[A] Important Dates:

#	Particulars	Timeline
A.5	Last Date & Time of Submission of Bids	03:00 PM on 09th September 2021
A.6	Date & Time of opening of Part-I Eligibility cum Technical Bid	03:30 PM on 09th September 2021

S. No.	RFP Clause	Clause to be amended as under
1	**Annexure 19 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT** 15. PAYMENT TERMS 15.1 The payments shall be released by BOB's _____Office on presentation of Original copies of (1) Invoice (2) Delivery challan (3) Installation report by _____. 70% of the total cost shall be paid on delivery, successful installation and satisfactory performance of the application. Remaining 30% of total cost will be paid after one month of successful installation and satisfactory functioning.	**Annexure 19 - SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT** 15. PAYMENT TERMS (Terms mentioned in the RFP)

Addendum to following Annexures
1.   Annexure 12 – Project Details Scope of Work
2.   Annexure 14 – Masked Commercial Bid
3.   Annexure 15 – Commercial Bid

All other Terms & Conditions are same as per our Request For Proposal For Supply, Installation & Maintenance of E-Audit Solution For 5 Years RFP Reference: BCC:IT:PROC:113:29 dated 29th July, 2021.

Annexure 12 – Project Details Scope of Work

1. Project Scope

Bank will award the contract to the successful bidder and the bidder should provision of E-Audit Solution including supply, install and maintenance as per the scope briefed in this RFP.

The Bidder shall perform the following tasks as per Bank requirement and satisfaction as per this RFP, but not limited to:

a) Supply, Commissioning, Installation, Configuration and Maintenance of E-Audit Solution.
b) Acceptance Testing
c) Certification from OEM
d) Training/Handholding
e) Handover to Bank/Managed Service Provider (MSP) with full functionality and Technical knowledge transfer to Bank & MSP.
f) Completion Schedule, Warranty, AMC and Service Support for E-Audit Solution through MSP as part of Warranty and Annual Maintenance Contract.

Description of the envisaged scope is enumerated as part of this Annexure however the Bank reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.
Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

2. Broad Scope of Work

➤ The application shall provide for data entry, validation and consolidation for the following broad segments: -
   1. Closing Certificates
   2. Closing Returns
   3. IFCoFR **(Internal Financial Control Over Financial Reporting)**
   4. LFAR **(Tax audit is not included)**
   5. Any other Returns or annexure as per the requirement by Regulator (RBI, SEBI etc) **(There are over 35 certificates and 10 returns which are generally applicable to all PSU banks. These certificates are prepared based on data entry done in respective forms)**

6. International Operations Segment (Local currency & INR)

At present over 35 certificates, 10 returns are configured in the 1 & 2 segments above respectively

➢ The application must have a 4 tier structure:
1. Branch Level
2. Regional Office Level (RO)
3. Zonal Office Level (ZO)
4. Corporate Office Level

Consolidation Audit at present is at RO/ZO level, going forward we would want it to be centralized, as such the application should accommodate both set of requirements. **The periodicity of the audits will be annual.**

➢ Users created in the application should be unique and all branches, Offices and Auditors should be provided individual USER IDs with defined roles of **maker** and **checker**. **Considering the Maker Checker control, there will be around 17,500 branch users, around 500 Zonal/corporate users and around 2,500 to 3,000 users created for Auditors. Probable concurrency can be estimated based on above data.**

➢ The application shall allow data entry and modification to the lower-level users.

➢ The application must have a feature of **pre-population** of data in case where data can be uploaded centrally for branch auditing purpose.

➢ The application must be able to **host reports uploaded centrally** under each item for branch auditing purpose.

➢ The application to integrate flow of final returns/ data from Source system (like Finacle, EWGL etc where closing returns are prepared and validated).

➢ There should be provision for Auditor to apply lock / unlock any of the above items during the audit for restricting data changes by branch.

➢ Version check should be implemented for all returns and certificates and **System LOG** should be generated for the changes made by the user

➢ ZO and Corporate Office user should be given power to unlock a branch. However the reason for unlock request should be mandatory and request to be captured in application. The application also requires providing a LOG of the same.

➢ Consolidation Reports for each of the above items are required to be generated branch wise, region wise, zone wise and Bank as a whole. Each consolidation report should have an annexure report which gives the sol wise data considered for consolidating and preparing the report.

➢ Ready Access to
  1. Circulars from RBI
  2. Internal Circulars
  3. Accounting Policy
  4. Annexure already prepared by Branch Auditors

DIGITAL SIGNATURE:-
➢ The application should facilitate signing of all returns and certificates by the way of Digital Signature only.
➢ The digital signature detection and signing tool must be **inbuilt** in the application.
➢ The application should be able to differentiate the signature of Branch Manager and Auditor.

CLOSING CERTIFICATES:-
➢ The application shall provide facility for data entry in forms for Closing Certificates. The format of the certificates shall be based on requirements of regulators and are subject to change on annual basis.
➢ The application must have a feature of **pre-population** of data in case where data can be uploaded centrally for branch auditing purpose.
➢ Certificates, where balances are to be tallied with source system, data extraction and validation option to be facilitated
➢ The certificates should be generated in PDF format only at branch level. **The PDF should be digitally authenticated by branch and auditor in the application itself before enabling download or closure of audit (This shall be applicable to all ITEMS like LFAR, IFCOFR).**
➢ Provision of pre-populating the data fields of certificate with the data downloaded from Finacle / Ministry application.
➢ Change log is required to be maintained for each certificate.
➢ All administrative offices should have access to the data fed by branches in form of compilation (Branch wise) and consolidation (Office as a whole) report generated as excel and PDF format.
➢ At Admin office level the report should contain the no. of units consolidated for generation of the report.

CLOSING RETURNS: -
➢ The application shall validate the return number, year and version of closing return being uploaded.
➢ The application should have facility for centralized uploading or Hosting of closing returns in the application.

IFCoFR (INTERNAL FINANCIAL CONTROL OVER FINANCIAL REPORTING):-

➢ IFCOFR annexure is to be deployed in the application. It contains two formats which is to be mapped to applicable branches only for data entry/responses. **There is no predefined format of return/certificate advised by regulator. It is currently in checklist format and the branch offices are required to record their response in the form.**

➢ Remaining all features for IFCOFR will be similar to **Closing Certificates**.

LFAR: -

➢ The application shall facilitate the LFAR and its annexures

➢ The format shall change as per bank/RBI guidelines for the respective year.

➢ The data entered should be arithmetically validated (In case any other logic has to be incorporated it shall be advised in due course).

➢ Remaining all features for LFAR will be similar to **Closing Certificates**.

Other Application Features: -

Auditing Features: -

➢ Branch Managers Login should be linked to Banks HRMS data base and domain login id should be used by branch manager for Logging into the application.

➢ Managers can pre-fill data for auditors to reduce the data entry required on the day of auditing.

➢ Auditors can login using their UCN number as user name and view the list of branches assigned to their firm for auditing.

➢ Auditors can lock the annexure editing by branch to avoid any future data changes by the manager login.

➢ Once auditing is completed **(After Digital Signature of both branch and auditor)** auditors can view html reports and download PDF report.

➢ Manager can enter rectification comments if any in respective Annexure and apply for closure indicating the completion of data entry.

Administrative Features: -

➢ Branch Master: Add, Edit and Delete branches based on Financial Year.

➢ User Master: Should be updated based on HRMS data base

➢ Auditor Firm Master: Add and update auditor firm details like firm name, UCN, membership number.

➢ The audit master has to categorize auditors into Internal (Concurrent/ Ziad) and External Auditors (SBA/ SCA).

➤ Branch Audit: Options to select set of branches to be audited and assign auditors/firms for auditing.

➤ Linking / Delinking Auditors: Administrators can link an auditor to a new branch for auditing or delink already assigned branch to be linked to different auditor without losing data entered by the branch manager.

Reset Password / Change password: Options to apply for reset password will be available to existing users. Administrators can view list of passwords reset request and reset it to default password. Auditors will be forced to change password on first login for security purposes.

3. General Conditions

a) For installation work, it shall be the responsibility of the Bidder to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job industry practice and safety norms.

b) The Bidder shall ensure that no other equipment / structure / setup get damaged due to their activities. Any damages caused to Bank property due to Bidder's negligence shall be passed on the Bidder's account

c) Bidder shall complete the entire work and make all the systems operational (Supply, Installation, Acceptance and handing over to Bank within stipulated timeline mentioned in this RFP.

d) There will be an acceptance test by the Bank after implementation of the solution. In case of discrepancy in solution implemented, the Bank reserves the right to cancel the entire purchase contract and the bidder should take back their equipment at their costs and risks. The test will be arranged by the bidder at the sites in the presence of the officials of the Bank and / or its consultants

4. Technical Proposal Attention Items

a) This RFP is not a contract offer. Receipt of a proposal neither commits Bank to award a contract to any bidder, nor limits Bank's rights to negotiate with any bidders, suppliers or contractors in Bank's best interest. Bank reserves the right to contract with any bidder, supplier or contractor at its own discretion.

b) Bank reserves the right to request additional information necessary and pertinent to the project so as to assure the bidder's ability and qualification to perform the contract.

c) Failure to answer any questions within stipulated timeline at any stage of this RFP may be considered non-responsive and the proposal may be disqualified.

d) For any ambiguity, omissions or unclear content in the RFP the bidders should request Bank to clarify along with pre-bid queries within the time line mentioned in the "[A] Important Dates.

e) For all technical details and relevant standards and specifications of this RFP that may not be stated in detail; bidders should ensure and

provide quality and industrial standard products to Bank.

f) In case of any difference in the standards between this RFP and the bidders' proposal, the higher standards shall prevail and be applicable.

g) Expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the bidders.

h) Bank reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. Any allowance for oversight, omission, error, or mistake by the bidder made after receipt of the proposal will be at the sole discretion of Bank.

i) Entire work specified in this RFP shall be carried out on Turnkey basis.

j) As the contract is on Turnkey solution basis, any other miscellaneous requirements related to the scope described in the RFP or extra work required to be perform due to existing structure limitation shall be provided by the successful bidder even if those items are not mentioned explicitly in this RFP.

k) All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

5. Infrastructure

The Bidder needs to size the infrastructure (hardware, Operating System, Database and other related software) for the solution based on the volume and the growth indicated in this document and propose the same as part of their technical bid submission. Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor.
However the complete implementation, maintenance and support of the Solution shall be part of the scope of the vendor.
As part of the technical proposal the vendor needs to provide complete Solution details. The vendor must design the solution with high availability &secure Infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.

The Application & Database should be sized for Active- Active cluster at DC & Active-Active cluster at DRC so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work.

Vendor needs to accordingly provide as part of the technical solution the complete IT infrastructure sizing like Server, Operating System, Database, Storage Capacity and other related requirements. The details should include.

1) List of Operating Systems (OS) and Databases (DB) on which the solution is compatible along with licensing details of the OS and DB for the complete solution (Including installations and replication at DC and DR).

2) Details of redundancy and security setup

3) Application architecture along with a detailed diagram including the infrastructure setup.

4) Implementation procedure / road map.

5) Server and related infrastructure specification required as part of the solution implementation (for both UAT and production phase) along with the quantity to meet the Bank's redundancy requirement.

The Vendor is responsible to arrive at the sizing independently based on the volume and the growth indicated in the Technical Requirement (Project Scope). The Bank is not responsible for any assumption made by the Vendor with respect to the sizing. In the event the sizing proposed by the Vendor does not meet the performance / service levels of the Bank the Vendor will at their cost carry out the necessary upgrades / replacements. The Bank has the right to deduct / recover from the vendor the required additional expenses which Bank may incur on account of such upgrades / replacements.

The Vendor will supply, implementation, maintain and support the complete Solution. The vendor shall do proactive monitoring and capacity planning at regular intervals and advise the Bank on Hardware / Software upgrades. However, there should not be any additional cost to the Bank for any software or hardware upgrade during the contract period as the Bank may use existing IT infrastructure or procure separately the required infrastructure based on the sizing proposed by the vendor. As part of the technical solution, the Vendor must provide the complete IT infrastructure details like Server, Operating System, Database, Storage Capacity and other related requirements. In the event the sizing proposed by the Vendor does not meet the performance / service levels of the Bank, the Vendor will at their cost carry out the necessary upgrades/ replacements. The Bank has the right to deduct/ recover from the Vendor, the required additional expenses which the Bank may incur on account of such upgrades/ replacements.

6. Disaster Recovery Mechanism

The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful vendor should describe the provisions for disaster recovery and show that the proposed solution facilitates disaster recovery.

7. Service Levels and Uptime Guarantee

For details, please refer to Annexure that provides the service levels for Supply Implement and Support of Solution.

8. Delivery

The Solution must be implemented as per project scope within a period of 2 months in totality from the date of Scope of Work (SOW) singing by the Bank.
In case the deadlines are not met then the vendor will have to pay penalty to Bank of Baroda @ 1% of implementation cost inclusive of all taxes, duties, levies etc., per week or part thereof, for late implementation beyond due date of implementation, to a maximum of 5%. If delay exceeds two weeks from due date of implementation, Bank of Baroda reserves the right to cancel the entire order.
Any deliverable has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract.

Request For Proposal For Supply, Installation & Maintenance of E-Audit Solution For 5 Years
RFP Reference: BCC:IT:PROC:113:29 dated 29th July, 2021
Addendum - 1 dated 06th September 2021

9. ATS – Annual Technical Support

ATS services needs to be provided by the successful bidder for all in-scope applications. Bidder needs to ensure following services as a part of ATS but not limited to:

- Product upgrades & enhancements
- Maintenance releases
- Statutory and Regulatory Updates
- Patches & bug fixes
- Updates/Upgrades/New releases/New versions need to be notified to the Bank about the same and need to be covered as part of AMC / ATS. Upgrades would include product releases to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by the Bank.
- Review on yearly basis for version upgrade of in scope applications and report to bank such details in advance along with plan for version upgrade. Intimate the bank for various technology upgrades released by OEM's along with feasibility & impact analysis. Also propose migration plan for technology upgrade due to OEM releases.
- Planning and implementing version up-gradation, migration, testing of the application. In case bank engaging OEM directly for version upgrade, then the successful bidder is required to carry out Program Management Responsibilities to ensure end to end completion of the activities. Post version upgrade, successful bidder is required to manage & support the application along with the IT hardware.
- Develop / customization of in scope applications as per regulatory / statutory requirement.
- Mandates from various interchanges / information security/ enhancement / any other requirement.
- Patch management, release update and upgrade of in scope applications during the contract period, all update or upgrade needs to be done with concurrence of the Bank. The successful bidder to ensure that necessary due diligence in carried out for pre-testing before releasing to UAT (User Acceptance Test)

Technical Support Team should be well trained to effectively handle queries raised by the User. Bank will provide the Service Desk tool for call logging and SLA management.

The bidder should provide an indicative list of reports call login periodically for example: volume of calls / per day, resolution % per day etc. which come out of the box.

The technical bid should cover the support structure available for the administrators and Bank users. A brief write up to be included with regard

to how the vendor proposes to address the training needs at multiple levels within the Bank. The bids should inter alia cover the time period for which they would be made available.

The price payable to the Vendor shall be inclusive of carrying out any modifications changes / upgrades to the application and other software or equipment that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of the contract / agreement, and the Bank shall not pay any additional cost for the same. The Vendor needs to provide with the details about all such items considered in the RFP.

10.   Handover Services

‣ The bidder should ensure training for all the users at the time of UAT and bidder should be flexible to give training to the users as and when required/demanded by the bank at any point contract period.

‣ The Bidder shall provide such necessary information, documentation to the Bank or its designee, for the effective management and maintenance of the deliverables under this assignment. The Bidder shall provide all updated documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for Solution.

‣ The Bidder shall provide licenses details for Solution.

‣ The Bidder must consult with Bank on any Third Party Contracts between the Bidder and Third Parties that are necessary or useful for Bank or a Third Party to perform the Services and arrange for transfer or assignment of such Third Party Contracts that Bank wishes to have transferred or assigned to Bank or a Third Party designated by Bank on commercially reasonable terms mutually acceptable to both Parties.

‣ All the warranties held by or in the name of the Bidder shall be assigned or transferred "As is" in the name of the Bank. The Bidder shall execute any and all such documents as may be necessary in this regard.

‣ The Parties shall return confidential information.

‣ The Bidder shall provide all other Services as may be agreed by the Parties in connection with the assignment.

‣ The Bidder recognizes that considering the enormity of the Assignment, the Handover Services listed herein are only indicative in nature and the Bidder agrees to provide all assistance and services required for fully and effectively handing over the Services provided by the Bidder under this assignment and subsequent Agreement, upon termination or expiration thereof, for any reason whatsoever.

‣ Handover Process directly done by the Bidder / OEM. During this handover the Bidder would transfer all knowledge, knowhow and other things necessary for the Bank and / or its MSP to take over and continue to manage the Electronic platform.

‣ The Bidder agrees that in the event of cancellation or exit or expiry of the contract it would extend all necessary support to the Bank as would be required.

‣ Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this assignment, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the Project Scope.

11. Payment Terms

The bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the bidders must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost of such items and professional fees quoted by the bidder in the price bid against such activity / item.

The method and conditions of payments to be made to the successful bidder shall be:

a) Software Licenses

- 50% of the license cost on delivery of Software Licenses. The required documents to be provided along with original invoice:

    a) Original Delivery Challans dully stamped and signed by the Bank Official.

    b) Original receipt of Octroi / entry tax etc wherever applicable.

- 30% of the license cost after UAT sign off from Bank. UAT Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & vendor representative.

- 20% of the license cost after Go-Live signoff from Bank. Go Live Sign Off in the form of Final Acceptance Test should be signed by both Banks identified Project Manager & vendor representative. Operational Issues will be part of Managed Services and not part of Go-Live Sign Off.

b) Implementation Cost (OTC)

- 20% after SOW sign off from Bank. SOW in the form of Acceptance Test should be signed by both Bank's identified Project Manager &

vendor representative.

- 40% after UAT sign off from Bank. UAT Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & vendor representative.

- 40% after go-live sign off from Bank. Go Live Sign Off in the form of Acceptance Test should be signed by both Bank's identified Project Manager & vendor representative. Operational Issues will be part of Managed Services and not part of Go-Live Sign Off.

c) **ATS –** Payable quarterly in advance against receipt of satisfactory service report from the Bank's Project / Operation Manager.

d) **Onsite Support Charges** - Payable quarterly at the end of each quarter against receipt of time sheet and satisfactory support report of previous quarter from the Bank's Project / Operation Manager.

There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the bidder. Payment will be released from Corporate office Mumbai, as per above payment terms on submission of relevant documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved.

12. Right to Alter Quantities

The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities/items.

Annexure 14–Masked Commercial Bid

S. No.	Items	OTC (One Time Cost)	YEAR 1 AMT	YEAR 2 AMT	YEAR 3 AMT	YEAR 4 AMT	YEAR 5 AMT	TOTAL AMT
a.	Enterprise License Cost*		X	X	X	X	X	
b.	Implementation Cost		X	X	X	X	X	
c.	ATS (Annual Technical Support)	X						
Optional Item								
d.	Onsite Support Charges**	X						
e.	Any Other Charges ***							
Total Cost of Ownership (TCO)								

We abide by following terms and conditions

a. For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.

b. The vendor 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 vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.

c. If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.

d. All Deliverables to be supplied as per RFP requirements provided in the tender

e. The Service Charges need to include all services and other requirement as mentioned in the RFP

f. The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.

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

h. Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). 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

i. *Enterprise License would mean - Unlimited Client License for Bank Branches in India & International territories, RRBs, Subsidiaries and associates both domestic & international.

j. *** Details to be provided for any commercial provided against "Any Other Charges". Bank have discretion to mark these line items under any other charges if Bank feels these items are not mandatory for the project. Cost of any other charges will be consider for TCO calculation purpose however Bank will place order for these items at Bank's discretion as per requirement.

k. Unit wise implementation must be provided by vendor. These prices would be considered for the calculation of TCO (Total Cost of Ownership).The Bank has discretion to avail any of these optional functionalities as per Bank's requirement during the contract period.

l. All Quoted Commercial Values should comprise of values only up to 2 decimal places. Bank for evaluation purpose will consider values only up to 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.

m. **Onsite Support for the solution will be 24x7 for 5 years and charges to be provided based on the manpower efforts in 3 shifts per day. However, the Bank has discretion to avail onsite support services and no. of shifts & number of support engineers at person day cost given as and when required by the Bank. However, for the TCO purpose 3 person day (3 shift x 1 person) x 365 for each year will be considered. (e.g. In case Bank requires only one person for single shift then the cost considered for that person will be Onsite Support Cost provided by the bidder in their commercial divided by 3).

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name

Annexure 15–Commercial Bid

S. No.	Items	OTC (One Time Cost)	YEAR 1 AMT	YEAR 2 AMT	YEAR 3 AMT	YEAR 4 AMT	YEAR 5 AMT	TOTAL AMT
a.	Enterprise License Cost*	0.0	X	X	X	X	X	0.0
b.	Implementation Cost	0.0	X	X	X	X	X	0.0
c.	ATS (Annual Technical Support)	X	0.0	0.0	0.0	0.0	0.0	0.0
Optional Item								
d.	Onsite Support Charges**	X	0.0	0.0	0.0	0.0	0.0	0.0
e.	Any Other Charges ***	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total Cost of Ownership (TCO)								0.0

We abide by following terms and conditions

a. For each of the above items provided the vendor is required to provide the cost for every line item where the vendor has considered the cost in BOM.

b. The vendor 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 vendor would need to provide the same without any charge. Vendor should make no changes to the quantity.

c. If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.

d. All Deliverables to be supplied as per RFP requirements provided in the tender

e. The Service Charges need to include all services and other requirement as mentioned in the RFP

f. The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations however for the purpose of calculation Bank will take the corrected figures / cost.

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

h. Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals. The Vendor is expected to provide the GST amount and GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). 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

i. *Enterprise License would mean - Unlimited Client License for Bank Branches in India & International territories, RRBs, Subsidiaries and associates both domestic & international.

j. *** Details to be provided for any commercial provided against "Any Other Charges". Bank have discretion to mark these line items under any other charges if Bank feels these items are not mandatory for the project. Cost of any other charges will be consider for TCO calculation purpose however Bank will place order for these items at Bank's discretion as per requirement.

k. Unit wise implementation must be provided by vendor. These prices would be considered for the calculation of TCO (Total Cost of Ownership).The Bank has discretion to avail any of these optional functionalities as per Bank's requirement during the contract period.

l. All Quoted Commercial Values should comprise of values only up to 2 decimal places. Bank for evaluation purpose will consider values only up to 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.

m. **Onsite Support for the solution will be 24x7 for 5 years and charges to be provided based on the manpower efforts in 3 shifts per day. However, the Bank has discretion to avail onsite support services and no. of shifts & number of support engineers at person day cost given as and when required by the Bank. However, for the TCO purpose 3 person day (3 shift x 1 person) x 365 for each year will be considered. (e.g. In case Bank requires only one person for single shift then the cost considered for that person will be Onsite Support Cost provided by the bidder in their commercial divided by 3).

Authorized Signatory
Name:
Designation:
Vendor's Corporate Name