केनरा बैंक Canara Bank

<u>Corrigendum-2 to GeM Bid ref. no: GEM/2025/B/6114413 dated 05/04/2025 for Selection of Service Provider for Supply, Implementation & Management of Active Directory Management Solution for a period of five (05) years in Canara Bank.</u>

<u>It is decided to amend the following in respect of the above GeM bid:</u>

<table>
<tr><th>Sl No</th><th>Section/ Annexure/ Appendix of GeM Bid</th><th>Clause No.</th><th>Existing Clause</th><th>Amended Clause</th></tr>
<tr><td>1.</td><td>Section C - Deliverable and Service Level Agreements</td><td>1. Project Timelines</td><td>1.5 The selected Bidder should adhere to the following timelines for completion of the scope of work. The implementation and integration should be completed within a total period of twelve (12) weeks from the date of acceptance of the Purchase order or thirteen (13) weeks from the date of issuance of the Purchase order. Experienced onsite engineers should be deployed as informed by the Bank for carrying out the project implementation. The detailed phase wise timelines are as under:
<table>
<tr><th>Phase</th><th>Phase Details</th><th>Timelines (in weeks)</th></tr>
<tr><td>1</td><td>▪ Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up.</td><td>8 weeks from the date of acceptance of purchase order
OR
9 weeks from the date of issuance of the Purchase order</td></tr>
<tr><td>2</td><td>▪ Delivery of all software</td><td>12 weeks from the date of</td></tr>
</table></td><td>1.5 The selected Bidder should adhere to the following timelines for completion of the scope of work. The implementation and integration <u>with Active Directory setup of the Bank</u> should be completed within a total period of fourteen (14) weeks from the date of acceptance of the Purchase order or fifteen (15) weeks from the date of issuance of the Purchase order. Experienced onsite engineers should be deployed as informed by the Bank for carrying out the project implementation. The detailed phase wise timelines are as under:
<table>
<tr><th>Phase</th><th>Phase Details</th><th>Timelines (in weeks)</th></tr>
<tr><td>1</td><td>▪ Delivery, installation and commissioning of necessary hardware components at DC and DR locations for on-premises hardware set up.</td><td><u>10 weeks</u> from the date of acceptance of purchase order
OR
<u>11 weeks</u> from the date of issuance of the Purchase order</td></tr>
</table></td></tr>
</table>

			component licenses including AD Management solution licenses. ▪ End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. | acceptance of purchase order OR 13 weeks from the date of issuance of the Purchase order	2 | ▪ Delivery of all software component licenses including AD Management solution licenses. ▪ End to end implementation of Active Directory Management solution including integration with Active Directory setup of the Bank. | **14 weeks** from the date of acceptance of purchase order OR **15 weeks** from the date of issuance of the Purchase order
2.	Section C - Deliverable and Service Level Agreements	2.Payment Terms	Existing Payment Terms	**Amended Payment Terms Attached to this Corrigendum**
3	Section C - Deliverable and Service Level Agreements	3.Uptime	3.1 The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of 99.90% for the Active Directory Management Solution as per Scope of Work (Annexure-8) and Technical and Functional requirements (Annexure-9), during contract period, which shall be calculated on monthly basis.	3.1. The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of **99.00%** for the Active Directory Management Solution as per Scope of Work (Annexure-8) and Technical and Functional requirements (Annexure-9), during contract period, which shall be calculated on monthly basis.
3.	Section C - Deliverable and Service	4.Penalties/ Liquidated Damages	Existing Penalties/ Liquidated Damages Terms	**Amended Penalties/ Liquidated Damages Terms Attached to this Corrigendum**

	Level Agreements			
4.	Annexure-2 Pre-Qualification Criteria	Annexure-2 Pre-Qualification Criteria	**<u>Qualification Criteria</u>** 8. The Bidder should have installed and integrated Active Directory (AD) Management Solution and managed at least 1,00,000 users for at least one (01) Scheduled Commercial Banks/ PSU/ BFSI in India during last three years as on the date of submission of bid. **<u>Documents to be submitted in compliance with Qualification Criteria.</u>** The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. users managed. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.	8.**<u>The Bidder / OEM should have installed, integrated and managed the proposed solution or at least any of the component of the proposed solution with a cumulative minimum of 1,00,000 users either in single or multiple orders for one or more, Scheduled Commercial Banks/ PSU/ BFSI in India during last three years (as on the date of submission of bid.</u>** **<u>Documents to be submitted in compliance with Qualification Criteria.</u>** The bidder has to provide relevant purchase order/ work order / engagement letter along with satisfactory project completion certificate/ Reference letter from the Concerned Organization/Email reference from the client clearly specifying the no. users managed. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Contact number.
5.	Annexure-8 Scope of Work	Annexure-8 Scope of Work	18. Solution DC-DR architecture a. Hardware provided in DR should be an exact replica of DC and each site should be sized to individually cater the load as described in clause 5 of Scope of Work. b. The DC-DR on-premises setup should be in high availability mode such that all or specific components/modules of the solution can be switched over to and made operational from the alternate site at any	18. Solution DC-DR architecture a. Hardware provided in DR should be an exact replica of DC and each site should be sized to individually cater the load as described in clause 5 of Scope of Work. b. The DC-DR on-premises setup should be in high availability mode such that all or specific components/modules of the solution can be switched over to and made operational from the alternate site at any

			point of time adhering to the RPO and RTO defined. c. The Bidder should ensure a minimum Recovery point objective (RPO) of 15 minutes and (Recovery time objective) RTO of 120 minutes for the solution. d. The solution architecture should ensure continuous data replication between DC and DR sites etc. to ensure that the RPO and RTO can be maintained for switchover.	point of time adhering to the RPO and RTO defined. c. The Bidder should ensure a **maximum** Recovery point objective (RPO) of 15 minutes and (Recovery time objective) RTO of 120 minutes for the solution. d. The solution architecture should ensure continuous data replication between DC and DR sites etc. to ensure that the RPO and RTO can be maintained for switchover.
5.	Annexure-8 Scope of Work	Annexure-8 Scope of Work	8. The selected bidder has to submit the following details as part of Technical Proposal: a. Submission of project implementation plan along with OEM vetted architecture and end-to-end solution configuration details as per scope of work and technical specifications b. Details of rack space and power requirements at DC and DR locations for on-premises setup.	8. The selected bidder has to submit the following details as part of Technical Proposal: a. Submission of project implementation plan along with OEM vetted architecture and end-to-end solution configuration details as per scope of work and technical specifications b. Details of rack space and power requirements at DC and DR locations for on-premises setup. c. **The proposed architecture should have been successfully implemented in any of the Scheduled Commercial Banks/PSU/BFSI by the bidder/OEM and a self-declaration by the bidder/OEM in this regard is to be submitted along with the architecture.**

6.	Annexure-8 Scope of Work	Annexure-8 Scope of Work (D)	3. The restoration of Active Directory setup in the event of complete failure through the supplied solution should maintain a minimum RPO of 15 minutes and RTO of 120 minutes.	3. The restoration of Active Directory setup in the event of complete failure through the supplied solution should maintain a **maximum** RPO of 15 minutes and RTO of 120 minutes.
7	Annexure-8 Scope of Work	Annexure-8 Scope of Work	18. The proposed solution should conform to industry best practices to ensure minimum 99.90% uptime. In case any component of the solution is not functioning, the same shall be considered as downtime for the solution as a whole.	18. The proposed solution should conform to industry best practices to ensure minimum **99.00%** uptime. In case any component of the solution is not functioning, the same shall be considered as downtime for the solution as a whole.
8.	Annexure-15	Bill of Material	Existing Bill of Material	**Amended Bill of Material attached with this Corrigendum**

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 02/05/2025
Place: Bengaluru

Deputy General Manager

केनरा बैंक CANARA BANK Tender Processing Section C. P. & V. M. Vertical Technology Services Wing, H.O. Bengaluru-01

2. Amended Payment Terms

2.1. The payment schedule will be as under and will be released after execution of contract agreement:

Sl. No.	Payment Stages	% of Payment	Condition/Remarks
1.	AD Management solution license cost – 1st year <u>(Table-A of Annexure-16)</u>	100%	Payment will be released quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents. Or **<u>Payment will be released yearly in advance on submission of Invoice and Acceptance/Sign off by the Bank, proof of delivery of licenses valid for minimum one year from go-live date duly attested by Bank officials and on production of relevant documents subject to submission of Bank Guarantee of equivalent amount of the first-year licence cost.</u>**
2.	AD Management solution license cost – 2nd year to 5th year <u>(Table-A of Annexure-16)</u>	100%	Payment will be released quarterly in arrears after deducting applicable penalties and Liquidated damages and on submission of Invoice and on production of relevant documents. **<u>Or</u>** **<u>Payment will be made yearly in advance on submission of Invoice, proof of renewal of licenses valid for minimum one year from start of respective year and on production of relevant documents subject to submission of Bank Guarantee of equivalent amount of the respective year license cost.</u>**
3.		**<u>50%</u>**	On successful delivery of the Hardware for AD Management

Sl. No.	Payment Stages	% of Payment	Condition/Remarks
	AD Management Solution implementation and integration cost <u>(Table-B of Annexure-16)</u>		Solution as per the <u>Table-E of Annexure-16</u> and on submission of Invoice and Proof of Delivery duly attested by the Bank after deducting applicable penalties and Liquidated damages.
		<u>50%</u>	On successful Go-live of the AD Management Solution as per the scope of work and on submission of Invoice and Acceptance/Sign off by the Bank after deducting applicable penalties and Liquidated damages.
4.	Dedicated Onsite Resources <u>(Table-C of Annexure-16)</u>	Payment will be **<u>quarterly</u>** in arrears and on submission of Invoice & on production of relevant documents and after deducting applicable penalties and Liquidated damages (if any) as per RFP Terms & conditions.	

2.2. Bank will release the payment on completion of activity and on production of relevant documents/invoices. 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 and Manufacturer's / Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.

2.3. The selected bidder has to submit installation report/Sign off report duly signed by the Bank officials in originals while claiming payment.

2.4. Bank will not pay any amount in advance unless otherwise specified in this RFP.

2.5. Payment shall be released within 30 days from the date of submission of relevant documents as per RFP terms.

2.6. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

3. <u>Amended Uptime</u>

3.1. The selected bidder shall guarantee a 24*7*365 availability with monthly uptime of **<u>99.00%</u>** for the Active Directory Management Solution as per Scope of Work <u>(Annexure-8)</u> and Technical and Functional requirements (<u>Annexure-9</u>), during contract period, which shall be calculated on monthly basis.

3.2. The "Uptime" is, for calculation purposes, equals to the total contracted minutes in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted minutes. "Failure" is the condition that renders the Bank unable to perform any of the defined functions on the Solution. "Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.

3.3. Bidder must submit the report of uptime to the Bank on monthly basis.

3.4. The downtime calculated shall not include any failure due to bank, and Force Majeure.

3.5. The percentage uptime is calculated on monthly basis as follows:

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

3.6. Contracted minutes of a month = No. of days in that month * 24 * 60.

4. <u>Amended Penalties/Liquidated Damages</u>

4.1. <u>Penalties/Liquidated damages for delay in activities as per clause 1.5 would be as under:</u>

4.1.1. Non-compliance of the overall project implementation timeline <u>as per clause 1.5</u> will result in Bank imposing penalty of 0.50% of the total cost of Active Directory Management solution license for first year and One time implementation and integration cost (mentioned in <u>Table-A and B of Annexure-16</u> respectively) on delay in implementation and integration per week or part thereof by the Bank.

4.1.2. However, the total Penalty/LD to be recovered under clause 4.1.1 shall be restricted to 10% of the sum total of Active Directory Management solution license cost for first year and One time implementation and integration cost (mentioned in <u>Table-A and B of Annexure-16</u> respectively)

4.2. <u>Penalties/Liquidated damages for delay in delivery of hardware as per clause 1.5 would be as under:</u>

4.2.1. Non-compliance of the timeline for Delivery, installation and commissioning as per <u>clause 1.5</u> will result in Bank imposing penalty of 0.50% of One time implementation and integration cost (mentioned in Table- B of Annexure-16) on delay per week or part thereof.

4.2.2. However, the total Penalty/LD to be recovered under clause 4.2.1 shall be restricted to 10% of the One-time implementation and integration cost (mentioned in Table-B of Annexure-16).

4.3. <u>Penalties/Liquidated damages for delay in renewal of licenses would be as under:</u>

4.3.1. Non-compliance of the renewal of licenses as mentioned in <u>clause 1.6</u> will result in the Bank imposing penalty of 1% on delay in renewal per week or part thereof, on the Active Directory Management solution license cost of the respective year at the rate as per column b of Table-A, Annexure-16.

4.3.2. However, the total Penalty/LD to be recovered under clause 4.3.1 shall be restricted to 10% of the total Active Directory Management Solution license cost **<u>for the respective year</u>**.

4.4. Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular **quarter**. The Bank shall also impose a penalty of 0.5% of the **quarterly** resource cost for the respective resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to **10%** on the **quarterly** Resident resource charges payable to the selected bidder.

4.5. Penalties/Liquidated damages for not maintaining uptime of Active Directory Management Solution or its components:

4.5.1. If the selected bidder fails to maintain the guaranteed monthly uptime of **99.00%** for the solution as per Scope of Work, Functional & Technical requirements during contract period, the penalty for monthly Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
99.00% to 100%	**No penalty**
97.00% to < 99.00%	**0.10% of the total license cost for 1 year.**
95.00% to <97.00%	**0.20% of the total license cost for 1 year.**
<95.00%	**1% the total license cost for 1 year.**

4.5.2. The maximum penalty levied under above clause 4.5.1 shall be restricted to **10% of cost of total license cost for 1 year**.

4.5.3. If in any month during the contract period, the uptime is less than **95.00%**, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP and invoke Performance security. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.

4.6. Penalties /Liquidated Damages for loss of Active Directory log data collected and stored in the supplied Active Directory Management solution:

4.6.1. In the event of loss in terms of deletion, corruption, inability to retrieve etc. of the log data collected and stored in the supplied Active Directory Management solution due to technical errors or misconfigurations at the supplied solution level, actions of the onsite support resource from the Bidder etc., penalty shall be levied based on the number of days of data lost:

Number of days of log data lost	Penalty
Less than 5 days	**0.2%** of AD Management Solution onsite support cost for respective quarter
Between 5 to 10 days	**0.5%** of AD Management Solution onsite support cost for respective quarter
Between 10 to 20 days	**1%** of AD Management Solution onsite support cost for respective quarter

Between 20 to 30 days	5% of AD Management Solution onsite support cost for respective quarter
Over 30 days	10% of AD Management Solution onsite support cost for respective quarter

4.6.2. The maximum penalty levied under above clause 4.6.1 shall be restricted to **10% of AD Management solution onsite support cost for the respective quarter.**

4.7. Penalties /Liquidated Damages for any major impact/delay on Active Directory services due to AD Management solution misbehaviour/ misconfiguration:

4.7.1. The penalty will be as under:

Duration of impact	Penalty
For every hour	3% of **AD Management Solution onsite support cost for respective quarter**

4.7.2. The above penalty shall also be applicable in case all the solution components taken together cause an increase of over 10% in the critical resources utilization such as CPU, Memory, Disk, GPU etc. of Active Directory servers above the normal utilization in the absence of the solution.

4.7.3. The maximum penalty levied under above clause 4.7 shall be restricted to 20% of **AD Management Solution onsite support cost for respective quarter**.

4.8. Penalties /Liquidated Damages in case the critical resource utilization such as CPU, Memory, Disk, GPU etc. of any server/ appliance supplied as part of the solution crosses 75% for extended duration due to misconfiguration/incorrect sizing:

4.8.1. The penalty will be as under:

Duration of utilization above threshold	Penalty
Between 1 to 2 days	3% of AD Management Solution onsite support cost for respective **quarter** as per Table-C of Annexure-16
Between 3 to 5 days	5% of AD Management Solution onsite support cost for respective **quarter** as per Table-C of Annexure-16
Between 5 to 10 days	8% of AD Management Solution onsite support cost for respective **quarter** as per Table-C of Annexure-16
Between 10 to 15 days	12% of AD Management Solution onsite support cost for respective **quarter** as per Table-C of Annexure-16
Above 15 days	15% of AD Management Solution onsite support cost for respective **quarter** as per Table-C of Annexure-16

4.8.2. The maximum penalty levied under above clause 4.8.1 shall be restricted to **15% of AD Management Solution onsite support cost for the respective quarter**.

4.9. In case the total penalty in any quarter is exceeding the amount payable to the Bidder for that quarter, the same shall be recovered from any of the subsequent payments. If there are no further payments to be made to the Bidder in the contract period, then

the same shall be recovered by invoking the Performance Security/ Bank Guarantee of equivalent amount of the respective year licence cost (if applicable)

4.10. **Penalties/Liquidated Damages for non-performance:** If the selected bidder does not meet the specifications/terms of the RFP during various tests/stages, the selected bidder shall rectify the same at bidders cost to comply with the specifications/terms of the RFP immediately to ensure the committed uptime/terms, failing which the Bank reserves its right to withhold the payment, impose penalty and invoke the Bank Guarantee/ nullify the contract.

4.11. The selected bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.

4.12. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

4.13. If the selected bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty/ Liquidated Damage for non-performance.

4.14. Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.

4.15. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions attributable to the staff of the selected bidder.

4.16. All the above LDs are independent of each other and are applicable separately and concurrently.

4.17. **Penalties/Liquidated Damages for delay in submission of Performance Security:** If the Performance Security is not submitted within the time stipulated in clause 9 of Section F, penalty at 0.50% for each completed calendar week of delay or part thereof on the total value of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee/Performance Security. The total penalty under this clause shall be restricted to 2.5% of the TCO.

4.18. Bank may impose penalty to the extent of damage to its any equipment or fine imposed by RBI or any regulatory bodies, if the damage was due to the actions attributable to the staff of the selected bidder.

4.19. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Performance Security or **Bank Guarantee of equivalent amount of the respective year licence cost (if applicable)** or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty were provided for under the contract.

4.20. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

Annexure-16

Bill of Material

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: RFP for Selection of Service Provider for Supply, Implementation & Management of Active Directory Management Solution for period of five (05) years in Canara Bank

Ref: GEM/2025/B/6114413 dated 05/04/2025

Notes

1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

Table-A

Cost of AD Management solution licenses on subscription basis for a period of 5 years

[Amount in Indian Rupees]

Sl. No.	Item details		Qty#	Unit price per year per object (excl. of taxes)	No. of years	Total cost for 5 years (excl. of taxes)	Tax for column "d"		Total cost for 5 years (incl. of tax)
							% of tax	Tax amt.	
			a	b	c	d=a*b*c	e	f	g=d+f
1.	AD Management Solution licenses	Users	1,35,000		5				
2.		Computers	1,00,000		5				
3.		Administrator/ Helpdesk users	30		5				
4.		Domains	1		5				
5.		Domain controllers	30		5				
6.	Any Other License for AD Management Solution ##(Bidder to provide details)				5				
Total cost for AD Management Solution licenses (A)									

Bank at its discretion may procure additional quantity of any/all/combination of licenses during the contract period at the same unit cost/rate quoted above. Charges mentioned in above Table-A for AD Management solution licenses should be valid for the duration of the contract period. The specified Quantity mentioned in above in column "a" is the immediate (DAY-1) requirement and Payments will be made based on actual licences utilisation.

Bidder should ensure that only licenses that are directly part of AD Management solution are quoted in Line item 6 of Table-A.

NOTE: Bank will not provide any hardware/software/middleware components or licenses required for building the solution. Hardware, Software, Operating system, middleware, Database and any other miscellaneous requirements for the project should be provided on end-to-end managed service model.

Table-B

One-time Implementation and Integration Cost

[Amount in Indian Rupees]

Sl. No.	Description	Total cost (excl. of taxes)	Tax for column "a"		Total cost (incl. of tax)
			% of tax	Tax amt.	
		a	b	c	d=a+c
1.	One Time Implementation and Integration cost as per scope of work				
2.	One time implementation and integration cost (B)				

Table-C

Charges for Onsite Resources for 5 years

[Amount in Indian Rupees]

Sl. No.	Description	Charges per resource per month [excl. of taxes]	No. of months	No. of resources	Total charges for resources for 5 years [excl. of taxes]	Tax for column d		Total charges for resources for 5 years [incl. of taxes]
						% of tax	Tax Amt.	
		a	b	c	d=a*b*c	e	f	g=d+f
1.	L2 resource		60	1 *				
2.	Total Charges for Onsite Resources for 5 years (C)							

* Bidder to arrange for deployment of sufficient resources such that at any time during the defined shift timings, minimum of one resource is available onsite as per the RFP terms.

Table-D

Total cost of ownership (TCO) for 5 Years Contract Period

[Amount in Indian Rupees]

Sl. No.	Description	Total Cost (inclusive of taxes)
1.	AD Management Solution licenses cost as per Table-A	
2.	Implementation and Integration Cost as per Table-B	
3.	Onsite Support Resource Cost as per Table-C	
Total Cost of Ownership for 5 Years of Contract Period [Sum of row 1 to 3 of the Table-D]		

TABLE-E

List of hardware and software to be provided:

List of Hardware which will be installed in Bank DC/DR			
Sl. No.	Particulars including Make, Model, Configuration, etc.	Quantity	Description
List of OS / Middleware / Software which will be used for on-premises set up			
Sl. No.	Particulars including Name, Version, etc.	Quantity	Description

Note: The Table-E will not be a part of the Bill of Material. Bidder has to declare complete details i.e. Make & Model, Serial Nos. etc. of the hardware that will be placed on-premises and OS / middleware / software etc. used on these servers for fulfilling the terms and conditions of this RFP. Rows to be added as per the exact number of items.

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.

Date:
Place:

Signature with seal
Name:
Designation: