Clause in RFP

S. No.	Clause in RFP	Clarifications/ Changes made
1	**[A] Important Dates:** 4. Last Date of Submission of RFP Response (Closing Date) 03:00 PM on 29th September, 2023 5. Eligibility Cum Technical Bid Opening Date 3:30 PM on 29th September, 2023	**[A] Important Dates:** 4. Last Date of Submission of RFP Response (Closing Date) 03:00 PM on **3rd October, 2023** 5. Eligibility Cum Technical Bid Opening Date 3:30 PM on **3rd October, 2023**
2	**Annexure 2 – Evaluation Terms** **A. Eligibility Bid Evaluation** Pre-qualification / eligibility criterion for the bidder to qualify this stage is clearly mentioned in below. The Bidder would need to submit / upload supporting documents digitally signed by authorized representative of the bidder as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFP. Eligibility Criteria Table	**Annexure 2 – Evaluation Terms** **A. Eligibility Bid Evaluation** Pre-qualification / eligibility criterion for the bidder to qualify this stage is clearly mentioned in below. The Bidder would need to submit / upload supporting documents digitally signed by authorized representative of the bidder as part of the eligibility proof. All dates if not specified to be applicable from the date of the RFP. **Please refer revised Eligibility Criteria Table attached as Appendix 1 to this Addendum**.
3	**Annexure 11 – Project Details and Scope of Work.** ---------- The product proposed by the bidder must comply with the technical specifications given below:	**Annexure 11 – Project Details and Scope of Work.** ---------- The product proposed by the bidder must comply with the technical specifications given below:

S. No.	Clause in RFP	Clarifications/ Changes made
	Minimum Technical Requirement for Load Balancer.	**Please refer revised minimum Technical Requirements for Load Balancer attached as Appendix 2 to this Addendum**.
4	**Annexure 13 – Masked Commercial Bid.**	**Annexure 13 – Masked Commercial Bid.** **Please refer revised Masked Commercial bid - Annexure 13 attached as Appendix 3 to this Addendum**.
5	**Annexure 14 – Commercial Bid**	**Please refer revised Commercial bid - Annexure 14 attached as Appendix 4 to this Addendum**. *(Please refer "Commercial Bid.xlsx" Excel file shared separately with this addendum for uploading in GeM portal as part of Commercials.)*
6	**Additional Clarification:** **1. Quantity of Load balancers has been revised to –04- (2 DC, 2 DR) from the earlier -08- nos (4 DC, 4 DR).** **2. Please read the RFP Document / Bid no. as GEM/2023/B/3827164 in place of GEM/2023/B/3817971 mentioned in the "RFP cum Additional Terms" document. Bidders must ensure to quote Document / Bid no. as GEM/2023/B/3827164 while submitting bid and in all future correspondence with Bank.**	

Clarification of Pre-bid queries is enclosed as "Annexure A".

All other Terms & Conditions are same as per our RFP Bid no. GEM/2023/B/3827164 dated 14.08.2023 and subsequent addendums for Supply, Installation and Maintenance of Load Balancers for Bank of Baroda sponsored RRB DC/DR for a period of 5 Years.

Appendix 1

Eligibility Criteria

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
A	**General**		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 5 years. **In case the bidding company / firm is hived off from the demerged company, the experience, eligibility, etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company does not apply in the same RFP process and Novation / other relevant agreements are in place.**		(Documentary Proof to be attached (Certificate of Incorporation). AND Novation / **Other Relevant Agreement** (if applicable)
2	Bidder must be in the business of supplying and implementing Network Hardware in India for a period of last 3 years (As on RFP date). **In case the bidding company / firm is hived off from the demerged company, the experience, eligibility, etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company does not apply in the same RFP process and Novation / other relevant agreements are in place.**		Documentary evidences to be attached (Copy of purchase order/work order) AND Novation / **Other Relevant Agreement** (if applicable)
3	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) within last 2 years from the RFP date.		Letter of confirmation (self- certified letter signed by authorized official of the bidder)
4	The Bidder is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017. **or** The Bidder is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the		Undertaking as per Annexure 3 and copy of certificate of valid registration with the Competent Authority (If applicable) (signed /Digitally signed documents from authorized representative of

	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.		bidder & OSD\ OEM)
5	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.		Letter of confirmation (self- certified letter signed by authorized official of the bidder)
6	The Bidder to provide an undertaking on his letter head that all the technical requirements highlighted as part of Technical Scope are covered in totality in the proposal submitted by the bidder.		Letter of confirmation from bidder(self-certified letter)
B	**Financial**		
1	The Bidder must have registered average annual turnover of **Rs. 15 Crore** or above during the last three completed financial years – **2020-21, 2021-22 and 2022-23*** (Not inclusive of the turnover of associate companies) from Indian operations. **OR** *Below clause is applicable for bidders who fall under the category of Micro & Small Enterprise (MSEs) or Start-ups (Necessary valid documentary proof certifying the bidder as an MSE or Start- up needs to be submitted by the bidder).* The Bidder must have registered average annual turnover of **Rs. 4 Crore** or above during the last three completed financial years – **2020-21, 2021-22 and 2022-23*** (Not inclusive of the turnover of associate companies) from Indian operations. **In case the bidding company / firm is hived off from the demerged company, the experience, eligibility, etc. as per the requirement of the RFP may be**		Audited Financial statements for the financial years **2020-21, 2021-22 and 2022-23***. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Networth. The CA certificate in this regard should be without any riders or qualification. AND Novation / **Other Relevant Agreement** (if applicable)

	considered as of the demerged company, provided the demerged company does not apply in the same RFP process and Novation / other relevant agreements are in place.		
2	The Bidder must be Net profit making entity continuously for the last three years i.e. financial years –**2020-21, 2021-22 and 2022-23*** **OR** The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years. **In case the bidding company / firm is hived off from the demerged company, the experience, eligibility, etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company does not apply in the same RFP process and Novation / other relevant agreements are in place.**		Audited Financial statements for the financial years **2020-21, 2021-22 and 2022-23***. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification. AND Novation / **Other Relevant Agreement** (if applicable)

* If **2022-23** Financial Statements of any bidder are unaudited, then Financial statements for **2019-20, 2020-21 and 2021-22** will be considered, along with an undertaking letter from the bidder that FY **2022-23** statements are not audited.

In this scenario Audited Financial statements for the financial year **2019-20, 2020-21 and 2021-22** are to be submitted.

C	**Experience & Support Infrastructure $**

1	Bidder must have experience in Supply, Installation / Commissioning & Support for similar load balancers in -2- Data Centre in last 5 years (as on RFP date) in BFSI / Government Organizations / PSUs in India out of which one should be **a BFSI.** (In case the bidder has experience in DC & DR separately for any one organization, then the experience shall be taken as two numbers).		Documentary Proof to be attached along with order / contract copy and customer certified letter certifying satisfactory operations by the bidder for Supply and Implementation of DC Network Infrastructure.
2	The Bidder must have valid ISO 9001:2008 / 2015 certification **and** OEM should have valid ISO 14001 or similar certification for manufacturing facility from where the equipment will originate.		Copy of the relevant certificates
3	Bidder should have direct support offices in Mumbai and Hyderabad. In case direct support office of the bidder is not available in Mumbai & Hyderabad then an undertaking to be provided by the Bidder stating that direct support office would be established by the bidder at both the locations within 30 days from the date of Purchase Order.		Self-certified letter signed by authorized official of the bidder mentioning address of direct support offices.
D	**Others**		
1	If OEM is bidding directly then they cannot submit another bid with any other bidder.		Letter of confirmation from OEM
2	Bidder must ensure that the equipment's to be supplied will not reach End of Life / Sale in next 3 years and will not be End of Support in next 5 years from the date of RFP		Letter of undertaking from the OEM / OEMs
3	Bidder must ensure that all the modules/ component of individual equipment to be supplied from the same OEM.		Letter of undertaking from the Bidder.

$ - In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and Novation / **Other Relevant Agreement** is in place. In that case, Relevant Novation / **Other Relevant Agreement** need to be submitted.

Appendix 2

Minimum Technical Requirement for Load Balancer			
S/N	**Required Minimum Specifications**	**Bidder's Compliance (Yes/No)**	**Remarks**
A	**Platform**		
1	The Proposed Load Balancer must be an appliance with hardened OS		
2	The Proposed Load Balancer platform should be a full proxy architecture and must perform reverse proxy		
3	The Proposed Load Balancer Should support minimum 10 virtual instances from day 1, which must have full fault isolation and resource reservation between each virtual instance. Hyper visor should not be an open source. The same should be further scalable up **to 24 virtual instances in the same hardware.**		
4	The Proposed Load Balancer should have a dedicated out-of-band Ethernet management port		
5	The Proposed Load Balancer should have full support IPv6. It should support all IPv6 scenarios: a. IPv4 on the inside and IPv6 on the outside (Phase – II certified) b. IPv6 on the inside and IPv4 on the outside c. IPv6 on the inside and outside		
6	The Proposed Load Balancer should support VLAN, LACP & Trunking		
7	The Proposed Load Balancer should be a high-performance purpose-built hardware-based solution with a minimal of intel quad core processor or better		
8	The Proposed Load Balancer should have minimum memory of 128 GB from Day 1		
9	The Proposed Load Balancer hardware/appliance must have at least **8 ports of 10/25 Gbps** SFP+ optical ports all of which must be fully populated from day one with 10G/25G multi-Mode modules without use of any Split out/ Breakout cable. All relevant optics, or cables for connecting with the switches needs to be factored. All ports should be populated with required transceivers. Apart from above each appliance should have additional ports for sync, HA, and other functionalities		
10	The Proposed Load Balancer should have Dual Power Supply & SSD Disk		
B	**Performance**		
1	The Proposed Load Balancer platform should have "L7" throughput of minimum **80 Gbps L7 throughput** from day one		
2	The Proposed Load Balancer hardware/appliance should support minimum **2 million Layer 7 RPS** (Request Per second)		

3	The Proposed Load Balancer hardware/appliance should support minimum 1 million Layer 4 CPS (Connection Per second)		
4	The Proposed Load Balancer hardware/appliance should have and support 40,000 SSL CPS of RSA 2048-bit key strength and up to 20,000 SSL CPS of ECDSA-P256 bit key strength. (1TPS =1CPS)		
5	The Proposed Load Balancer hardware/appliance should have SSL Throughput of minimum 20 Gbps		
6	The Proposed Load Balancer hardware/appliance should have Compression throughput of minimum 10 Gbps		
7	The Proposed Load Balancer hardware/appliance should support configurable TCP Optimization features for client- side and server-side connection		
C	**Security features**		
1	The Proposed Load Balancer hardware/appliance/solution should contain an internal geo location database from day one		
2	The Proposed Load Balancer hardware/appliance/solution should support client NAT & server NAT		
3	The Proposed Load Balancer hardware/appliance/solution should support HTTP Header manipulation on client requests and server responses to hide server identities		
4	The Proposed Load Balancer hardware/appliance/solution should have Advance Denial of Service protection		
D	**Server Load Balancing**		
1	The Proposed Load Balancer hardware/appliance/solution should have application delivery features such as layer 7 load balancing, layer 7 content switch, caching, hardware/software/ firmware-based SSL offload and hardware-based server-side compression		
2	The Proposed Load Balancer hardware/appliance/solution should have dual TCP Stack for client side as well as server side for optimizing TCP traffic towards both sides		
3	The Proposed Load Balancer hardware/appliance/solution should have capability to monitor the applications using intelligent application-level monitors which can be system defined, internal or external executable scripts		
4	The Proposed Load Balancer hardware/appliance/solution should have 2048 and 4096 bit key for SSL certificate support		
5	The Proposed Load Balancer hardware/appliance/solution should have capability to support ECC, RSA and ECC+RSA (Hybrid) Certificates for SSL offload		
6	The Proposed Load Balancer hardware/appliance/solution should provide static and dynamic load balancing algorithms such as round robin, weighted round robin, fastest, predictive and observed		
7	The Proposed Load Balancer hardware/appliance/solution should have HTTP 2.0 or higher gateway in environment where the client to load balancer traffic is HTTP 2.0 or higher and from load balancer to server is normal HTTP 1.1		

8	The Proposed Load Balancer hardware/appliance/solution should support Advanced Web Performance		
E	**Global Server Load Balancing**		
1	The Proposed Load Balancer hardware/appliance/solution must have Global Server Load Balancing supported on the same appliance		
2	The Proposed Load Balancer hardware/appliance/solution must have performed load balancing across multiple geographical sites for transparent failover, complete disaster recovery among sites and optimal service delivery, Single application failure etc.		
3	The Proposed Load Balancer hardware/appliance/solution must have global response time optimization in real-time through advanced load and proximity measurements		
4	The Proposed Load Balancer hardware/appliance/solution must have provided failover capability between data centres in active-active or active-backup modes		
5	The Proposed Load Balancer hardware/appliance/solution must have global redirection based on DNS		
6	The Proposed Load Balancer hardware/appliance/solution should support DNSSEC functionality		
7	The Proposed Load Balancer hardware/appliance/solution should support 1K DNS QPS (Query Per Second)		
F	**Optimization**		
1	The Proposed Load Balancer hardware/appliance/solution should support Application Performance Monitoring for advanced end to end reporting for every application transaction for all Virtual Service without any limitation with below details a. Session Anomaly b. Client-Side Latency, Server-Side Latency c. SSL Ciphers used d. End Device used to access the application e. End-to-End Latency for particular session		
G	**Device Administration**		
1	The Proposed Load Balancer hardware/appliance/solution should provide HTTPS interface management for administering the device		
2	For device management and administration, the proposed load balancer hardware/appliance/solution should have internal user database as well as must support external user database of RADIUS/ TACACS+/ Microsoft AD/ LDAP and Client Certificate LDAP		
3	The Proposed Load Balancer hardware/appliance/solution should provide SSH interface management for administering the device		
4	The Proposed Load Balancer hardware/appliance/solution should provide troubleshooting and traffic analysis tool like tcpdump		

5	The Proposed Load Balancer hardware/appliance/solution support role-based admin access with roles like no access, Guest, Operator, Application editor, Resource Administrator and Administrator		
6	The Proposed Load Balancer hardware/appliance/solution should have a live dashboard with graphical reporting.		
	a. CPU Usage b. Memory Usage c. Connections Statistics d. Throughput Statistics e. Virtual Server Status f. Pool Status g. Node Status		
7	The Proposed Load Balancer hardware/appliance/solution should provide historical graphical reporting for the last 30 days on appliance itself or using external reporting solution seamlessly.		
8	The Proposed Load Balancer hardware/appliance/solution should have a built-in tool to take a snapshot of the unit for troubleshooting and analysis purpose		
9	The Proposed Load Balancer hardware/appliance/solution should provide a service to upload this snapshot and get feedback on the health of the unit & missing Hotfixes and best practices		
10	The Proposed Load Balancer hardware/appliance/solution should support multiple configuration backup on appliance itself, also as when configuration restore happens it should backup last running configurations automatically and administrator should be able to go back to at least 4 restoration points		
11	The Proposed Load Balancer hardware/appliance/solution should support Network Isolation as well as Management isolation		
H	**Centralised Management**		
1	The Proposed Load Balancer hardware/appliance/solution must have Unified (Centralized) Consolidated Management (Hardware or Software based.) In case of Software, required hardware will be provided on VM. OS /software with required licenses to be provided by Bidder.		
2	The Proposed Load Balancer hardware/appliance/solution should have configuration management		
3	The Proposed Load Balancer hardware/appliance/solution should have SSL Certificate Management		
4	The Proposed Load Balancer hardware/appliance/solution should have Configuration Auditing, Reporting etc.		
I	**High Availability**		
1	The Proposed Load Balancer hardware/appliance/solution should have active-active and active-backup high availability with TCP/IP connection mirroring.		
2	The Proposed Load Balancer hardware/appliance/solution should have transparent failover between 2 devices, the failover should be transparent to other networking devices		

3	The Proposed Load Balancer hardware/appliance/solution should support network-based failover for session mirroring, connection mirroring and heartbeat check		
4	The Proposed Load Balancer hardware/appliance/solution should support configurations auto sync, manual sync to and from active and backup unit		
5	The Proposed Load Balancer hardware/appliance/solution should support the feature to force the active device to standby and back to active state; or force a device to offline mode		
6	The Proposed Load Balancer hardware/appliance/solution should support MAC masquerading		
J	**Reporting Features**		
1	The Proposed Load Balancer hardware/appliance/solution should have a Reporting Engine built-in		
2	The Proposed Load Balancer hardware/appliance/solution should support High Speed Logging to a syslog server		
3	The Proposed Load Balancer hardware/appliance/solution should support for customized logging through scripts to log any parameter from L3 to L7, like Geolocation, IP addresses, client browser, client OS, etc...		
K	**Service, Support & Training**		
1	The Proposed Load Balancer hardware/appliance/solution should be under 6 Hrs CTR support.		
2	The Proposed Load Balancer hardware/appliance/solution should have 24X7X365 global Technical Assistance Centre (TAC) operated from India		
3	The Warranty and AMC should include all the components supplied as part of the solution including trans receivers, breakout cables etc. for The Proposed Load Balancer hardware/appliance/solution.		
Note: The performance requirement is for a single hardware appliance and should not be for a cluster/stack. If Bidder is proposing a cluster/stack-based solution, the performance requirement applies to a single appliance of the cluster/stack.			

Appendix 3

Annexure 13 – Masked Commercial Bid.

Sr. No.	Item Description	Qty	One time Cost (OTC)	Unit Cost	Total cost for 5 Years	GST Amount	Total Amount (including GST) in Rs.
1	Load Balancers with 5 years warranty. **(2-DC , 2 - DR)**	**4**	X	0.00	0.00	0.00	0.00
2	Implementation Cost	X	0.00	X	0.00	0.00	0.00
Total Cost of Ownership (TCO) for 5 years					**0.00**	**0.00**	**0.00**

Note:

The Bidder shall quote the Prices in the format mentioned above. Prices to be filled in yellow colour boxes only (in commercial excel sheet) and nothing to be inserted in boxes where X is mentioned.

We abide by following terms and conditions:

a. All prices to be quoted in Indian Rupee (INR) only.
b. Price Bid should be comprise values only upto 2 decimal places. For the evaluation purpose, Bank will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places. In case of discrepancy between figures and words, the amount in words shall prevail. The Bidder has to make sure all the arithmetical calculations are accurate and Bank should not be held

responsible for any incorrect calculations. However for the purpose of calculation, Bank will take the corrected figures / cost. The Price Bid submitted with an adjustable quote will be treated as non-responsive and Bid will be rejected.

c. The Bidder should provide the commercial for every line items where the Bidder has considered the cost in the BOM. Any extra components/ item/service if required for fulfilling the scope, the bidder is required to factor the same in above mentioned line items only. The Bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the Bidder would need to provide the same without any additional charge. Bidder should make no changes to the quantity. If the cost for any line item is indicated as zero / blank then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
d. There shall be no escalation for prices during the currency of 5 years contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
e. Prices quoted by the Successful Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
f. No price increase on account of change in tax structure, duties, levies, charges etc shall be permitted, No price increase on account of exchange rate fluctuations.
g. All the price quoted is with onsite comprehensive 5 Years Warranty.
h. All hardware and Software items should be as per technical specifications mentioned in Annexure 11 and Scope of Work.
i. The warranty period will get started from the go-live signoff date (date of completion of successful installation) by Bank Officials and will be valid for 5 years. The successful bidder need to provide a back-to-back support arrangement certificate from the OEM.
j. The successful Bidder has to change or upgrade the hardware/software for ensuring the compliance to statutory, regulatory guidelines from RBI, TRAI, IRDA, NPCI, IBA etc. at no extra cost to the Bank.
k. All the payments will be released as per the payment terms on submission of invoices along with all supporting documents duly stamped and signed by Project Managers of the successful bidder and Bank officials. Bank will deduct applicable TDS, if any, as per the law of the land. The successful bidder needs to provide the OEM certificates for all the hardware, software & licenses supplied to the Bank for releasing the payments.
l. In the case of additional requirements desired by the Bank, the Bank can place the order for additional 25-30% of the over and above the quantity for which Order is placed with a particular bidder.
m. Bank reserves the right to disqualify the Bidder in case of any deviation observed in the commercial Bid.
n. We hereby undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name & Seal

Appendix 4

Annexure 14 –Commercial Bid.

Please ensure that Commercial bid is not uploaded with the documents of Eligibility cum Technical bid. In case any commercial details are found in the eligibility cum technical bid document set, entire bid is liable to be rejected. Please note, Commercial bid will be opened only during commercial bid evaluation in second stage.

Sr. No.	Item Description	Qty	One time Cost (OTC)	Unit Cost	Total cost for 5 Years	GST Amount	Total Amount (including GST) in Rs.
1	Load Balancers with 5 years warranty. **(2-DC , 2 - DR)**	**4**	X	0.00	0.00	0.00	0.00
2	Implementation Cost	X	0.00	X	0.00	0.00	0.00
Total Cost of Ownership (TCO) for 5 years					**0.00**	**0.00**	**0.00**

Note:

The Bidder shall quote the Prices in the format mentioned above. Prices to be filled in yellow colour boxes only (in commercial excel sheet) and nothing to be inserted in boxes where X is mentioned.

We abide by following terms and conditions:

a. All prices to be quoted in Indian Rupee (INR) only.

b. Price Bid should be comprise values only upto 2 decimal places. For the evaluation purpose, Bank will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places. In case of discrepancy between figures and words, the amount in words shall prevail. The Bidder has to make sure all the arithmetical calculations are accurate and Bank should not be held responsible for any incorrect calculations. However for the purpose of calculation, Bank will take the corrected figures / cost. The Price Bid submitted with an adjustable quote will be treated as non-responsive and Bid will be rejected.
c. The Bidder should provide the commercial for every line items where the Bidder has considered the cost in the BOM. Any extra components/ item/service if required for fulfilling the scope, the bidder is required to factor the same in above mentioned line items only. The Bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the Bidder would need to provide the same without any additional charge. Bidder should make no changes to the quantity. If the cost for any line item is indicated as zero / blank then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
d. There shall be no escalation for prices during the currency of 5 years contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
e. Prices quoted by the Successful Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
f. No price increase on account of change in tax structure, duties, levies, charges etc shall be permitted, No price increase on account of exchange rate fluctuations.
g. All the price quoted is with onsite comprehensive 5 Years Warranty.
h. All hardware and Software items should be as per technical specifications mentioned in Annexure 11 and Scope of Work
i. The warranty period will get started from the go-live signoff date (date of completion of successful installation) by Bank Officials and will be valid for 5 years. The successful bidder need to provide a back-to-back support arrangement certificate from the OEM.
j. The successful Bidder has to change or upgrade the hardware/software for ensuring the compliance to statutory, regulatory guidelines from RBI, TRAI, IRDA, NPCI, IBA etc. at no extra cost to the Bank.
k. All the payments will be released as per the payment terms on submission of invoices along with all supporting documents duly stamped and signed by Project Managers of the successful bidder and Bank officials. Bank will deduct applicable TDS, if any, as per the law of the land. The successful bidder needs to provide the OEM certificates for all the hardware, software & licenses supplied to the Bank for releasing the payments.
l. In the case of additional requirements desired by the Bank, the Bank can place the order for additional 25-30% of the over and above the quantity for which Order is placed with a particular bidder.

m. Bank reserves the right to disqualify the Bidder in case of any deviation observed in the commercial Bid.
n. We hereby undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name & Seal