relating to Hardware and Software

ii. Modifications to existing scripts, reports, MRT, JSP or any other scripts due to errors / technical faults, if required, with mutual discussion with the Bank and to follow Change Approval process. Perform Application configuration and scripts replication across the Data Centre and Disaster Recovery Centre. (Applications as per the scope)

jj. Report to Bank management on the critical issues reported, resolved, solution provided and the suggested recommendations or best practices on a monthly basis.

iv. L3 Activities

a. The L3 resource will be responsible for managing, monitoring the job responsibilities and activities of the L1 and L2 resources.

b. Track closures within timelines as per the SLA.

c. Weekly Status on call statistics and monthly status for call stats, SLAs and TAT reports based on mutually agreed formats. The format and contents of the status will be shared on project kick-off.

d. Take care of support logistics for teams. For ex. Facilitate accesses for teams and follow-up with Bank's teams, follow-up with banks team for any

information sought

e. The L3 will be the technical person from Bidder side to coordinate with OEM for the resolution of critical issues.

f. The L3 resource will be responsible for the activities performed by the L1 and L2 resources.

g. Ensuring that all the issues lodged by Bank are reviewed, severity classified and assigned to the appropriate assignee.

h. The L3 resource will be responsible for the resolution of calls assigned to it directly by the Bank officials/customer complaint portal/tickets escalated from L2 resource or any other channel.

i. It is responsibility of the L3 resource to coordinate with the OEM for the resolution of tickets which comes under the ambit of application OEM.

j. It is responsibility of the L3 resource to plan, conduct and monitor DR drill as per the requirements of the Bank.

k. The L3 resource will report to Bank management on the critical issues reported, resolved, solution provided and the suggested recommendations or best practices on a weekly /or any other basis as decided by Bank.

l. The L3 resource will be responsible for integration of Finacle with various applications and third party products. L3 resource should act as an application design architect for new developments/upgrades in CBS.

m. The L3 resource will be responsible for preparation, review and implementation of solution and impact analysis for proposed change requests/integrations/upgradations.

n. The L3 resource will support internal as well as third party audit and regulatory inspections of application and close the observations in close coordination with Bank.

o. It is responsibility of the L3 resource to implement various patches released by OEM from time to time

p. The L3 resource will be responsible for submitting various reviews as per the processes set by Bank.

q. The L3 resource will be responsible to do a detailed gap analysis of the existing systems in scope as required by Bank and submit report along with existing bugs and remediation plan in detail.

v. Project Manager

a. The Project Manager will be responsible for managing, monitoring the job responsibilities and activities of the Help Desk, L1, L2 and L3 resources.

b. MSR – Monthly Review meetings with management and update all stakeholders.

c. Managing the complete SLA of the entire support and manage all the regulatory requirements from the bank.

d. Preparation of roster plan the shifts and ensure support for 24*7 for all modules to manage the BAU.

e. Take care of logistics for entire team. For ex. Facilitate accesses for teams and follow-up with Bank's teams, follow-up with banks team for any information sought.

f. Ensuring that all the issues lodged by Bank are reviewed, severity classified and assigned to the appropriate assignee.

g. The Project Manager will report to Bank management on the critical issues reported, resolved, RCA, solution provided and the suggested recommendations or best practices on a weekly /or any other basis as decided by Bank.

h. Discussion of the Customization Man efforts with bank and finalizing the same.

vv. **Functional & Technical Specifications**

i. PSP Testing

Sr No	Description	Complied Yes/No
1	**Sanity Testing**: The bidder should carry out the testing by appropriate test cases whenever OEM releases Bug Fixes, Hot-Fixes, PSPs or any releases which may have defects or arm our systems and provide confirmation to the bank for deployment of Bug Fixes, Hot Fixes, PSPs, coding/builds to production environment.	
2	**Regress Testing**: The bidder should prepare intensive level of test cases based on the Bank's setup/system and carry out the through testing and provide confirmation to the bank for deployment of coding/builds/PSPs to production environment.	
3	**Smoke Testing:** The bidder should carry out the testing for confirming the stability of the builds/coding/PSPs and provide confirmation to the bank for deployment of coding/builds/PSPs to production environment.	
4	**Core and Customization Functionality Testing:** The bidder should prepare intensive level of list of test cases of Core as well as customization functional behavior our Banking products and carry out intensive and through testing in all aspects based on the Bank's requirement and provide confirmation to the bank for deployment of coding/builds/PSPs to production environment.	

5	**Customization Coding Testing:** The bidder should carry out testing of coding of customization developed based on the Bank's requirement and verification of each line of coding with a controlled input at the expected output and provide confirmation to the bank for deployment of customization coding to production environment.	
6	**Progression Testing:** The bidder should carry out the testing for all the Enhancement and Patches as per the Business requirement in depth and to provide confirmation to the bank for deployment of enhancements/patches to production environment	
7	**Integration & Interoperability Testing:** The bidder should carry out units, components and modules of software are properly integrated by following any of the Top-Down , Bottom-up , Big-Bang or Mixed integration Testing methods and provide confirmation to the bank for deployment of customization coding to production environment.	
8	**Interface and Usability Testing:** The bidder should carry out interface testing between systems and verify the interactions, End to end functional, operations, form-fields. User flow, navigation between systems and provide confirmation to the bank for deployment of customization coding to production environment.	
9	**End to End Acceptance and usability Testing:** All the above testing should be carried out the by the bidder and provide report for conformation on deployment of coding/build in the production environment.	
10	**Back Out Testing:** The Enhancement and Patches should be reverted and ensure that the system come back to original previous position in case of any unforeseen issues during deployment and provide confirmation on the same	

ii. Application Performance Monitoring Tool

Part I: Platform/Solution Compliance

Sr No	Description	Complied Yes/No
1	Monitor all the components / applications with only the read privilege and without requiring "root" privilege on the monitored application as well as to perform the day-to-day activities of the monitoring solution.	

2	Must include the ability to combine data from disparate monitoring silos and correlate them through Logs, Traces, Metrics and network throughput usage reports provide advanced analytic features to improve services provided by the Bank.	
3	Should allow storing information for each team and also giving role- based access to each user. Should have highly granular role-based access control, and a super admin should be able to control access of users at a granular level.	
4	Should have an early warning system mechanism. During peak hours it should auto-detect problems before they can impact the customers.	
5	Should have the flexibility to support ingestion, monitoring and analysis from Custom DB Query Result and provide alerting and reporting	
6	Should be scalable to meet future needs as per bank's growth for monitoring application performance due to the incremental volume of data and users	
7	The maximum resource utilization by the monitoring solution, in terms of compute, should not exceed 5% of the monitored host at any time during the day irrespective of the number of agents installed for monitoring.	
8	Configuration and management should be through a single, web-based user interface	
9	Should support On-Premises deployment, and none of the Bank asset like logs, performance data (other than internet-based links) will be sent outside of the Bank's network.	
10	Should be capable of seamless DC-DR replication	
11	Provide Annual licensing models for the proposed solution	
12	Must support Linux or Windows or Unix flavours for deployment of its core components (such as management server) and should not require any kind of "root access" or "root privilege" other than onetime while deploying the agents in the monitored applications.	
13	Should have easy upgrade paths across both major and minor releases, requiring minimal manual configuration edits.	
14	Should have an extensible API framework to pull and push metric data from data sources like infrastructure components hosts, process, network devices, virtualization or any custom device related metrics.	

15	Data in transition and Data at rest should be encrypted with encryption standards like AES-256.	
16	Should have SSL Encrypted data transmission between every monitoring component.	
17	Should support both agent-based and agent-less (SNMP for Network devices) monitoring.	
18	Solution should out-of-box support understanding of different format payment protocols / logs like ISO 8583, ISO 20022, 3DS, ACS, OTP etc.	
19	Should be designed to scale and adapt to the requirements of bank, handling billions of transactions and providing tailored observability solutions	
20	Should support authentication process and Single Sign-on like Active Directory and LDAP.	
21	Should have readymade domain centric adaptors to understand and ingest different format of logs to monitor across Channels including Mobile Banking, ATM/POS, Retail Internet Banking, Corporate Internet Banking and Cards	
22	Should support multiple data ingestion methods – Web Services, SOAP, XML, RestfulJSON, API Streaming, Payloads, Logs, Database, Infrastructure metrics and events	
23	Should Provide end-to-end visibility in with integrations with Core Banking Systems, Message Queues & Service Bus, SMS Gateways, HSM, infrastructure components and critical digital channels	
24	Bidder should patch Proposed solution time to time as new patches/update release by OEM. Patching can be done using SFTP to download new patches and no internet access.	
25	The solution should be environment-agnostic and capable of being deployed both on-premises and on private clouds	
26	Should generate and send automated alerts and must be able to integrate with the existing and new alert mechanism deployed in the Bank.	
27	Provide Real-time Technical Dashboards for all configured business transactions and provide Real Time Alerts Email/SMS for Incidents	
28	Should provide feature to create custom reports & dashboards. Shall include capabilities for custom report generation with drill-down features and support for exporting data in various formats (e.g., PDF, CSV).	

29	Solution should have auto creation incident with banks ITSM system.	
30	Should provide feature to automate all reports generation and distribution	
31	Should allow to send alert notifications using the following ways: 1. To Bank's Email system. 2. To Bank's SMS Gateway System. 3. WhatsApp/Teams	
32	Should provide contextual alerting giving Transaction based specific events and correlating technical metrics in the same alert.	
33	Should be able to Integrate, monitor and provide alerting based on any custom scripts provided by Bank	
34	Alerts should be customizable (Content of Body, Severity, Escalation Matrix, SMS Channel, Integration with ITSM, Self-remediation tools like Ansible, Collaboration channel Webex) with provision to execute custom scripts and programs provided by Bank	
35	Should have the capability to use machine learning based methods to automatically detect anomalies without requiring rule-based configurations or manual thresholds-based methods.	
36	Should be capable to identify unusual or unexpected events and measurements within the monitored environment.	

Part II: Transaction Observability – For Critical Journeys

Sr No	Description	Complied Yes/No
1	The proposed solution must monitor financial and non-financial transactions in real-time, across applications and their underlying infrastructure, enabling proactive detection of issues and performance deviations.	
2	Must support tracing of individual transactions across all hops in the journey (e.g., digital channel → middleware → core systems → third parties), with visibility into time spent at each leg of the flow.	
3	Must extract business KPIs (e.g., transaction value, remitter/beneficiary details, channel used, product type) from transaction payloads and allow these KPIs to be visualized and aggregated across dimensions like channel, geography, merchant, etc.	

4	Solution should provide real-time and historical trends of key business signals such as Volume, Value, Success Rate, Failure Rate, Latency, and Turnaround Time—both at a holistic and micro-journey level (e.g., by product, geography, user segment).	
5	Must provide latency breakdown by each application/system involved in a transaction, enabling pinpointing of slow-performing components (e.g., CBS modules, payment switch, API, etc).	
6	Should offer contextualized insight cards summarizing business impact, root cause indicators, and suggested actions for remediation, accessible to both business and IT users.	
7	Must analyze transaction failures across the journey and attribute failures accurately —e.g., by identifying whether the failure occurred at CBS, external APIs, network infrastructure, or third-party systems like payment gateways.	
8	Solution should visualize and correlate multiple legs of a transaction (e.g., initiation → authentication → payment processing → confirmation), including both synchronous and asynchronous flows.	
9	Must classify transaction steps by response time (e.g., <2s, 2–5s, 5–10s, >10s) across various systems such as Digital Channels, Core Banking, and Payment Systems.	
10	Should automatically baseline normal patterns of transaction volume/value/success rates/TAT and generate alerts when deviations are observed.	
11	Must detect anomalies in business performance across transaction types, user demographics, third-party integrations, and applications—e.g., "high failure from branch users" or "spike in CRM-based API failures."	
12	Should stitch and trace complete transaction journeys using identifiers such as UTR, RRN, or system-generated correlation IDs from logs and traces.	
13	The system shall support the search and traceability of individual transaction journeys using multiple identifiers such as RRN (Retrieval Reference Number), mobile number, VPA ID, and other relevant metadata, ensuring compliance with operational traceability and audit requirements.	
14	Must provide both high-level dashboards and granular drill-downs into transaction metrics (success/failure/TAT trends), sourced from logs, traces, and metrics.	
15	Must correlate transaction traces across systems, channels, and formats (e.g., REST, MQ, log-based tracing), handling asynchronous and synchronous interactions seamlessly.	
16	Should map IT performance metrics to business outcomes, enabling visibility into how service performance (e.g., latency, error rate) affects business KPIs like revenue, customer	

	experience, and SLAs.	
17	Must support real-time notifications customized by role—e.g., business alerts (e.g., drop in success rate or spike in transaction value) for Product/Business/RM teams, and technical alerts for Operations/IT teams	
18	The proposed solution must monitor financial and non-financial transactions in real-time, across applications and their underlying infrastructure, enabling proactive detection of issues and performance deviations.	
19	Must support tracing of individual transactions across all hops in the journey (e.g., digital channel → middleware → core systems → third parties), with visibility into time spent at each leg of the flow.	

Part III: Application Performance Monitoring

Sr No	Description	Complied Yes/No
1	The solution must be OTEL-compliant and should have been deployed to work at scale in a bank or financial institution.	
2	The solution must identify performance issues with actionable context such as the impacted KPI and the problematic layer (Web, Application, or Database), enabling faster Mean Time to Detect (MTTD) and Mean Time to Resolve (MTTR).	
3	Must provide detailed transaction-level stack traces spanning the entire flow from web server through app server, middleware, and down to the database, including third-party system interactions.	
4	Must support analysis to isolate which application component, microservice, or infrastructure tier is responsible for transaction latency or errors.	
5	Must automatically detect database-related performance issues such as slow queries, deadlocks, query failures, and wait events, and correlate their impact on overall transaction performance.	
6	Should allow tracing from a specific SQL query back to the originating transaction(s) that triggered it.	
7	Must support application monitoring within containerized environments without requiring modification to container images or startup commands.	
8	Must provide an automatically discovered service map representing the live application topology, including all services, APIs, and underlying components.	

9	Should offer the capability to detect app-network interaction bottlenecks through lightweight agents on the application host, without requiring packet capture or deep network taps.	
10	Must support performance and availability monitoring of application services using logs and traces where applicable.	
11	Should enable correlation of application slowness with network-level metrics from monitored network devices, providing context to determine whether the root cause lies in the infrastructure.	
12	Must support applications developed in languages beyond Java and .NET, including those where instrumentation via logs or traces is more appropriate.	
13	Should monitor all inbound and outbound traffic to the application in real-time, offering complete visibility into its operational behavior.	
14	Must provide multi-dimensional insight into application performance, identifying emerging issues before they cause user impact.	
15	Should offer OS-level telemetry and automatically correlate it with application metrics to aid root cause analysis across tiers.	
16	Must provide equivalent observability capabilities for containerized and non-containerized applications, including insights into container images, services, orchestration hosts, and runtime metrics.	
17	Must offer in-depth diagnostics with automated analytics and root cause analysis, indicating the responsible layer (e.g., Application, Middleware, Database) for quick resolution	

Part IV: Infrastructure Monitoring Observability

Sr No	Description	Complied Yes/No
1	Should support comprehensive monitoring of APIs and micro services, including health, availability, and response performance.	
2	Must monitor core infrastructure components including: • Hosts and servers (CPU, memory, network interfaces, storage) • Guest operating systems • Application network health • Resource usage of virtualization or management platforms.	
3	All components must be monitored using agents that consume less than 5% of host resources, as specified by the Bank.	
4	Should automatically detect the creation and termination of	

	containers and continuously monitor the applications and services running within them, without manual intervention.	
5	Must support SNMP-based monitoring for legacy and hardware-level systems.	
6	Should be able to monitor SAN/NAS storage systems, SAN fabrics, load balancers, routers, switches, and TCP endpoints using SNMP traps or equivalent protocols.	
7	Solution must be compatible with containerized and microservices-based environments, offering mapping of services without requiring changes to container images or application code.	
8	Must integrate with orchestration layers such as Kubernetes or OpenShift and expose relevant metrics such as pod status, node usage, deployment health, and endpoint availability.	
9	Should identify both infrastructure-level and application-network interaction bottlenecks for effective diagnosis of performance issues.	
10	Must monitor network-level KPIs such as throughput, latency, interface usage, port status, and correlate these with application and transaction performance to detect cascading impacts.	
11	Must support linking of application slowness to contextual or correlated metrics from underlying network infrastructure.	
12	Should support monitoring for widely used platforms and middleware such as IBM WebSphere, ESB/API Gateways, MQ, IHS, Tomcat, WebLogic, Oracle DB, .NET, JBoss, and others.	
13	Must be compatible with all major operating systems including Windows, AIX, and Linux.	
14	Must support contextual database monitoring for a broad range of relational and NoSQL databases.	

iii. Call Center & CBS Helpdesk Agent qualifications and skills

Sr No	Description	Complied Yes/No
1	Agent Should possess Any Degree	
2	Agent should have Effective verbal communication in Kannada (Mandatory for KAGB), Malayalam (Mandatory for KEGB), English & Hindi (Any one preferred)	
3	Agent should have Excellent Listening and interpersonal communication skills	
4	Agent should be strong on computer and Data entry skills	

5	Agent should be able to handle all kind of people	
6	Agent should maintain High level of professionalism , Customer service and Focused attention to detail of application	
7	Agent should have Strong problem solving abilities	
8	Agent Must be available to work on holidays and weekends	
9	Agent should be Multi-Tasking capabilities	

iv. Call Center & CBS Helpdesk Representative/ Agent responsibilities and duties

Sr No	Description	Complied Yes/No
1	The bidder should deploy Agent who will Answer incoming phone calls and take appropriate action for each call efficiently as per the workflow defined by the Bank	
2	The bidder should deploy the agent to the designated places based on the need of the Bank.	
3	Bank will provide training to the agents for all the Bank's specific product information, Operations, Customer Behavior, etc. The bidder should deploy Agent and agent should be completely well versed with Bank's product information to be able to answer to customers calling for enquiries e.g. Account Types, SB products, CA products, Loan products, Mobile Banking, Internet Banking, Digital Channels, Transactions, ATM Cards, campaigns, promotions, IT Security awareness, Operational issues, Functional issues, UPIs, Grievances , Rate of Interests of the Bank time to time, etc and provide clarification/information/confirmation/ detail/etc to the Customers/Staffs	
4	Agent should verify the status of accounts and guide the customer accordingly	
5	Agent Should verify the status of the transactions, payments, etc	
6	Agent should assist the customers for replacing lost or stolen credit or debit cards, Generation of Green Pin, card related matters, etc	
7	Agent should assist the customers for KYC, Re-KYC, C-KYC, address changes, Mobile No change, Identity change, etc	
8	Agent should guide the customers for the charges collection of accounts, frequency, methodology, etc	
9	Agent should create awareness to the customers about cyber Fraud, ATM theft, identity theft, etc	
10	Agent should provide navigation guidance for registration, Sign-Up, Sign-In, Open/close accounts of Mobile Banking and Internet banking, handling ATM/debit & Credit cards, guide on availing loan facility, awareness on providing consent, provide standing instructions/mandates, provide status on processed/in-process wire transfers, stop payments, Block the ATM card, detail of loan payments and loan applications, verified transactions, deposits, withdrawals, etc	

11	Agent should Perform customer instructions duly complied with bank's Guidance	
12	Agent should Proactively recommend and refer bank products based on customer needs	
13	Agent should Manage large amounts of inbound and outbound calls in a timely manner	
14	Agent should use proper communication “Banking terms and scripts” while handling the customer calls in various banking products	
15	Agent should Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives and cross sell the products and Seize opportunities to upsell products	
16	Agent should be in the position to get Updates on Banking products and knowledge regularly	
17	Agent should Maintain customer satisfaction ratings based on explicit criteria set forth by the Bank	
18	Agent should meet personal/team qualitative and quantitative targets set by the Bank	
19	Agent should Obtain customer information after due consent obtained from the customer and Build sustainable relationships and engage customers by taking the extra mile. However Agent should not obtain any information other than warranted for the specific purpose.	
20	Agent assist the customers whose transaction got failed (through any available channel). Inform the reason/ procedure to follow and time period for getting the re-credit in case of account debited.	
21	Agent should make calls to customers whose calls got disconnected due to technical / operational snag.	
22	Agent should recommend and Develop objectives for the call center’s day-to-day activities and Actively contribute to the team, through self-development and exchanging of ideas	
23	Agent should suggest and conduct effective resource planning to maximize the productivity of resources (people, technology etc.)	
24	Agent should evaluate performance with key metrics (accuracy, call-waiting time etc.) and Takes initiative for process improvement	
25	Agent should prepare various kind of reports based on need of the bank	
26	Agent should process customer instructions accurately and efficiently	
27	Agent should work on rotation based in various in-bound and out-bound call center roles based on need of the bank	
28	Agent should be flexible and adapts well to change	
29	Agent should prove and Demonstrate strong commitment to customer service and engagement as measured by the Bank	

B	**Promotions, campaigns and Marketing- IB, MB, Sound Box, QR Code,**	
1	Agent should have marketing capabilities and cross sell and up sell the banking products.	
2	Agent should do Lead generation and Processing based on need of the bank	
3	Agent should canvas for on-boarding of Customer/Merchant in Banking products	
4	Agent should Call back to premium customers in case of interrupt.	
C	**Promotions, campaigns and Marketing- Branches**	
1	Agent should Call Bank's branches/offices/staffs to convey information about new initiatives.	
2	Agent should Calls Bank's branches/offices/staffs relating to Financial Inclusion initiatives of the Bank	
D	**Branch Follow up - KYC, Re-KYC, C-KYC, Udayam, Cersai,**	
E	**Customer Follow Up- In-Operative, KYC, Mobile no Updation**	
1	Agent should do Data verification to ensure the correctness of existing customer details.	
2	Agent should follow up on KYC submission for new customers.	
3	Agent should make calls to customers of dormant accounts and assist for regualring the accounts	
4	Agent should make calls to the eligible customers who have registered for Internet/Mobile banking but not activated.	
	Customer Segmentation:	
5	Bank is having multiple customer segments and if any Calls from the respective segments, Suitable experienced & Trained in the respective segments, multi skilled agents should handle the calls efficiently.	
6	• HNI Customers	
7	• Corporate / SME customers	
8	• NRI Customers	
9	• Internet and Mobile Banking Customers	
10	• Any other segment which the Bank decides to add in future	
11	Bank is having multiple customer types, Calls from such specific customers types shall be attended to by Senior or more experienced and better rated Agents.	
F	**VKYC, LOS, End to End Digital Journey Platform of Customer**	
1	Agent should perform Opening of customer accounts in accordance with all account opening and account ownership verification procedures and compliance requirements in VKYC system of the Bank. Bank will provide appropriate training to the Agents	

2	Agent should provide the detail of eligibility by comparing client information to requirements.	
2	Agent should do Lead generation and Processing based on need of the bank	
3	Agent should canvas for on-boarding of Customer/Merchant in Banking products	
G	**SMA Follow Up-Customer**	
1	Outbound calls to SMA Customers for repayment of loan on time.	
H	**NPA Follow Up-Branch**	
I	**NPA Follow Up-Customer**	
1	Soft NPA Recovery	
2	NPA recovery of DA3 and Lost Assets.	
J	**FAQ Management:**	
1	The Agents should prepare Frequently Asked Questions And previous customer queries by the Customers/Staffs on daily basis and should be consolidation of the same on weekly basis and it should be submitted to the supervisors of the Bank.	
K	**General**	
1	Agent should Make calls for specific requirement of the Bank on time to time.	
L	**1.2.7 Customer Satisfaction Survey.**	

ww. **Scope of work for Resident Engineers**

Scope of Work for Resident Engineers (REs)

The Resident Engineers shall work in a daily shift of 8 hours, from 9:30 AM to 5:30 PM, including a lunch break as per Bank policy. They may also be required to work on holidays or weekends for activities such as branch upgrades, openings, or relocations. In such cases, compensatory off will be provided on another working day, subject to Bank approval.

The Resident Engineers will be responsible for the following tasks:

a. Network Support

1. Troubleshoot and resolve all network-related issues at the assigned locations, including branches and offices.
2. Coordinate with network System Integrators or internal teams as required.

b. Hardware Installation & Maintenance

1. Attend to the installation, configuration, and relocation of:
    - New PCs
    - Passbook printers
    - Scanners
    - Printers
    - Any other IT hardware as required by the Bank
2. Perform hardware-level troubleshooting and minor repairs as needed.

c. Branch Visits

1. Travel to branches or other locations as directed by Bank officials for issue resolution, installations, or upgrades.
2. No additional TA/DA or compensation will be paid for such travel; it is considered part of the regular scope of work.

d. Software and Antivirus Management

1. Ensure all systems have properly configured and updated antivirus software.
2. Install or reconfigure system-related software as required, either remotely or by visiting the concerned branch.
3. Report non-compliance and rectify issues on a priority basis.

e. Support for Branch Activities

1. Participate in branch upgrades, relocations, or openings as required, including tasks performed on holidays.
2. Ensure all IT infrastructure is fully functional before branch operations begin.

f. Asset and Network Documentation

1. Maintain up-to-date records of:
    - All hardware assets at each branch or office
    - Network configurations, including IP addresses of each device
    - Antivirus and software status of each system

The REs must be disciplined, obedient, and professional in all interactions. All tasks assigned must be completed promptly and to the satisfaction of the Bank's officials. Any urgent issues reported by branches or offices must be addressed immediately, including on-site visits where necessary. The REs shall carry out any other IT-related tasks or assignments as directed by Bank officials from time to time, within the agreed working hours and scope.

xx. **Scope of Work of Onsite Resource (FI Integrator)**

i. Finacle Integrator Setup, Activation and Customization at DC (Data Centre), DR (Disaster Recovery) and UAT environments.

ii. Replication of Finacle Integrator as a separate setup in MZ and DMZ.

iii. Product API enabling and Customization of the Product API

iv. Developing of new API Public, Private, Composite etc. in json, XML and all other formats including enabling encryption, decryption, SMS Gateway integration, application OTP integration, Bulk API/API stage integrations, consuming & integration of 3rd party APIs, integration of API with e-sign, etc..

v. Necessary customizations/Validations pertaining to API is to be done in all modules in Finacle.

vi. Maintenance of the Finacle API- The APIs developed/enabled in the Finacle Integrator should be maintained by the resource (such as For Non-working of the API post implementation/ Modification in the existing API/Technical issues etc.)

vii. The work location will be at Canara RRB Project Office presently located in Bengaluru.

viii. The resource will be in regular shift 8 hours (10 am to 6 pm) daily and will work in all working days of Bank (Karnataka Grameena Bank).

ix. The resource should provide API in the required formats WSDL (Mandatory) /SOAP/Rest etc.

x. The resource should support API Integration with external/Internal applications like Mobile Banking/Internet Banking/LOS/HRMS/WhatsApp Banking etc.

xi. The resource should be having expertise knowledge on the Finacle Integrator/ESB/API/API customization.

xii. The resource should be having Practical experience on the FI/API implementation.

xiii. The resource should be capable of identifying the list of API to be used for achieving the required operation.

xiv. There should be no additional cost for performing the above activities.

xv. To the extent of Finacle Integrator Services, the posted Resource should involve and support in DC-DR drill of CBS and allied applications and any other planned activity which may even fall on holidays/Sundays

xvi. Finacle Integrator should be in Sync with DR site also.

xvii. Resource should co-ordinate with Bank's SI for consuming Finacle APIs.

xviii. Resource should be able to provide APIs in all the formats supported by FI

xix. Resource should be able to Create/delete/Modify the fields in API based on the requirement.

xx. Resource should be able to provide the RCA with details if there is any issues with regard to API working.

xxi. Provide Success/Failure API formats to the Bank.

xxii. Resource should have experience in handling Postman and other modalities.

xxiii. Resource should have experience in handling ISO calls & messages and Integration.

xxiv. Resource should have experience in handling majority of standard ESBs and integrations

xxv. The above requirement can be meet either as individual or group or entity based and ensure to complete the Bank's requirements on time.

Annexure - 3

Bid Covering Letter

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Conformity to Eligibility Criteria)

Reference No: Date:

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

We have examined the above mentioned tender document including all annexures, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications/amendments, if any, furnished by the Bank and we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to complete the formalities of deliverables as per RFP for Hardware/ Software/Solution/Services as per timelines mentioned in the RFP for each ordered location/s.

If our offer is accepted, we undertake to provide Technical Consultancy / Service support / Guidance/Scope of Work for the items/solution supplied as per the above referred RFP, during contract period. We enclose a Demand Draft /Bank Guarantee in lieu of EMD as per RFP in favour of Karnataka Grameena Bank as EMD or Exemption certificate in lieu of EMD.

We agree to abide by this offer till 180 days from the date of Commercial Bid opening for such further period as mutually agreed between the bank and successful bidder, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However, if we withdraw our offer within the said validity period, youshall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and

pay to you or your successors, or authorized nomineessuch sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Functional & Technical Specifications, Terms and Conditions and Scope ofWork of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: No.F.7/10/2021-PPD (1) dated 23/02/2023 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

We also confirm that, we will not subcontract part of complete assignment to any other agency or individual.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify/evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

We hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities in India as on date.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:

Designation :

Company / Organization :

Place:
Date:

Annexure - 4

Bidder's Profile

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A – Conformity to Eligibility Criteria)

Reference No: Date:

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

Sl. No	Particulars		Bidder's Response
1	Full Name of the Bidder Firm / Company		
2	Constitution (Firm / Private Ltd Co. / Public Ltd Co./ Others Specify.)		
3	Date of Incorporation and / or Commencement of Business		
4	Certificate of Incorporation (CIN) No.		
5	Firm / Company's Head Office / Corporate Office Address		
6	Firm's / Company's Website address		
7	Registered Office Address		
8	A). Particulars of the Primary Contact Person (Authorized Signatory of the Bidder	Name	
		Designation	
		Address for Correspondence	
		Phone Number (Landline)	
		Mobile Number	
		Email address	
		Name	

9	B). Particulars of the Secondary Contact Person (Authorized Signatory of the Bidder)	Designation	
		Address for Correspondence	
		Phone Number (Landline)	
		Mobile Number	
10	Turnover For Last Three Financial Years		FY 2022-23- FY 2023-24- FY 2024-25-
11	Last Three Financial Years Net Profit (After Tax/Depreciation)		FY 2022-23- FY 2023-24- FY 2024-25-
12	Net Worth of the firm for Last Three Financial Years		FY 2022-23- FY 2023-24- FY 2024-25-
13	Total number of employees in the organization		
14	Domestic Customer Base (Number of Clients where Servers & software is supported in India)		
15	Size of the Support Staff for the proposed services		
16	Details of Support Centers in India/Global		
17	Whether registered as MSE for the item underthe RFP? (Attach Proof of Registration as MSE for the item under the RFP)		
18	Whether Recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Attach Proof of such Recognition, indicating terminal validity date of registration and Certificate from CA that the Turnover of the entity complies with Startup guidelines)		
19	Whether eligible for Purchase Preference linked with Local Content under Public Procurement (Preference to Make in India) Order 2017, and Notifications issued there under? (Form PP-C or PP-D as applicable)		

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:

Designation :

Company / Organization :
Place:
Date:

Annexure-5

Service Support Details

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorized Person]

(To be included in Part A - Conformity to Eligibility Criteria)

Reference No: Date:

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

Sl. No.	Location	Postal Address	Contact Person Name & Mobile No.	Landline No	Email-ID
1.	Bengaluru				
2.					

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:

Designation :

Company / Organization :

Place:
Date:

Annexure - 6

Track Record of Past Implementation

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A – Conformity to Eligibility Criteria)

Reference No: Date:

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

List of Bidder's Major Customers in Last 3 Years and References
(Enclose necessary documentary proof)

Sl. No.	Name of the Client/s where Application Management Services Implemented successfully.	Furnish client contact person's name and email id and TelephoneNumber / Mobile Number	Postal Address with Pin code	Year of Implementation
1	2	3	4	5

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:

Designation :

Company / Organization :

Place:
Date:

Annexure - 7

Non-Disclosure Agreement

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Conformity to Eligibility Criteria)

Sub: **RFP 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"**

Reference No: KaGB/Project Office/RFP/01/2025-26 dated 01.09.2025

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

WHEREAS, we,_____,

having Registered Office at_____, hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the RFP for each ordered locations to Karnataka Grameena Bank, having its Head Office at 32, Sanganakkal Road, Gandhinagar, Ballari and Kerala Gramin Bank having its Head Office at A.K . road, Uphill, Malappuram hereinafter referred to as the BANK/S and,

WHEREAS, the Bidder understands that the information regarding the Bank's business, IT Infrastructure and asset details shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for the subject RFP and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this

Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:

Designation :

Company / Organization :

Place:
Date:

Annexure-8

Notarized Declaration for Non-Blacklisting

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorized Person]

(To be included in Part A - Conformity to Eligibility Criteria)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,
Sub: **RFP 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"**

Non-Blacklisting Declaration

Dear Sir,

This is to notify that our firm, ... <SI/Bidder name> intends to submit a proposal in response to the invitation for the subject RFP in accordance with the above, we declare that:

a) We are not involved in any kind of major litigation that may have impact of affecting or compromising the delivery of Hardware/ Software/Services/Solution as required under this assignment.

b) We are not ineligible/blacklisted/banned/debarred by any Central/State Government of India/agency of Central/State Government of India/Public Sector Undertaking/any Regulatory Authorities in India for any fraudulent activities.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:

Designation :

Company / Organization :

Place:
Date:

Annexure – 9

Make in India Certificate

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Conformity to Eligibility Criteria)

RFP Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

[Note : To be Certified by Statutory Auditor or Cost Auditor of the Company with UDIN Number (in the case of Companies) for a Tender Value above Rs.10 Crores giving the percentage of local content.]

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against Karnataka Grameena Bank Tender No……. dated……. We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows: _____.

2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1) (i) (h) of the General Financial Rules for which a Bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Signature of the Authorized Signatory with Company Seal:

Name of the Authorized Signatory:

Designation :
Company / Organization :

Annexure – 10A

Manufacturer/Authorized Distributor / Partner in India

[Should be submitted on OEM's Letter Head with Company Seal and Signature of the Authorized Person]

(To be included in Part A – Conformity to Eligibility Criteria)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,
Sub: **RFP 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"**

We _____who are established and reputed manufacturers of _____having factories/development facilities at 1)_____and 2)_____do hereby authorize M/s_____(Name and address of the SI / Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (OEM/Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment & services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (OEM/Manufacturer/Indian Distributor) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s …….for all the products quoted for and supplied to the Company during the Contract period. In case this is not considered while quoting and in the event M/s ……. fail in their obligations to provide the updates as and when the matter is brought to the notice of the OEM, we hereby confirm that we will provide the latest release/announcement/support to the Bank with mutually agreed upon.

We also confirm that the proposed solution offered by the Bidder to the Company are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered(if any) will not be declared as "End of Sale" for a minimum period of two Years and "End of Support" for a further minimum period of three Years; however, in case End of Support is declared before the expiry of the contract period, we undertake to provide extended support until the expiry of the contract period.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully,

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place:

Date :

Annexure-10 B

Manufacturer/ Authorized Distributor / Partner in India Authorization Form / Undertaking from Finacle CBS OEM's for supply and support of Finacle licenses under this RFP.

(To be included in Part A- Conformity to Eligibility Criteria)

Ref: **Date:**

To
General Manager,
Karnataka Grameena Bank,
Canara RRBs CBS Project Office,
19-19/1,IIIrd Floor,
Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560 004.

Subject: RFP 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"

Finacle Core Banking Software ("Product") is a proprietary product belonging to our affiliate (EdgeVerve Systems Limited) having offices at Electronics City, Hosur Road, Bangalore-560100 and we are duly authorized to issue licenses to and support this Product. We have a partnership agreement with Bidder Name ("Partner") and we do hereby authorize Bidder Name with registered office Address to provide certain implementation, customization and technical support services of the Product under the above referenced RFP.

We appreciate the opportunity to be associated with your upcoming vendor bid process and thank you for seeking our input.

We shall extend the required annual technical support, if the same is availed from us by the Bank or the Partner as per terms and conditions of the ATS agreement between Bank and Infosys.

As a part of the ATS, we also confirm that we will ensure to provide the relevant updates to the Bank, as per terms and conditions of the ATS agreement between Bank and Infosys.

In case of any failure by the Partner in provision of the professional services pertaining to implementation and customization of the Product, if we are notified of the same, we shall endeavour to provide necessary support to the Bank as per the terms and conditions which may be mutually agreed by the parties.

We would like to confirm that, should the Partner be awarded the bid under the RFP, it is mandatory for Partner (to undergo the below mentioned training and certification on Finacle CBS 10.2.25 by Infosys: Finacle CBS L2 Support - Online Training & Certification; Finacle FEBA L2 Support - Online Training & Certification (collectively, "Training"), for all its resources that shall be deployed by the bidder, onsite at ("Bank"). We trust that the Bank will uphold this requirement in the interest of maintaining the quality and standard of services expected under this bid. Further, we confirm that only upon successful completion of the Training provided by Infosys, the bidder shall be authorized by Infosys to deploy its Finacle trained resources on-site for providing L2 support on Finacle to the Bank.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :
Designation :
Company / Organization :
Place :

Annexure-10-C

Manufacturer/ Authorized Distributor / Partner in India Authorization Form / Undertaking from all the OEM's of our existing Hardware /servers/ appliances/ Oss/software(for AMC and ATS of DC-DRC Infrastructure under this RFP)

[Should be submitted on OEM's Letter Head with Company Seal and Signature of the Authorized Person]

(To be included in Part A- Conformity to Eligibility Criteria)

Ref:

To
General Manager,
Karnataka Grameena Bank,
Canara RRBs CBS Project Office,
19-19/1,IIIrd Floor,
Above Canara Bank Regional Office,
South End Road, Basavanagudi,

Subject: Authorization Form for AMC and ATS of DC-DRC Infrastructure

Dear Sir/Madam,

We, the undersigned, *[OEM's Name] / [Authorized Distributor/Partner's Name]*, hereby authorize *[Bidder's Name]*, to submit a proposal and participate in the **Request for Proposal (RFP)** 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"**

We confirm that the proposed manageable items (for Annual Maintenance Contract (AMC) and Annual Technical Support (ATS)) for the **DC-DRC infrastructure** as per the specifications outlined in the RFP are genuine, authentic, and will be supported under the terms mentioned in the RFP. Furthermore, we affirm that:

1. We are the original Equipment Manufacturer (OEM), or an authorized distributor/partner of the OEM for the specified products.
2. We undertake to provide full support for the AMC and ATS of the items as proposed by *[Bidder's Name]* under the contract period.
3. The AMC and ATS services for the proposed items will be provided as per the terms and conditions of the RFP.
4. We shall ensure that all the required support, updates, and services for the equipment will be available during the contract period.
5. We confirm that *[Bidder's Name]* is duly authorized to represent us in this matter, and we will ensure timely availability of required support and documentation.

We further undertake that we shall comply with all applicable laws and regulations in the performance of our obligations under the AMC and ATS services for the DC-DRC infrastructure.

This authorization shall remain valid for the duration of the contract period, and we shall be bound by the terms and conditions of the RFP.

For and on behalf of *[OEM/Authorized Distributor/Partner Name]*

Authorized Signatory: _____

Name: _____

Designation: _____

Company Name: _____

Seal/Stamp (if applicable): _____

Date: _____

Annexure-11

Undertaking from OEMs

[Should be submitted on OEM Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A – Conformity to Eligibility Criteria)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

Partnering with Bidder for Scope of Work as in the RFP.

We,_____, <*OEM's complete legal name as mentioned on Manufacturer Authorization Form*> hereby undertake that we shall be responsible and support _____,<*Bidder's complete legal name as mentioned on Manufacturer Authorization Form*> in Supply, Implementation, Configuration and Maintenance of <*Name of the Solutions*>. of the subject RFP during the entire contract period of 5 (Five) years.
If _____,<*Bidder's complete legal name as mentioned on Manufacturer Authorization Form*> is selected by BANK then we shall execute agreement with _____,<Bidder>.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Annexure – 12

Self-Declaration regarding Legal Cases (Notarized)

[Notarized declaration should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A – Conformity to Eligibility Criteria)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

Self-Declaration

We here by confirm that, we have not been involved in any legal case that may affect the solvency existence of M/s _____ or in any other way that may affect capacity to provide/continue the services to the Bank/s.

In case if Bank/s found any legal case against us during the contract period we are bound to accept any action taken by the Bank/s.

Signature of the Authorized Signatory with Company Seal:

Name of the Authorized Signatory:

Designation :

Company / Organization :

Attested by Notary, Govt of India

Name:
Sign:
Regn No:

Place:
Date:

Annexure – 13

Declaration regarding Land Border

(***This Certificate should be submitted on the letterhead of the bidder as well as the OEM / Manufacturer duly signed by an authorized signatory)***

(To be included in Part A – Conformity to Eligibility Criteria)

To:

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

Bidder Name:

We, M/s ---------- are a private/public limited company/LLP/Firm <*strike off whichever is not applicable*> incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at ----------(referred to as the "Bidder") are desirous of participating in the Tender Process in response to your captioned RFP and in this connection we hereby declare, confirm and agree as under:
We, the Bidder have read and understood the contents of the Office Memorandum & the Order bearing No.F.7/10/2021-PPD (1) dated 23/02/2023 of Public Procurement Division, Department of Expenditure, Ministry of Finance Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/procurement of goods and services, of any Bidder from a country which shares a land border with India and / or sub-contracting to contractors from such countries.
In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we the Bidder hereby declare and confirm that:
Please strike of whichever is not applicable

1. We, the Bidder are not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017.

Or

2. We, the Bidder are from such a country and has been registered with the Competent Authority i.e the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure I to the said Office Memorandum / Order and we submit the proof of registration herewith.

Or

3. We, the Bidders agree and undertake that if the contract is awarded to us, we will not sub-contract or outsource the contract and / or any part thereof unless such subcontract/ outsourcing is permitted by the Bank/s in writing, in which case we shall not sub-contract or outsource the work to a contractor from such countries, unless such contractor is registered with the Competent Authority and proof of same is obtained and submitted.

We, the Bidders hereby confirm that we fulfil all the eligibility criteria as per RFP and are eligible to participate in the Tender in view of the above Office Memorandum and Order. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank/s shall be within its right to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action against us. Bank shall also be within its right to forfeit the security deposits provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

This declaration cum undertaking is executed by us through our Authorized signatory/ies after having read and understood the terms of RFP and the Office Memorandum & the Order bearing No.F.7/10/2021-PPD (1) dated 23/02/2023 of Public Procurement Division, Department of Expenditure, Ministry of Finance Government of India including the words defined in the said order (reproduced hereunder) which shall have the same meaning for the purpose of this Declaration cum Undertaking.

Executed at……. On this the ……..day of …….

Authorized Signatory

M/s----------

Signature and Name:

Seal of the Bidder:

Annexure-14

Escalation Matrix

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part B – Technical Proposal Envelope)

Reference No: Date:

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

Please find below the escalation matrix to Delivery Head, Solution Head and up to Managing Director of the Bidder.

Name of the Bidder Firm:

No.	Level	Name of Person	Designation	Contact Mobile Number	Email id	Address
1	Level 1	XX				
2	Level 2	XX				
3	Level 3	XX				
4	Level 4	XX				

Signature of the Authorized Signatory with Company Seal:

Name of the Authorized Signatory:

Designation :

Company / Organization :

Place:

Date:

Annexure-15

Compliance Statement

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part B – Technical Proposal Envelope)

Reference No: Date:

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right toreject the bid, if the bid is not submitted in proper format as per subject RFP.

Description	(Yes / No)	Remarks / Deviations
Compliance to Terms and Conditions of RFP		
Compliance to Technical & Functional Requirements/Specifications of the subject RFP		
Compliance to Scope of Work of the subject RFP		

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:

Designation :

Company / Organization :

Place:
Date:

Annexure – 16

Conformity Letter

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part B – Technical Proposal Envelope)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

In response to the cited Request for Proposal, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions/stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original bid documents issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

We also hereby confirm that our prices as specified in the Annexure - 17 Commercial Bill of Materials and adhere to the Payment terms specified in the RFP.

We also agree to comply with the IT Security policy of the Banks in force and the amendments issued from time to time.

Yours faithfully,

Signature of the Authorized Signatory with Company Seal:
Name of the Authorized Signatory:

Designation :

Company / Organization :

Place:
Date:

Annexure-17

Bill of Material

FORMAT FOR COMMERCIAL BID

Ref: RFP **Dated**

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	L2 CBS Allied Application Support of IB, MB, Financial Inclusion, UPI, POS, NACH, ATM, IMPS, AEPS, SFMS, IBM WAS, PFMS, NEFT, RTGS, Tax, BG, LC, Application Monitoring Tool, Patch Management of Application, Data, Configuration management , Capacity Management, VAPT/Security compliance, FI integrator for both MZ and DMZ, Connect-24 Integrator for Both MZ and DMZ and also ESB IIB/3rd party API Connect/MQ for Both MZ and DMZ etc.	18						
6	L2 FI Integrator services and overall Monitoring and Support for CBS and integrated applications	16						

7	L3 / Technical Lead FI Integrator services and overall Monitoring and Support for CBS and integrated applications	2						
8	L1 resource Oracle DBA, ODG and ADG,RAC, AVDF	3						
9	L2 resource Oracle DBA, ODG and ADG,RAC, AVDF	6						
10	L3 resource Oracle DBA, ODG and ADG,RAC, AVDF	1						
11	L2 Resource Middleware Support	9						
12	L1 Resource for Application Performance Monitoring, VM Admin, Windows + Hypervisor, Storage Admin, Backup admin, DB (non oracle), AV (Desktop, Server), Patch Management (Desktop, Server), AIX, Linux, Active Directory, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy , NAC	50						
13	L2 Resource for Application Performance Monitoring, VM Admin, AV (Desktop, Server), Patch Management (Desktop, Server), Linux, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy , NAC	50						
14	L2 for Windows Administrator with Knowledge in Active Directory , Windows + Hyper view	5						
15	L2 Resource for Storage Admin, Backup admin, DB (non oracle), AIX	5						
16	L1 CBS Helpdesk	20						
17	L1 Call Center Resource	24						
18	L1 Resident Engineers	34						
Total Onsite Man-Power Cost		**272**						
Input Applicable GST %							GST Amount	
							Total of Onsite Resource Cost Including GST	

* Note:- **1.** Bidder to submit Yearly Incremental cost for 5 years for the resources or Blended Rate for the 5 years. However, Bidder to note that Yearly

Incremental cost should not exceed 5% from previous year.

2. The Bank reserves the right to increase or decrease the number of resources depending on its requirements at the Bank.

3. 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.

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																
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 – License and ATS Cost for Application/Software (including GST)	
4	Table D – Infrastructure Hardware Component Procurement and AMC Cost (including GST)	
5	Table F – Implementation / Installation Cost for PSP Testing Tool and Application Monitoring Tool (including GST)	
6	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.

Date:
Place: Signature of the Authorized Signatory with seal

Annexure-18
Compliance to Onsite Resources

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part B – Technical Proposal Envelope)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

Sr. No.	Resource Type	No. of Resources	Educational Qualification	Experience (Knowledge, Experience & Certification)	Additional Certification details.
1	Project Manager				
2	L1 Application Support of CBS				
3	L2 Application Support of CBS				
4	L3 / Technical Lead- Application Support of CBS				
5	L2 CBS Allied Application Support of IB, MB, Financial Inclusion, UPI, POS, NACH, ATM, IMPS, AEPS, SFMS, IBM WAS, PFMS, NEFT, RTGS, Tax, BG, LC,				

	Application Monitoring Tool, Patch Management of Application, Data, Configuration management , Capacity Management, VAPT/Security compliance, FI integrator for both MZ and DMZ, Connect-24 Integrator for Both MZ and DMZ and also ESB IIB/3rd party API Connect/MQ for Both MZ and DMZ etc.				
6	L2 FI Integrator services and overall Monitoring and Support for CBS and integrated applications				
7	L3 / Technical Lead FI Integrator services and overall Monitoring and Support for CBS and integrated applications				
8	L1 resource Oracle DBA, ODG and ADG,RAC, AVDF				
9	L2 resource Oracle DBA, ODG and ADG,RAC, AVDF				
10	L3 resource Oracle DBA, ODG and ADG,RAC, AVDF				
11	L2 Resource Middleware Support				
12	L1 Resource for Application Performance Monitoring, VM Admin, Windows + Hypervisor, Storage Admin, Backup admin, DB (non-				

	oracle), AV (Desktop, Server), Patch Management (Desktop, Server), AIX, Linux, Active Directory, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy, NAC				
13	L2 Resource for Application Performance Monitoring, VM Admin, AV (Desktop, Server), Patch Management (Desktop, Server), Linux, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy, NAC				
14	L2 for Windows Administrator with Knowledge in Active Directory, Windows + Hyper view				
15	L2 Resource for Storage Admin, Backup admin, DB (non-oracle), AIX				
16	L1 CBS Helpdesk				
17	L1 Call Center Resource				
18	L1 Resident Engineers				

We …….hereby declare that we will adhere to the below mentioned resource requirements. We confirm that resource required are as per resource requirement mentioned in Bill of Material.

Signature of the Authorized Signatory with Company Seal:
Name of the Authorized Signatory:

Designation :

Company / Organization :
Place:
Date:

Annexure – 19

Undertaking for Authenticity

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part B – Technical Proposal Envelope)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

DECLARATION

We hereby undertake that all the components/parts/assembly/software used in the…….under the above shall be original new components /parts /assembly /software only from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of Licensed Operating System/Software if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System/Software) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

We conform that the software is free from bugs, malware, covert channels in code etc. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be

our responsibility to produce such letters from our OEM suppliers at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the …….. without demur, if already supplied and return the money if any paid to us by you in this regard.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:
Designation :
Company / Organization :

Place:
Date:

Annexure - 20

Undertaking for Information Security Compliance

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A – Conformity to Eligibility Criteria)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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"**

Dear Sir,

We hereby undertake that the proposed solution/hardware/ software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) during entire contract period. If, any case reported, shall be fixed by us without any additional cost to the Bank on immediate basis.

Further, we undertake that the Software/Hardware/ Solution & Services which will be delivered or provided under this Agreement are not infringe any IPR such as Patent, Utility Model, Industrial Design, Copy Right, Trade Secret, Mask Work or Trademark.

We also hereby agree to comply with the Information and Cyber Security Controls as per Bank's and Regulatory Authorities, IT Security Guidelines on an ongoing basis and regulatory/legal guidelines and directives related to System Integrator/Outsourcing issued by regulators/legal entities from time to time. The System Integrator shall provide access to the regulators, legal authorities, Bank and Bank appointed auditors for Onsite/Offsite Supervision.

We ensure that Outsourced Critical IT Services are subjected to the annual IT Audit/ Technology Risk Assessment process by an independent professional agency as approved by the local government or regulator at no extra cost to the Bank.

We abide with all clauses of Bank's Cyber Security Controls which will be part of the NDA/SLA signed with the Bank at the time of award of Contract.

Yours faithfully,

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory:
Designation :
Company / Organization :

Place:
Date:

Annexure-21

FORM PP-B
SELF-DECLARATION OF MSEs and STARTUPS
(TO BE PROVIDED ON LETTER HEAD)
To be included in Part A - Conformity to Eligibility Criteria

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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".**

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, we note that we will be suspended for the period of three years from being eligible to submit Bids for contracts with Karnataka Grameena Bank and Kerala Gramin Bank.

Place: [Signature of Authorized Signatory]

Date: Name:

Designation:

Seal:

Annexure-22

Compliance to Scope of Work

(Should be submitted on Company's letter head with company seal and signature of the authorized person)
(To be included in Part A- Eligibility cum Technical Proposal)

Ref:

To **Date:**
General Manager,
Karnataka Grameena Bank,
Canara RRBs CBS Project Office,
19-19/1,IIIrd Floor,
Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560 004.

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid if the bid is not submitted in proper format as per subject RFP. For each of the points in description, the Bidder is expected to submit a brief description justifying the below scope.

Sl. No.	Description	Yes/No	Remarks/Deviations
1	Project Objective		
2	In-scope Allied Applications, Interfaces, Core Banking Solution Applications and New Tools		
2.1	In scope allied applications		
2.2	List of Interfaces		
2.3	Core Banking Applications		
2.4	New Tools		
3	Licensing		
4	Customizations/Change Request		
5	System Integration Testing		
6	User Acceptance Testing		
7	Support		
8	Level 1 - helpdesk		
9	Scope of Work of the IT Support Engineer stationed in Regional Offices		

10	Application Support for In-scope Allied Applications, Interface, CBS Applications and New tools (L2 & L3 support)		
11	ATS and AMC for in scope applications and infrastructure		
12	L1 FMS resource support for VM admin, Windows + Hypervisor, Storage Admin, Backup Admin, DB, AV(Desktop), AV(Servers), SCCM Patch Management (Desktops and Servers), Resource for AIX, LINUX, Active Directory, Middleware Support, Configuration Management, Capacity Management, ITAM, DLP		
13	L2 FMS resource support for Storage Admin, Backup Admin, DB, AIX		
14	Training		
15	Documentation		
16	Transition plan		

(If left blank it will be construed that there is no deviation from the specifications given above)

Date

Signature with seal
Name:
Designation :

Annexure-23

Resource Requirements

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

(To be included in Part A- Conformity to Eligibility Criteria)

Ref:

Date:

To
General Manager,
Karnataka Gramin Bank,
Canara RRBs CBS Project Office,
19-19/1,IIIrd Floor,
Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560 004.

Subject: Resource requirements declaration letter for RFP 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"

We hereby declare that <*Bidder's complete legal name as mentioned on Bid covering letter*> we will adhere to the below mentioned resource requirements.

Table A: Program Management Resources

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
1.	Project Manager (Mandatorily on Bidders payroll)	1		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. or equivalent or higher qualification **Experience and knowledge** Practical experience in project management methodology and techniques gained through managing large and complex projects. Experience in managing Bank operations engagements and have worked as a Program manager in at least one Schedule Commercial Bank in India **Certification (Minimum one)**	15+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				• ITIL 4 Certified • PMP Certified • Prince-2 Certified	
2.	L1 application support of CBS	8		**Educational Qualification** Diploma/ Graduate in Engineering/ BE/B.Tech in Computer Science & Engineering or Information Technology or equivalent or higher qualification. **Experience and Knowledge** Should have experience in application support or helpdesk roles in handling Core Banking Application related queries. Should be familiar with various ticketing tools, basic SQL, understanding the application logs and error tracing, SLA management and escalation procedures.	2+
3.	L2 application support of CBS	18		**Educational Qualification** Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. **Experience and Knowledge** Should have in depth understanding of CBS platforms, Proficiency in database technologies (Oracle/DB2/Sybase/MySQL/MSSQL), Experience with application logs, debugging, and root cause analysis, Understanding of batch jobs, schedulers, and monitoring tools, Experience in incident, problem, and change management processes. **Certification** • ITIL 4 Certified	4+
4.	L3 Technical Lead (CBS Applications & Interfaces	2		**Educational Qualification** Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. **Experience and Knowledge**	7+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
	, Infrastructure, UAT and New tools)			Should have experience in CBS, Allied Applications & Interfaces, Infrastructure management but not limited to (Windows/Solaris/IBM Unix/AIX Administration/RHEL), storage, database (Oracle/DB2/Sybase/MySQL/MSSQL) and Network (Firewall/Load balancer/WAF/switch/router/SD-WAN) in Banking Domain. **Certification** • Application development Certification • Technical certifications like MCP/SA/ RHCE / CCNP/ VMware vSphere/ Oracle Solaris Certified/ PowerVM/IBM Certified Specialist. • Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2	
5.	L2 CBS Allied Application Support of IB, MB, Financial Inclusion, UPI, POS, NACH, ATM, IMPS, AEPS, PFMS, NEFT, RTGS, Tax, BG, LC, Application Monitoring Tool, Patch Management of Application, Data, Configurat	18		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Experience of working in IT Technical Application & Interfaces, Infrastructure, and Network support for Customization, Implementation, and Configuration. Knowledge of Internet Banking, Mobile Banking, UPI, Payment Services, Customization, Implementation, Configuration, Knowledge of Banking Operation Logic, RTGS, NEFT, EOD, and BOD. Vendor Management, customization. Should have worked as L1 Support for at least one Scheduled Commercial Bank in India. **Certification** Application Development	4+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
	ion management, Capacity Management, VAPT/Security compliance, FI integrator for both MZ and DMZ, Connect-24 Integrator for Both MZ and DMZ				
6.	L2 Finacle Integrator Application Support of IB, MB, Financial Inclusion, UPI, POS, NACH, ATM, IMPS, AEPS, PFMS, NEFT, RTGS, Tax, BG, LC, Application Monitoring Tool, Patch Management of Application, Data,	16		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Experience in supporting Finacle integrator applications across channels like IB, MB, Financial Inclusion, UPI, POS, NACH, ATM, IMPS, AEPS, PFMS, NEFT, RTGS, Tax, BG, and LC. Must be proficient in managing application monitoring tools, patch deployment, data and configuration management, capacity planning, and ensuring VAPT/security compliance. Should have hands-on expertise in managing FI and Connect-24 integrators across both MZ and DMZ zones, with a solid understanding of middleware, message queues, and secure data flow between internal and external systems. Should have worked as L1 Support for at least one Scheduled Commercial Bank	4+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
	Configuration management, Capacity Management, VAPT/Security compliance, FI integrator for both MZ and DMZ, Connect-24 Integrator for Both MZ and DMZ			in India. **Certification** Application Development	
7.	L3 / Technical Lead FI Integrator services and overall Monitoring and Support for CBS and integrated applications	2		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Experience in managing CBS integrations and allied banking applications. Must have deep expertise in Finacle Integrator services, including secure data exchange across MZ and DMZ zones, and integration with systems like FI, Connect-24, and digital channels (IB, MB, UPI, AEPS, etc.). Should be proficient in enterprise-grade monitoring tools, incident and problem management, capacity planning, and configuration/data governance. Experience in leading root cause analysis, coordinating with OEMs and cross-functional teams, and ensuring compliance with VAPT and regulatory standards is essential. Ability to	7+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				guide L1/L2 teams, manage escalations. Should have worked as L2 Support for at least one Scheduled Commercial Bank in India. **Certification** Application Development	
8.	L1 resource Oracle DBA, ODG, AVDF	3		**Educational Qualification** Diploma/Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Experience in Oracle database administration with basic exposure to Oracle Data Guard and AVDF. Must be familiar with routine DBA tasks such as user management, backup monitoring, alert handling, and basic troubleshooting. Understanding of standby database concepts, log shipping, and audit policies is desirable. **Certification** Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2	2+
9.	L2 resource Oracle DBA, ODG, AVDF	6		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Hands-on experience in Oracle Database Administration in enterprise environments. Must possess strong expertise in ODG including configuration, monitoring, and failover management. Should be proficient in Oracle AVDF for implementing database activity monitoring, audit policy enforcement, and firewall configurations. Experience in performance tuning, backup	4+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				and recovery strategies, patch management, and database hardening is essential. Coordination with application and infrastructure teams for integrated support is expected. **Certification** Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2	
10.	L3 resource Oracle DBA, ODG, AVDF	1		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Experience in Oracle Database Administration with proven expertise in managing production-grade, mission-critical environments. Strong hands-on skills in ODG for HA/DR and Oracle AVDF for audit and firewall management. Proficient in performance tuning, patching, backup/recovery, and compliance with BFSI security standards. Capable of leading RCA, mentoring teams, and collaborating across infrastructure, application, and security functions. **Certification** Professional/Expert level DB Certifications but not limited to Oracle/MS-SQL/MY-SQL/Sybase/DB2	7+
11.	L2 Resource Middleware Support	9		**Educational Qualification** Graduate in Engineering /MBA/ PGDCM/ MCA/ B.E. / B.Tech. in Computer Science/Electronic & Tele-communication & or equivalent or higher qualification. **Experience and Knowledge-** Experience in middleware administration and support, with hands-on expertise in middleware platforms (WebLogic,	4+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				WebSphere, JBoss, Apache, Tomcat, etc.) and integration tools. Should be proficient in deployment, configuration, performance tuning, and troubleshooting of middleware components in production environments. Experience in SSL/TLS setup, JVM tuning, log analysis, and patching is essential. **Certification (Minimum one)** • ITIL 4 Certified • Oracle WebLogic • IBM WebSphere	
12.	L1 CBS Helpdesk	20		**Educational Qualification** Graduate in Science/ Commerce/Engineering preferably, BE/B. Tech/MCA/MBA with minimum 2 year of Core or Allied Applications experience/Infrastructure/ Network in the field of Banking IT domain / support of related solution. **Experience and Knowledge-** 1. Knowledge of Finacle, Allied applications, Core Infrastructure and Network 2. Business Logic of Banks, handling calls, managing EOD/ BOD operations of Bank 3. Knowledge of Core Banking Solutions, Banking support 4. Troubleshooting of issues observed/reported on day-to-day basis 5. Working knowledge on Service Ticketing/ Management Solutions.	2+
13.	L1 Call Center Resource	24		**Educational Qualification** Any Graduate in Science/ Commerce with more than 2 years of experience as a Call Center executive in the field of Banking IT domain/support of related solution. **Experience and Knowledge-** Should have experience in a customer service or call center environment,	2+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				preferably within BFSI. Should have strong communication skills, basic technical troubleshooting ability, and familiarity with CRM/ticketing tools. Must be capable of handling inbound/outbound calls, logging incidents, and escalating issues as per defined SOPs. An understanding of banking products, services, and customer handling protocols is desirable.	
14.	L1 Resident Engineers	34		**Educational Qualification** Graduate in Engineering preferably, BE/ Tech/MCA/BCA/BSC Computer Science with more than 2 years of experience in Managing Computer Hardware & having basic knowledge in networking **Experience and Knowledge-** Should have experience in IT support or resident engineering roles, preferably in BFSI environments. Should have working knowledge of desktop support, basic network troubleshooting, hardware/software installation, and incident logging. Familiarity with ticketing tools, SLA adherence, and coordination with backend support teams is essential. Exposure to banking applications and branch-level IT operations is preferred.	2+
15.	L1 Resource for Application Performance Monitoring, VM Admin, Windows + Hypervisor, Storage Admin, Backup admin, DB (non-	50		**Educational Qualification** Diploma/Graduate in Engineering/BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. **Experience and Knowledge-** Should have experience in IT infrastructure and endpoint support across banking environments. Should have working knowledge of application performance monitoring, VM administration, Windows OS with Hypervisor, storage and backup operations, and non-Oracle database support. Must be familiar with endpoint protection, SCCM patch management, and Active Directory. Exposure to Linux, AIX,	2+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
	Oracle), AV (Desktop, Server), SCCM Patch Management (Desktop, Server), AIX, Linux, Active Directory, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy, NAC			middleware components, and basic configuration and capacity management is required. Understanding of IT asset management (ITAM), DLP, proxy, and network access control (NAC) is preferred. Should be capable of incident logging, first-level troubleshooting, and escalation as per defined SOPs.	
16.	L2 Resource for Application Performance Monitoring, VM Admin, Windows + Hypervisor, Storage Admin, Backup admin, DB (non-Oracle), AV (Desktop,	50		**Educational Qualification** Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. **Experience and Knowledge-** Should have experience in IT infrastructure support across BFSI environments. Proficient in managing and troubleshooting application performance monitoring tools, VMs, Windows OS with Hypervisor, storage and backup systems, and non-Oracle databases. Skilled in endpoint protection (AV), SCCM patching, Active Directory, Linux, AIX, and middleware platforms. Should have working knowledge of configuration and capacity management, IT asset management (ITAM), DLP, proxy, and network access control (NAC). Capable of	4+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
	Server), SCCM Patch Management (Desktop, Server), AIX, Linux, Active Directory, Middleware, Configuration Management, Capacity Management, ITAM, DLP, Proxy, NAC			handling L2-level incidents, performing RCA, and coordinating with L3 and OEM teams for resolution. **Certification (Minimum one)** • ITIL 4 Certified • Microsoft Certified: Windows Server Administrator • VMware Certified Professional	
17.	L2 Resource for Storage Admin, Backup Admin, DB(non-Oracle), AIX	5		**Educational Qualification** Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. **Experience and Knowledge-** Hands-on-experience in enterprise IT environments. Proficient in managing SAN/NAS infrastructures, configuring RAID arrays, and handling LUN provisioning and performance optimization. Expertise in backup technologies, including scheduling, restoration, and disaster recovery planning across multi-OS platforms. Must have understanding of non-Oracle databases, with capabilities in routine maintenance, backup integration and performance tuning. AIX system administration is critical—candidates should be adept in shell scripting, package management, and system performance analysis.	4+

Sl. No.	Resource Type	Minimum Resources	Additional Resources to maintain SLA (if any, to be filled by Bidder)	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Minimum Years of Experience
				Certification (Minimum one) • Storage Administration • Backup Administration • Database (Non-Oracle) Certification • AIX System Administration	
18.	L2 for Windows Administrator with Knowledge in Active Directory, Windows + Hyper view	5		**Educational Qualification** Graduate in Engineering /PGDCM /MBA/ MCA/PGDGM / BE/B.Tech in Computer Science & Engineering or equivalent or higher qualification. **Experience and Knowledge-** Experience in managing enterprise-level Windows Server environments. Proficient in installing, configuring, and maintaining Windows Server versions with a strong grasp of Group Policy Objects (GPOs), user and access management, and domain services within Active Directory. Experience with Microsoft Hyper-V is essential, including virtual machine provisioning, resource allocation, performance tuning, and backup integration. Candidates should be comfortable handling incident resolution, system updates, and collaborating with cross-functional teams to ensure infrastructure stability. **Certification (Minimum one)** • Microsoft Certifications such as AZ-800, AZ-801 • Microsoft Certified: Virtualization Administrator • CompTIA Server+	4+

Please note that all L3 resources for the above table shall highly experience and sourced from the respective OEM or on the Payroll of the bidder

Declaration

We hereby declare that all L1, L2, and L3 onsite resources for managing CBS and allied applications, as well as DC/DRC management and management personnel proposed to be deployed for this project shall be our direct employees and will be on our official payroll. These personnel are entitled to all statutory and company-provided benefits applicable to our employees.

This declaration is made in full compliance with the terms and conditions of the tender.

Signature with seal
Name:
Date
Designation :

Appendix - A

Checklist of Bid Submission
Instructions to be noted while preparing & submitting PART A – BID

The Proposal should be made in an organized, structured, and neat manner. Brochures/ leaflets should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

All the Annexures should be submitted in Bidder's Letter Head in the following Part of Bid A.

Pre-Bid Query

Sr.No	Documents
1	Appendix – D - Pre-Bid Queries
2	Appendix – E - Authorization Letter Format

Part A- Eligibility Criteria Submission

Sr No	Description	Bidder's Remarks	Page No
1	Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the Bidder's company / firm in the name of the person signing the tender documents with supporting documents.		
2	Application Fees		
3	Earnest Money Deposit (EMD) / Bank Guarantee in lieu of EMD / Exemption Certificate. Or Bid Security Declaration (as per Appendix H) [Eligible Bidders as per RFP terms]		
4	Eligibility Criteria Declaration as per Annexure-1 with documentary proof in support of the Eligibility Criteria		
5	Confirmation to Scope of Work and Technical & Functional Requirements [Take Print out Scope of Work as per Annexure – 2 and Bidder to submit it along with their Signature/s.		
6	Bid Covering letter as per Annexure-3		
7	Bidder's Profile as per Annexure-4.		
8	Service Support Details as per Annexure-5		
9	Track Record of Past Implementation as per Annexure-6		
10	Non-Disclosure Agreement as per Annexure-7 (To be submitted within 7 days of RFP Publication)		
11	Blacklisting Declaration as per Annexure -8		
12	Make in India Certificate as per Annexure-9		
13	MAF from OEM as per Annexure -10A		
14	MAF from CBS OEM as per Annexure – 10B		
15	MAF from OEM for providing AMC/ATS as per Annexure – 10C		

16	Undertaking from OEM as per Annexure -11		
17	Self-Declaration regarding Legal Cases as per Annexure -12		
18	Declaration Regarding Land Border - Annexure - 13		
19	Undertaking for Information Security Compliance as per Annexure - 20		
20	Self-Declaration of MSEs and Startups - Annexure - 21		
21	Compliance to Scope of Work - Annexure - 22		
22	Resource Requirement - Annexure - 23		
23	Bid Security Declaration as per Appendix-H		
24	Integrity Pact as per Appendix-I		
25	Experience Certificate for the Implementation of APM and PSP Tools		

Appendix - B

Checklist of Bid Submission

Instructions to be noted while preparing & submitting PART B - Technical Bid

The Proposal should be made in an organized, structured, and neat manner. Brochures/ leaflets should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.
All the Annexures should be submitted in Bidder's Letter Head in the following Parts of Bid B.

Part B - Technical Proposal Bid

Sr No	Description	Bidder's Remarks	Page No
1	Confirmation to Scope of Work and Technical & Functional Requirements [Take Print out Scope of Work as per Annexure – 2 and Bidder to submit it along with their Signature/s.		
2	Escalation Matrix as per Annexure-14		
3	Compliance Statement as per Annexure-15		
4	Conformity Letter as per Annexure -16		
5	Masked Bill of Material as per Annexure -17 (with Masking of Prices)		
6	Compliance to Onsite Resources as per Annexure – 18		
7	Undertaking for Authenticity as per Annexure – 19		
8	Technical write-up such as Executive summary, Approach and Methodology for implementation and maintenance along with list of other infrastructure required, if any. Brochures, leaflets, manuals etc. along with Project Plan & Transition Plan. (Not more than 50 pages).		

Appendix - C

Checklist of Bid Submission

Instructions to be noted while preparing & submitting PART C – BID

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

All the Annexures should be submitted in Bidder's Letter Head in the following Part of Bid C.

Part C - Commercial Bid

Sr No	Description	Bidder's Remarks	Page No
1	Bill of Material as per Annexure -17 (with Prices)		

Note: The Authorization Letter (Appendix - E) must be duly signed and sealed by the competent authority of the bidding company and shall be mandatory for the representative attending all three stages of bid opening.

In the absence of a properly signed and sealed authorization letter, the Bank reserves the right, at its sole discretion, to either allow or deny entry to the representative of the bidder for participating in the bid opening process.

Appendix – D – Pre-Bid Query

[Should be submitted on Bidder Company's Letter Head with Company Seal and Signature of the Authorised Person]

Note: If the Bidder has any comments/clarifications that Bidder expects to be responded are to be shared by the Bidder in the below mentioned format. Queries are to be shared strictly via email **apmgroup@kgbk.in** in **Excel** format.

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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".**

Sl. No.	Bidder's Name	Document	Page Number	Section No and RFP Clause	Clause/Technical Specification (as per RFP)	Bidder's Query	Bidder's Remarks
		A. RFP main document					
		B. Appendices					
		C. Annexures					
		D. Annexure-2 SOW & Technical Specifications					
		E. Annexure-17 BOM					
		F. General Queries					
		G. Suggestions					

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :
Designation :
Company / Organization :
Place :
Date

Appendix - E

Authorization Letter

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorized Person]

Note: This authorization letter is to be presented by the authorized person at the time of Opening of Eligibility Criteria (Part A), Technical Proposal (Part B) and Commercial Bid - (Part C) Bid.

Reference No:

Date:

To

General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,
Sub: **RFP 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".**

This has reference to your above RFP Selection of System Integrator for providing CBS & allied application

Mr. /Miss. / Mrs. _____is hereby authorized to attend the Eligibility/ Technical / Commercial bid opening of the above RFP on _____(Date) on behalf of our organization.

The specimen signature of the representative is attested below:

Specimen Signature of Representative

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :
Designation :
Company / Organization :
Place :
Date :

Appendix – F

Bank Guarantee in lieu of EMD as Bid Security

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Sub: **RFP 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".**

Ref: RFP No……. /…….dated…….

WHEREAS.....(**Company Name)** registered under the Indian Companies Act 1956 and having its Registered Office at ..... India (hereinafter referred to as "the **VENDOR**") proposes to tender and offer in response to tender Ref. No. …….. dated ……. (hereinafter called the "**TENDER**")

AND WHEREAS, in terms of the conditions as stipulated in the TENDER, the VENDOR is required to furnish a Bank Guarantee in lieu of the Earnest Money Deposit (EMD), issued by a Scheduled Commercial Bank in India in your favour to secure the order of the RFP in accordance with the RFP Document (which guarantee is hereinafter called as "**BANK GUARANTEE**")

AND WHEREAS the VENDOR has approached us, ... for providing the BANK GUARANTEE AND WHEREAS at the request of the VENDOR and in consideration of the proposed TENDER to you, WE,.....having .....Office at.....,India have agreed to issue the BANK GUARANTEE.

THEREFORE, WE, ..., through our local office at ..... India furnish you the Bank GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We....., undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time to the extent of Rs.....(Rupees .....only) an amount equivalent to the EMD against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the RFP of any of the terms and conditions contained in the RFP and in the event of the VENDOR commits default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the RFP or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs.....(Rupees..... only) as may be claimed by you on account of breach on the part of the VENDOR of their obligations in terms of the RFP.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the VENDOR has committed any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the VENDOR after expiry of the relative guarantee period of the RFP and after the VENDOR had discharged all his obligations under the RFP and produced a certificate of due completion of work under the said Tender and submitted a "No Demand Certificate'' provided always that the guarantee shall in no event remain in force after the day of ..... without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of Bank Guarantee on your request under intimation to the VENDOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without affecting Bank Guarantee from time to time to vary any of the terms and conditions of the Tender or extend the time of performance of the Tender or to postpone any time or from time to time any of your rights or powers against the VENDOR and either to enforce or forbear to enforce any of the terms and conditions of the said RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the VENDOR or any other forbearance, act or omission on your part of or any indulgence by you to the VENDOR or by any variation or modification of the RFP or any other act, matter or things

whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs..... pees.....only) as aforesaid or extend the period of the guarantee beyond the said day of ..... unless expressly agreed to by us in writing.

6. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the VENDOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the VENDOR.

7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the VENDOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.

8. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the VENDOR from time to time arising out of or in relation to the said RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.

10. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees here before given to you by us (whether jointly with others or alone) and now existing uncancelled and that Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. The Bank Guarantee shall not be affected by any change in the constitution of the VENDOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

12. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

13. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the VENDOR.

14. Notwithstanding anything contained herein above;

i) our liability under this Guarantee shall not exceed Rs..... (Rupees.....only) ;

ii) this Bank Guarantee shall be valid upto and including the date .....; and

iii) we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of this guarantee.

15. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

For and on behalf of
Branch Manager
Seal & Address

Appendix-G

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Sub: **RFP 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".**

Ref: RFP No……. /…….dated…….
WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to supply, transportation, transit insurance, local delivery and installation insurance up to Acceptance by the bank, Acceptance testing and also includes documentation, warranty, annual maintenance, if contracted, and training or demo of your personnel related to …….(Description of RFP) as per their Contract…… dated _____with you (hereinafter referred to as "the CONTRACT")

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favor, as per Clause _____ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE)"

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____and local office at _____, India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE, WE (Name of the issuing Bank) through our local office at _____ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of ₹_____ (Rupees_____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or

suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs_____ (Rupees_____) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of_____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part of or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs. _____ (Rupees_____) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, or registered post to our local address as aforesaid or by email preferably to _____ (email ID of the BG issuing bank) or by SFMS preferably to _____ (IFSC of the BG issuing bank). If sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

i. Our liability under this guarantee shall not exceed ₹ _____ (Rupees_____only)
ii. This guarantee shall be valid up to _____ and;

iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 2025.

For and on behalf of

_____ BRANCH MANAGER SEAL ADDRESS PLACE

This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows Name of the Bank: Karnataka Grameena Bank Name of the Branch: CHITRADURGA IFSC Code: PKGB0010506

Appendix - H

Bid Security Declaration

[Should be submitted on Bidder Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Conformity to Eligibility Criteria Envelope)

Reference No: Date:

To
General Manager,
Karnataka Grameena Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru – 560004.

Dear Sir,

Sub: **RFP 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".**

DECLARATION

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance bank guarantee before the deadline defined in the RFP, we note that we will be suspended for the period of 3 years from being eligible to submit Bids for contracts with Bank/s.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :
Designation :
Company / Organization :

Place :
Date :

Appendix - I

Pre Contract Integrity Pact
(This has to be submitted in the non-judicial Stamp Paper)

1. **GENERAL**

1.1. This pre-bid contract Agreement (herein after called the Integrity Pact) is made on_____ day_____ of the month 20____ , between, the Karnataka Grameena Bank, having its Head office at _____with branches spread over India (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri_____ ,General Manager,Canara Bank RRBs Project Office, of the BUYER, of the FIRST PART

AND

M/s._____ represented by Shri _____Chief Executive Officer/ Authorized Signatory (hereinafter called the "BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the SECOND PART

1.2. WHEREAS the BUYER proposes to procure (Name of the Stores/ Equipment/ Item) /engage the services and the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR is willing to offer/has offered the stores/services and

1.3. WHEREAS the BIDDER/SELLER/CONTRACTOR/SYSTEM INTEGRATOR is a private company/ public company/ Government undertaking/ partnership/ LLP/ registered export agency/ System Integrator, duly constituted in accordance with the relevant law governing its formation/incorporation/constitution and the BUYER is a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970.

1.4. WHERAS the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR has clearly understood that the signing of this agreement is an essential pre-requisite for participation in the bidding process in respect of Stores/ Equipment/ items/ Services proposed to be procured by the BUYER and also understood that this agreement would be effective from the stage of invitation of bids till the complete execution of the agreement and beyond as provided in clause 13 and the breach of this agreement detected or found at any stage of the procurement process shall result into rejection of the bid and cancellation of contract rendering BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR liable for damages and replacement costs incurred by the BUYER.

2. NOW, THEREFORE, the BUYER and the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR agree to enter into this pre-contract integrity agreement, hereinafter referred to as Integrity Pact, which shall form part and parcel of RFP as also the contract agreement if contracted with BIDDER, in the event that the BIDDER turns out to be successful bidder, and it is intended through this agreement to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-

2.1. Enabling the BUYER to obtain the desired Stores/ Equipment/ Work/ Service/ Materials at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

2.2. Enabling BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR/ SYSTEM INTEGRATOR to refrain from bribing or indulging in any corrupt practices in order to secure the

contract, by providing assurance to them that the BUYER shall not be influenced in any way by the bribery or corrupt practices emanating from or resorted to by their competitors and that all procurements shall be free from any blemish or stain of corruption and the BUYER stays committed to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

3. COMMITMENTS OF THE BUYER

The BUYER commits itself to the following:-

3.1. The BUYER represents that all officials of the BUYER, connected whether directly or indirectly with the procurement process are duty bound by rules and regulations governing their service terms and conditions not to demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

3.2. The BUYER will, during the pre-contract stage, treat all BIDDERS/ SELLERS/ CONTRACTORS/ SYSTEM INTEGRATORS alike, and will provide to all BIDDERS/ SELLERS/ CONTRACTORS/ SYSTEM INTEGRATORS the same information and will not provide any such information to any particular BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR which could afford an advantage to that particular BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR in comparison to the other BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATORS.

3.3. The BUYER shall report to the appropriate Government Regulators/Authorities any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach, as and when the same is considered necessary to comply with the law in force in this regard.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR to the BUYER with the full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall he debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.

4. COMMITMENTS OF BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATORS

The BIDDER/SELLER/CONTRACTOR/SYSTEM INTEGRATOR commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the biding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting

and implementation of the contract.

4.1. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.

4.2. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR further confirms and declares to the BUYER that the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR is the original Manufacturer/ Integrator/ Authorized government sponsored export entity of the stores/ Authorized System Integrator having necessary authorizations, intellectual property rights and approvals from the intellectual property right owners of such materials/services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

4.3. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

4.4. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

4.5. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities emanating from other competitors or from anyone else.

4.6. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR also undertake to exercise due and adequate care lest any such information is divulged.

4.7. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

4.8. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

5. PREVIOUS TRANSGRESSION

5.1. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Bank, Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR makes incorrect statement on this subject, BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR can be disqualified from the tender/ bid process or the contract, if already awarded, can be terminated for such reason.

6. EARNEST MONEY (SECURITY DEPOSIT)

6.1. Every BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR while submitting commercial bid, shall deposit an amount as specified in RFP/Tender Documents as Earnest Money/Security, Deposit, with the BUYER through any of the instruments as detailed in the tender documents.

6.2. The Earnest Money/ Security Deposit shall be *valid for a period till* the complete conclusion of the contractual obligations or for such period as mentioned in RFP/Contract , including warranty period, whichever is later to the complete satisfaction of BUYER.

6.3. In the case of successful BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.4. No interest shall be payable by the BUYER to the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR on Earnest Money/ Security Deposit for the period of its currency.

7. SANCTIONS FOR VIOLATIONS

7.1. Any breach of the provisions herein contained by the BIDDER/ SELLER / CONTRACTOR/ SYSTEM INTEGRATOR or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR shall entitle the BUYER to take all or any one of the following actions, wherever required:-

i. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR. However, the proceedings with the other BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR(s) would continue.

ii. To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/ or Security Deposit/ Performance Bond (after the contract is signed), as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR.

iv. To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR with interest thereon at 2% higher than the prevailing Prime Lending Rate of (Name of the Bank/ Financial Institution) while in case of a BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/ SELLER/ CONTRACTOR from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SELLER/CONTRACTOR/SYSTEM INTEGRATOR.

v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR, in order to recover the payments, already made by the BUYER, along with interest.

vi. To cancel all or any other contracts with the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR and the BIDDER/ SELLER / CONTRACTOR/ SYSTEM INTEGRATOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR.

vii. To debar the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.

viii. To recover all sums paid in violation of this Pact by BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR(s) to any middlemen or agent or broker with a view to securing the contract.

ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR, the same shall not be opened.

x. Forfeiture of The Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

xi. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR. The BIDDER/ SELLER/ CONTRACTOR shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR.

7.2. The BUYER will be entitled to take all or any of the actions mentioned at para 7.1 (i) to (xi) of this Pact, also in the event of commission by the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined In Chapter IX of the Indian Penal

code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

7.3. The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER/SELLER/ CONTRACTOR shall be final and conclusive on the BIDDER/ SELLER/ CONTRACTOR. However, the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

8. FALL CLAUSE

8.1. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR undertakes that it has not supplied/is not supplying similar product/systems or subsystems/ services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/ services was supplied by the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR to any other Bank or PSU or Government Department or to any other organization/ entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR to the BUYER, if the contract has already been concluded.

9. INDEPENDENT EXTERNAL MONITORS

9.1. The BUYER has appointed two Independent External Monitors (hereinafter referred to as Monitors) for this Pact in accordance with the recommendations and guidelines issued by Central Vigilance Commission.

9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. The Monitors shall on receipt of any complaint arising out of tendering process jointly examine such complaint, look into the records while conducting the investigation and submit their joint recommendations and views to the Management and Chief Executive of the BUYER. The MONITORS may also send their report directly to the CVO and the commission, in case of suspicion of serious irregularities.

9.5. As soon as any event or incident of violation of this Pact is noticed by Monitors, or Monitors have reason to believe, a violation of this Pact, they will so inform the Management of the BUYER.

9.6. The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project /Procurement documentation of the BUYER including that provided by the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR. The BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR will also grant the Monitors, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being /has been submitted by BIDDER/ SELLER/

CONTRACTOR/ SYSTEM INTEGRATOR. The same is applicable to Subcontractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractors ( ) with confidentiality.

9.7. The BUYER will provide to the Monitors sufficient information about all meetings among the parties related to the Project provided such meetings could have an Impact on the contractual relations between the parties. The parties may offer to the Monitors the option to participate in such meetings.

9.8. The Monitors will submit a written report to the BUYER at the earliest from the date of reference or intimation to him by the BUYER/ BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR and submit proposals for correcting problematic situations.

10. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR and the BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination,

11. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law and the place of jurisdiction is Bengaluru.

12. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

13. VALIDITY

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or such longer period as mentioned in RFP/ Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later. In case BIDDER/ SELLER/ CONTRACTOR/ SYSTEM INTEGRATOR are unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at ..... on.....

BUYER	BIDDER
Name of the Officer Designation Karnataka Grameena Bank	AUTHORISED SIGNATORY
Witness	Witness
1)	1)
2)	2)

Appendix - J

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. Bank shall serve the notice of termination to the Vendor/System Integrator at least 180 days prior, of its intention to terminate services.

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 terminate this contract by giving a 30 day's notice without assigning any cause.

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 Canara Bank.

11.3.3. Plans for training of the Replacement System Integrator/Canara Bank staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by Canara 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 Canara Bank.

11.7. Vendor/System Integrator will provide shadow support for a minimum of 180 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.

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 Canara Bank 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 Canara 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. INDEMNITY:

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. RIGHT TO AUDIT:

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

Appendix - K

List of all applications

This is for the Bidder's information purpose only. Currently Bank is having the below list of applications. Additionally certain new applications onboarding and other projects implementations are under process as well. The Bidder need to factor in any impact on any of these application while providing the services in this RFP.

Sr NO	Applications	KaGB/ KGB/ Both
1	CBS Live, Connect24, Finacle Integrator & CSIS (as is)	Both
2	CBS MIS (as is)	Both
3	CBS Training (as is)	Both
4	Biometric	Both
5	Internet Banking	Both
6	Mobile Banking	Both
7	UPI	Both
8	IMPS	Both
9	SFMS	Both
10	CTS (Inward/ Outward/ SVS)	Both
11	NACH H2H	both
12	Mandate Management Services (MMS) - Physical Mandate	Both
13	Mandate Management Services (MMS) - PMSYM	Both
14	ESIGN Mandate	Both
15	API based emandate	Both
16	PFMS	Both
17	SFTP server - PFMS	Both
18	ATM/POS transactions	Both
19	ATM/ Card management module (Inventory Management, Card issuance, Card Hotlisting, Card limit settings, Green PIN)	Both
20	ATM SFTP services	Both
21	eCom / BEPG - Bharat E-Commerce Payment Gateway	Both
22	KCCLMS	KaGB
23	CKYC -CBS	Both
24	CKYC Mobile APP	Both
25	SMS Engines & Gateways	Both
26	SFTP server - Email Engine	Both
27	FI Services (FI Gateway - Financial Inclusion) - KaGB	KaGB
28	FI Services (FI Gateway - Financial Inclusion) - KGB AePS, eKYC, eKYC account opening, TPD - Third Party Deposits.	KGB
29	Samuha with FI Web	KaGB
30	E-KYC	KGB
31	Kshanadallihana	KaGB

32	SKDRDP	KaGB
33	JMSSS - Jeevan Mitra	KaGB
34	Finacle Integrator Gateway (DMZ)	Both
35	Saral GST	Both
36	AML - Anti Money Laundering	Both
37	eKuber	Both
38	NGRTGS	Both
39	HRMS	Both
40	Bigfix	Both
41	NTP	both
42	FTP	Both
43	EJ Server	Both
44	Website	Both
45	Call Center	Both
46	ISG Reconciliation Tool	Both
47	Casette Swapping	Both
48	E-SURVEILLANCE	Both
49	OTC-Lock	Both
50	ATM TSS - Terminal Security Solutions (ePO, HDE) - Hard Disk Encryption	KaGB
51	SMA - Call Center - KAGB	KaGB
52	Daily Activity Monitoring - DAM Portal	Both
53	L2 Monitoring Portal	Both
54	SFTP server - Choice	Both
55	ITSM for CBS	Both
56	History Data Archival(HDV) - TGB	KaGB
57	History Data Archival(HDV) - ALPM	KaGB
58	History Data Archival(HDV) - Krishna	KaGB
59	History Data Archival(HDV) - Kaveri	KaGB
60	SFTP server - PMJJBY	KaGB
61	History Data Archival(HDV) - SMGB	KGB
62	History Data Archival(HDV) - NMGB	KGB
63	DNS	Both
64	Active Directory	Both
65	Checkpoint External Firewall + IPS	Both
66	Cisco Internal Firewall + IPS	Both
67	WAN Firewall	Both
68	Antivirus for Desktops - Symantec	Both
69	Proxy Solution - Secure Web gateway	Both
70	NAC - Network Access Control - Frontier	Both
71	WAF - Web application Firewall - Citrix ADC - VPN - Virtual Private Network	Both

72	Izoologic 24/7 Monitoring - SaaS - Brand Monitoring	Both
73	AAA network / Security Login	Both
74	AVDF - Oracle Audit vault and DB Firewall	Both
75	SCCM	Both
76	ITAM - IT Asset Management solution	Both
77	Endpoint DLP solution	Both
78	Antivirus for Servers - Trend Micro - DDAN	Both
79	ASRR Green Pin	Both
80	In-house - Email SMS DB	Both
81	Finacle Connector	KaGB
82	Inspection	KaGB
83	Inventory	KaGB
84	User Admin for In-house applications	KaGB
85	DIGI KAGB- CBS Annex	KaGB
86	CRM - Call center Middleware	KaGB
87	Letter Module	KaGB
88	PGRS	KaGB
89	Darpana	KaGB
90	ALM	KaGB
91	Pre sanction OTS	KaGB
92	DBS Reconciliation tool	KaGB
93	Premises Database Management System - PDMS - CBS Annex	KaGB
94	In-house - Vahini & STC	KaGB
95	RM VISIT Module	KaGB
96	Long code inbound middleware - (ASSR - Aadhaar Seeding Service) a. Missed call alert, b. Positive Pay, c. Rekyc d. Green Pin Generation e. AePS enable/disable, f. Card hotlist etc.. Through SMS.	KaGB
97	Account Agreegator Gateway - AA	KaGB
98	Finacle connector - Day end check validations	KaGB
99	loan Recovery App - KaGB	KaGB
100	Jan Samarth- CBS Annex	KaGB
101	Quarterly Compliance Module	KaGB
102	Service Desk for CBS	KaGB
103	KCC ISS - Middleware	KaGB
104	MPAY RD TD	KaGB
105	Account Agreegator Gateway - Jan Suraksha	KaGB
106	Form 16 - CBS Annex	KaGB

107	Inspection Module (App, Web, DB)	KGB
108	PGRS Module (App, Web, DB)	KGB
109	Inventory Module (App, Web, DB)	KGB
110	Dashboard Module (App, Web, DB)	KGB
111	Development Team- Staff Module (App, Web, DB)	KGB
112	Letter Module (App, Web, DB)	KGB
113	eHouse ()	KGB
114	User Admin(App, Web, DB)	KGB
115	CBS Annex (LMS)	KGB
116	Investment Module (App, Web, DB)	KGB
117	PMO Module (App, Web, DB)	KGB
118	Backup Server	KGB
119	FTP Server	KGB
120	Finacle connector	KGB
121	Call Center Connector	KGB
122	KGB Net (Insight) (App, Web, DB)	KGB
123	ASRR (DB)	KGB
124	API (App, Web, DB)	KGB
125	PFMS (App, Web, DB)	KGB
126	eHouse - CBS Annex	KGB
127	MUS (App, Web, DB)	KGB
128	Account Aggregator	KGB
129	API Outbound Gateway	KGB
130	ASRR (App, Web, DB)	KGB
131	VKYC	KGB
132	ReKYC Mail	KGB
133	KGB Assist - In house	KGB
134	E-Learning Module	KGB
135	Account Aggregator	KGB
136	VAHAN Portal API	KGB
137	Leegality - Esigning	KGB
138	Janasamarth	KGB
139	eAPY API	KGB
140	Tablet Banking API	KGB
141	CIBIL Triggering API	KGB
142	NPCI API	KGB
143	MPAY RD TD	KGB
144	VKYC Account Opening API	KGB
145	KCC ISS Portal API	KGB
146	CIBIL Report Generation	KGB
147	DMARC	Both
148	Bulk Email, ADFS & Gateway	Both

149	NAT64 Firewall	Both
150	Anti-DDoS	Both
151	Log Management	Both
152	NMS	Both
153	NCCM	Both
154	Email	Both
155	NEFT RTGS Portal	Both
156	LCBG	Both
157	QR Code generation	Both
158	AadharDataVault	Both
159	Account Aggregator - TSP services as FIU & FIP	Both
160	HSM	Both
161	NDS CALL	Both
162	Sound Box	Both
163	Whatsapp Banking	Both
164	Digital Board Meeting Solution	Both
165	BBPS COU - Customer Operating unit	Both
166	BBPS BOU - Business Operating Unit	Both
167	BASE - Bharat Aadhaar Seeding Enabler	Both
168	Payment Gateways	Both
169	TREPS	KaGB
170	Currency Chest Portal	KaGB
171	BC Biller	KaGB
172	KAGB Video KYC	KaGB
173	KAGB LOS	KaGB
174	KGB Video KYC	KGB
175	KGB LOS	KGB
176	KMTAlphaplus	Both
177	SSLI Appliance	Both
178	SIEM	Both
179	PAM / PIM	Both
180	Anti-APT	Both
181	Vulnerability Management	Both
182	ITSM SOC	Both

Appendix - L

List of applications maintained by other vendors

Sr No	Applications	License Type (Capex/Opex)	Available in DC	Available in DRC
1	NTP	Capex	Yes	Yes
2	BigFix Server AV	Capex	Yes	No
3	ATM TSS - Terminal Security Solutions (ePO, HDE) - Hard Disk Encryption	Capex	Yes	No
4	Antivirus for Desktops - Symantec	Capex	Yes	Yes
5	Proxy Solution - Secure Web gateway	Capex	Yes	Yes
6	NAC - Network Access Control - Frontier	Capex	Yes	Yes
7	WAF - Web application Firewall - Citrix ADC - VPN - Virtual Private Network	Capex	Yes	Yes
8	AAA network / Security Login	Capex	Yes	Yes
9	SCCM	Capex	Yes	Yes
10	Endpoint DLP solution	Capex	NA	NA
11	Antivirus for Servers - Trend Micro - DDAN	Capex	Yes	Yes
12	NAT64 Firewall	Capex	Yes	Yes
13	HSM	Capex	Yes	Yes

Appendix – M

A mandatory list of 30 applications to be monitored using an Application Performance Monitoring (APM) tool is provided below, separately for each bank. Additionally, each bank may provide a list of up to 20 optional applications, subject to reusable licensing at the bank's discretion throughout the contract period. These optional applications may be assigned to the L1 bidder based on the specific requirements of the respective bank.

a. List of KAGB Applications

Sl NO	Karnataka Gramin Bank Applications
1	CBS Live, Connect24, Finacle Integrator & CSIS (as is)
2	Biometric
3	Internet Banking
4	Mobile Banking
5	UPI
6	IMPS
7	SFMS
8	PFMS
9	FI Services (FI Gateway - Financial Inclusion)/E-KYC
10	CKYC
11	CTS (Inward/ Outward/ SVS)
12	NACH H2H
13	ESIGN Mandate
14	API based e-mandate
15	Video KYC
16	KCCLMS/ LOS
17	Inspection Module
18	PGRS
19	UserAdmin for In-house applications
20	DIGI KAGB- CBS Annex
21	CRM - Call center Middleware
22	Pre sanction OTS
23	Long code inbound middleware - (ASSR - Aadhaar Seeding Service) a. Missed call alert, b. Positive Pay, c. Rekyc d. Green Pin Generation e. AePS enable/disable, f. Card hotlist etc.. Through SMS.

24	Finacle connector/Gateway
25	Samuha with FI Web / Kshanadallihana / SKDRDP/ JMSSS - Jeevan Mitra
26	SMS/Email Engines & Gateways
27	SFTP Server (Choice/SSS/etc..
28	AML - Anti Money Laundering
29	KCC ISS - Middleware
30	HSM - Hardware Security Module

b. <u>List of KGB applications</u>

Sl NO	Kerala Gramin Bank Applications
1	CBS Live, Connect24, Finacle Integrator & CSIS (as is)
2	Biometric
3	Internet Banking
4	Mobile Banking
5	UPI
6	IMPS
7	SFMS
8	PFMS
9	AEPS/ E-KYC
10	CKYC
11	CTS (Inward/ Outward/ SVS)
12	NACH H2H
13	ESIGN Mandate
14	API based emandate
15	Video KYC
16	LOS
17	Inspection Module
18	PGRS
19	Inventory Module
20	Dashboard
21	Staff Module
22	Letter Module
23	Loan Management System
24	Investment
25	Finacle connector

26	SMS email Engine
27	ASRR Greenpin
28	ASRR Missed call
29	eSigning
30	Account Aggregator, eAPY, Tablet banking, CIBIL Triggering, VKYC, CIBIL report generation

APPENDIX-N

The list of items covered under AMC support & ATS Support

SUB: RFP 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".

Ref: KaGB/Project Office/RFP/01/2025-26 dated 01.09.2025.

The Bidder shall be responsible for end-to-end management and monitoring of the Bank's IT infrastructure, and must proactively coordinate with respective OEMs/vendors to ensure adherence to the defined Service Level Agreements (SLAs).

In addition, the Bidder must factor in the Annual Maintenance Contract (AMC) and Annual Technical Support (ATS) requirements that will arise upon expiry of existing contract with current SI. Accordingly, the Bidder is required to provide costing for AMC and ATS in the Bill of Material (BoM) as per Annexure–17. Any inclusion or exclusion of devices during the contract period must be managed based on the unit pricing provided by the Bidder. The Bank reserves the right, at its sole discretion, to procure AMC/ATS services either through the Successful Bidder or directly from the respective OEMs/vendors/distributors.

Note:

The detailed list of items under AMC and ATS support (as referenced in Appendix–N) will be shared only after execution of a Non-Disclosure Agreement (NDA) in the format provided under Annexure–7. The Bidder must submit the signed within 7 days from the dated of RFP publication to obtain the Existing Hardware Inventory.

Only those bidders who submit the NDA within 7 days from the dated of RFP publication will be eligible to receive the list of items to be covered under AMC/ATS. Requests received after this date will not be entertained.

The Bidder shall consolidate the total cost of AMC/ATS items as a single line item in the commercial proposal under Annexure–17 (BoM). However, the Successful Bidder must submit a detailed line-item-wise price breakup of these AMC/ATS components to the Bank within 7 days from the declaration of the successful bidder.