

KARNATAKA GRAMEENA BANK

DIT & DBS WING

REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, INSTALLATION, CONFIGURATION AND MAINTENANCE OF
ALL-IN-ONE (AIO) COMPUTERS WITH RATE CONTRACT
FOR A PERIOD OF 1 YEAR”

Issued By:
The General Manager,
Karnataka Grameena Bank,
DIT & DBS Wing,
Canara RRBs CBS Project Office,
#19-19/1, 3rd Floor, South End Road,
Basavanagudi, Bengaluru-560 004.
Mobile No: 99161 55933
eMail: hoanx.dit@kgbk.in



A. BID SCHEDULE & ABBREVIATIONS

1. BID SCHEDULE:

Description	Details
RFP No. and Date	KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025
Name of the Wing	DIT & DBS Wing
Brief Description of the RFP	Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year
Bank's Address for Communication	General Manager, DIT & DBS Wing, Karnataka Grameena Bank, Canara RRBs CBS Project Office, #19-19/1, 3rd Floor, South End Road, Basavanagudi, Bengaluru-560 004
	Chief Manager, DIT & DBS Wing Tel - 080-45149502,45149501 Mobile No: 99161 55933 eMail: hoanx.dit@kgbk.in
Date of Issue of RFP	18/06/2025, Wednesday
Tender Fee (Non-refundable)	Rs. 11,800 (including 18% GST)
Earnest Money Deposit (Refundable)	Rs. 40,00,000/-
Pre-bid Meeting Date & Time	<p>1. Pre-bid meeting will be held on 26/06/2025, Thursday at 3.30PM.</p> <p>2. <u>Venue:</u> Karnataka Grameena Bank, Canara RRBs CBS Project Office, #19-19/1, 3rd Floor, South End Road, Basavanagudi, Bengaluru-560 004</p> <p>3. Pre bid queries should be submitted as per Appendix-D.</p> <p>4. Pre-bid Queries to E-mail hoanx.dit@kgbk.in must reach us on or before 20/06/2025, Friday at 3.00PM. Subject of the email should be given as "Pre Bid Queries for KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025".</p> <p><u>Queries</u> reaching afterwards will not be entertained.</p>
Last Date and Time for Submission of Bids	<p>10/07/2025, Thursday up-to 3.00pm</p> <p>Venue: Karnataka Grameena Bank, Canara RRBs CBS Project Office, #19-19/1, 3rd Floor, South End Road, Basavanagudi, Bengaluru-560 004</p>



Date, Time & Venue for opening of Part A- Conformity to Eligibility Criteria.	16/07/2025, Wednesday up-to 3.30pm Venue: Karnataka Grameena Bank, Canara RRBs CBS Project Office, #19-19/1, 3rd Floor, South End Road, Basavanagudi, Bengaluru-560 004
Date and time for opening of Technical Bid Part-B / Commercial Bid	Will be intimated at a later date.
Other Details	<ol style="list-style-type: none">1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid.2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Bank's corporate website https://karnatakagrameenabank.com/tenders, and also on our sponsor bank corporate website https://canarabank.com/tenders3. No suggestions or queries shall be entertained after pre-bid meeting.
<p>This document can be downloaded from following website https://karnatakagrameenabank.com/tenders, and also on our sponsor bank corporate website https://canarabank.com/tenders, https://tenders.gov.in In that event, the bidders should pay the Tender Fee for tender document by means of DD drawn on any Scheduled Commercial Bank for the above mentioned amount in favour of Karnataka Grameena Bank, payable at Bengaluru and submit the same as mentioned above.</p> <p>Any amendments, modifications, Pre Bid replies if any communication etc. will be uploaded in the Bank's website and also on our sponsor bank corporate website only (i.e. https://karnatakagrameenabank.com/tenders, & https://canarabank.com/tenders respectively). No individual communication will be sent to the individual bidders.</p>	



DISCLAIMER

The information contained in this Request for Proposal ("RFP") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Karnataka Grameena Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Karnataka Grameena Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Karnataka Grameena Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Karnataka Grameena Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Karnataka Grameena Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website and also on our sponsor bank corporate website (<https://karnatakagrammeenabank.com/tenders>, & <https://canarabank.com/tenders> respectively) and it will become part and parcel of RFP.

Karnataka Grameena Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Karnataka Grameena Bank reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Karnataka Grameena Bank shall be final, conclusive and binding on all the parties.



2. Abbreviations:

1.	AIOPS	Artificial Intelligence for IT Operations
2.	AMC	Annual Maintenance Contract
3.	ATS	Annual Technical Support
4.	APM	Application Performance Monitoring
5.	NMS	Network Monitoring Solution
6.	BG	Bank Guarantee
7.	BOM	Bill of Material
8.	DD	Demand Draft
9.	DEM	Digital Experience Monitoring
10.	DIT	Department of Information Technology
11.	EMD	Earnest Money Deposit
12.	GST	Goods and Service Tax
13.	HO	Head Office
14.	HTTP	Hyper Text Transfer Protocol
15.	HTTPS	Hyper Text Transfer Protocol Secure
16.	ISDN	Integrated Services Digital Network
17.	ITIM	IT Infrastructure Monitoring
18.	ITU	International Telecommunication Union
19.	LAN	Local Area Network
20.	LD	Liquidated Damage
21.	MAF	Manufacturer Authorization Form
22.	MSE	Micro and Small Enterprises
23.	MSME	Micro Small & Medium Enterprises
24.	MTBF	Mean Time Between Failure
25.	MTTR	Mean Time To Restore
26.	NEFT	National Electronic Funds Transfer
27.	NI Act	Negotiable Instruments Act
28.	NPMD	Network Performance Monitoring and Diagnostics
29.	OEM	Original Equipment Manufacturer
30.	OS	Operating System
31.	PERT	Project Execution and Review Technique
32.	RFP	Request For Proposal [Inter-alia the term 'Tender' is also used]
33.	RTGS	Real Time Gross Settlement

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B. INTRODUCTION

1. About Karnataka Grameena Bank:

- 1.1. Karnataka Grameena Bank is a one of the largest Regional Rural Banks in India came to existence on 01.05.2025 as per the gazette Notification of Government of India S.O. 1629(E) dated 05.04.2025 under the sponsorship of Canara Bank with its Head office at Post Box.No.55, # 32, Sanganakal Road, Gandhinagar, Ballari-583103, Karnataka, India.
- 1.2. The Bank is having pan Karnataka presence of more than 1,751 branches/Offices, 29 Regional Offices, 1 Head Office, 2 Annexe Offices (Project Office, Bengaluru, eKVGB Head Office, Dharwad) situated across the 31 districts of Karnataka State.
- 1.3. The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

- 2.1. 'Bank' means unless excluded by and repugnant context or the meaning thereof, shall mean 'Karnataka Grameena Bank', described in more detail in Clause 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successor and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for "Supply, Installation & Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year".
- 2.3. 'Bidder' means a vendor submitting the proposal in response to RFP.
- 2.4. 'Solution' means "Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year" as per the Technical Specifications mentioned in this RFP.
- 2.5. 'Contract' means the agreement signed by successful bidder/s and the Bank at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' / 'L1 bidder' means the Bidder who is found to be the lowest bidder after conclusion of the bidding process including Reverse Auction (if any), subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP:

- 3.1. Bank intends to select Vendor/s for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year for its Branches/Offices spread across Karnataka State with Rate Contract for a period of 1 year basis.
- 3.2. In this connection, Bank invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)' as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.



4. Objective:

- 4.1. The Objective of this RFP is to enter into Rate Contract with Selected Bidder for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year. This Rate Contract will be applicable for all the Branches/Offices of Bank across Karnataka state. The requirement mentioned in the RFP is estimated only and Bank will place the purchase order through its Regional Offices and Head Office and other offices based on requirement during the validity period.
- 4.2. The selected bidder will enter into a Rate Contract with the Bank Centrally at DIT & DBS Wing, Bengaluru for supply, installation & maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year as per the specifications mentioned in Annexure-7 respectively and Requirements details mentioned in the RFP.
- 4.3. The selected bidder will undertake to ensure availability of offered All-In-One (AIO) Computers during the Rate Contract period, as well as maintenance of sufficient inventory of genuine spare parts for a minimum period of 1 + Four (4) years.
 - 4.3.1. All replacement parts shall be genuine parts, as specified by the Original Equipment Manufacturer (OEM).
 - 4.3.2. The selected bidder must ensure that all replacement parts used are new and unused, and that they are purchased directly from the OEM or an authorized distributor.
 - 4.3.3. The selected bidder shall provide documentation verifying the authenticity of all replacement parts.
 - 4.3.4. The selected bidder is responsible for verifying the compatibility of all replacement parts with the existing equipment.
 - 4.3.5. Failure to use genuine parts may result in non-compliance with the contract and may lead to penalties.

5. Eligibility Criteria:

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and "Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year" in the Bank shall hereinafter be referred as "Deliverables".
- 5.2. Interested Bidders, who can Supply, Install and All-In-One (AIO) Computers with Rate Contract for a period of 1 year for the Offices/Branches of the Bank and meeting the Eligibility Criteria as per Annexure-2 may respond.
- 5.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria



Compliance” not accompanied by relevant proof documents will not be considered for evaluation.

6. Participation Methodology:

- 6.1. In a tender, either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender. The principal/OEM/OSD can bid for the non OEM/OSD principal products as a System Integrator or Authorized bidder and relevant eligibility conditions and also relevant documents proof should be submitted. The principal/OEM/OSD should clearly mention in their bidding document for the products which are all they are acting as a OEM/SI as per the product wise mentioned in the BOM.
- 6.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/ product/ service. The bidder should submit the MAF proof for the supplied item each product wise and it should be only one OEM/OSD quoted.
- 6.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD should act as a SI for such cases.
- 6.4. In the event of the Bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder for providing end-to-end solution i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this RFP at no additional cost to the bank. To this effect, Bidder should provide a dealer/distributor certificate as per Annexure-13.

7. Requirement Details:

- 7.1. Bank invites sealed offers (‘Conformity to Eligibility Criteria’, ‘Technical Proposal’ and ‘Commercial Bid (Indicative)’ for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year for different Branches/Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of All-In-One (AIO) Computers is furnished in following table:

Item Details	Quantity	Location
Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year as per Technical Specifications as per Annexure-7.	2,000	As per Appendix-K

- 7.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also, note that there is no minimum purchase commitment by the Bank to the Bidder. Bank shall procure the All-In-One (AIO) Computers as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.



- 7.3. Detailed technical specification for the above All-In-One (AIO) Computers is furnished in Annexure-7. All the Hardware / Software ordered for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers should have comprehensive onsite warranty of 1 + Four (4) years.
- 7.4. Bank reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.
- 7.5. The Bank reserve the right to procure over and above the mentioned in the BOM during the contracted period with mutual consent with the successful bidder/s.
- 8. Scope of Work:**
- 8.1. The Scope of the work is for Supply, Installation, Configuration and Maintenance of above All-In-One (AIO) Computers as per the quantity detailed under clause 7 and elsewhere in the document.
- 8.2. Bidder has to confirm compliance to the Scope of Work mentioned in Annexure-8
- 8.3. Project Completion and Management.
- 8.3.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Bank.
- 8.4. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.
- 9. Technical/ Functional Requirements:**
- The Bidder shall comply with the Technical & Functional Specifications narrated in Annexure-7. The bidder should also maintain confidentiality of information shared with them during the tenure of the project.
- 10. Training:**
- No separate training is required. The selected Vendor has to give demo and explain operational guidelines of the product at the site of the installation to Bank's Officials.



C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAs)

1. Delivery & Installation:

- 1.1. Bank shall provide the address and contact details for delivery of All-In-One (AIO) Computers while placing the order.
- 1.2. Delivery of all items should be within Four (4) weeks from the date of acceptance of the Purchase Order. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
- 1.3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the bank branch/ office within 2 weeks from the date of delivery of all the materials for each ordered locations.
- 1.4. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered/billed, and if the modifications in locations are made after delivery, the bidder shall carry out installation at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.
- 1.5. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 1.6. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the Bidder, if required.
- 1.7. Installation of the hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.
- 1.8. Partial, incomplete, or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered 'to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.



2. Pre-Dispatch Inspection (PDI)

- 2.1. The Bank and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the bank will have the discretion to conduct PDI.
- 2.2. The selected bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the ordered equipment to be supplied to the Bank shall be carried out at bidder's site/facility. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/consultants from the bidders if the ordered equipment offered for inspection are not as per the Bank's order or if the vendor fails to comply with the test and inspection procedure.

3. Penalties/Liquidated Damages:

3.1. Delay in Delivery and Installation:

- 3.1.1. Penalties/Liquidated damages for delay in Delivery and Installation, of items in all locations would be as under.
- 3.1.1.1 Non-compliance of the delivery clauses (1.2) will result in the Bank imposing penalty 0.50% (Plus GST) of total Order value on delay in delivery per item, per week or part thereof.
- 3.1.1.2 Non-compliance of the installation clauses (1.3) will result in the Bank imposing penalty 0.50% (Plus GST) total Order value on delay in installation per item, per week or part thereof.
- 3.1.1.3 However, the total Penalty/LD to be recovered under above clauses 3.1.1.1 & 3.1.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

3.2. Delay in Repair during warranty period:

- 3.2.1. If in case of faulty items, which are not repaired/replaced within a 3 Business days as per clause 8.4.2, Bank shall impose a penalty of Rs.250/- (Plus GST) per day of delay and part thereof. The same shall be debited from the warranty payment. However, the total Penalty/LD to be recovered under above clause 3.2.1 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

- 3.3. Penalties/Liquidated Damages for non-performance: If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify or replace the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to reject the items. In case of manufacturing defects observed during the warranty period such items should be replaced with free of cost within 15 days from the date of reported by the bank.

- 3.4. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the 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 where provided for under the contract.

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

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

4. Payment Terms:

4.1. Payment schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Delivery (Product price with 1 year warranty)	60%	60% on delivery of all Hardware & Software items (Except additional warranty payment) on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office and Manufacturer's Certificate should be submitted while claiming payment in respect of orders placed.
2.	Installation & Maintenance (Product price with 1 year warranty)	40%	40% of the all Hardware & Software items (Except additional warranty payment) cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank officials of the respective Branch/offices along with Warranty certificate, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied. Example: If All-In-One (AIO) Computers is not installed within 30 days from the date of Delivery of All-In-One (AIO) Computers, due to the reason attributable to the Bank, Bank will release the installation payment on receiving the invoice from the successful Bidder . Bidder also has to undertake that they will install the item/s within a week from the date of informing site readiness without any extra cost.
3.	Warranty payment for 5 Years	100%	Warranty payment will be released quarterly in arrears.

			<p>(i.e. $\frac{100\%}{(5 \text{ years} \times 4 \text{ quarter})} = 5\% \text{ per quarter}$ during complete warranty period).</p> <p><i>Note: The warranty cost should be minimum of 8% of the product price or above. Below 8% shall be considered as the tender is being rejected.</i></p>
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- 4.2. 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, 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.
- 4.3. The vendor has to submit installation report/Sign off report duly signed by the Bank officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
- 4.4. Bank will not pay any amount in advance.
- 4.5. Payment shall be released within 30 days from submission of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.
- 4.6. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS, GST TDS if any, by the respective offices who have placed order on the selected bidder and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.

5. Local Support:

- 5.1. The bidder should be capable of meeting the service & support standards as specified in this tender.
- 5.2. The bidder shall provide Warranty during office Hours on all Bank Working days of the year for all the locations.

6. Software, Drivers and Manuals:

- 6.1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
- 6.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.



7. Warranty:

- 7.1. The entire equipment/ hardware (including OS/Drivers) & software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 1 + Four (4) years from the Date of Installation/commissioning.
- 7.2. If the hardware / software do not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.
- 7.3. If any manufacturer defect in the Software/Hardware is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.
- 7.4. For such cases of Clause 7.3, despite any other provision, the Bank, may return a Hardware/ Software which is not up-to the Requirement mentioned in the RFP to the Bidder within Thirty (30) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange within 15 days or refund or deduct the equivalent clause of such item. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms.
- 7.5. The Bidder shall provide, after the warranty commences for all Software/Products components, Web & Mobile App & telephone support to the Bank/Branches/Respective delivered locations during Business Days for Booking the complaints at free of cost to the Bank.
- 7.6. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

8. Scope Involved During Warranty:

During the period of contract up to completion of Warranty, the bidder shall perform the following:

- 8.1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty.
- 8.2. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty and AMC, if contracted, at no extra cost to the Bank.

- 8.3. The system spare parts/services, as and when required, and complete maintenance of the All-In-One (AIO) Computers during warranty period, shall be supported for a period to be specified by the bank.
- 8.4. The vendor shall be given in person or through Web Portal, App, telephone, letter and E-mail within a time as specified below.
- 8.4.1. Web and Mobile app shall be provided along with the telephone, letter and E-mail for registering the complaints.
- 8.4.2. The MTTR (Mean Time To Respond) should be within 9 to 6 business hours and Maximum Resolution time should be 3 days from the date of registering a complaint.
- 8.4.2.1. The complaint registered till 3 PM shall be considered on same day and complaints that are registered after 3 PM shall be considered on the Next business day.
- 8.5. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest un-vulnerable version. In case if any vulnerable found in the system during the contract period, it the responsibility of the bidder to arrest the vulnerable and provide the complied statement with free of cost.
- 8.6. The bidder shall provide centralized complaint booking facility to the bank and the dashboard to the bank at free of cost for tracking of the complaints. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, app, etc. should be linked to the centralized complaint booking system.
- 8.7. Escalation matrix should be provided each Regional offices wise of the bank for support, technical, project, etc. as per Annexure-12.

9. Mean Time Between Failures (MTBF):

If during the warranty period, any hardware and/or software items fails on three or more occasions in a quarter, such hardware item shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.

10. Subcontracting:

The Selected Bidder or authorized service provider or OEM should have their own office in the state of Karnataka to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.

11. Defect Liability:

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

12. Access to Audit:



- 12.1. Periodically audit may be conducted either by Bank's internal auditors or by Bank's external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Bank shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Bank shall provide access to the Bank's Auditors in this regard to the facilities/ installations/technical resources related to the project.
- 12.2. Whenever any Government or Regulatory Authority, including RBI or Securities & Exchange Board of India requests for information from the Bank's for any compliance, regulatory or legal purpose relating to the proposal, then upon the Bank's request, Bidder shall assist the Bank in responding to such a request, by providing the required information to the Bank, or such a government authority.

13. Secure Deployment & Security Compliance to Policies and Process:

- 13.1. All the hardware or required components should be thoroughly verified in respect of the deliverables as mentioned in the RFP at the central/warehouse places and it should be delivered directly to the Bank/branch Offices.
- 13.2. All the underlying infrastructure components such as OS or drivers or software or any product should be hardened on each environment before made functional.
- 13.3. The bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity and availability of the information systems. Bidder will not copy any data obtained while performing services under this RFP to any media including hard drives, flash drives or other electronic device other than as expressly approved by Bank.
- 13.4. The Bank will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.
- 13.5. The system should be fully compliant with ISO27001 controls and Digital Personal Data Protection Act (DPDPA) 2023.

D. BID PROCESS

1.	Clarification to RFP a Pre-Bid queries	9.	Software Version
2.	Pre-Bid Meeting	10.	Documentation
3.	Amendment to Bidding Document	11.	Cost & Currency
4.	Bid System Offer	12.	Erasures or Alterations
5.	Preparation of Bids	13.	Assumptions/ Presumptions/ Modification
6.	Tender Fee	14.	Submission of Bids
7.	Earnest Money Deposit (EMD)/ Bank Guarantee In Lieu Of EMD	15.	Bid opening
8.	Make & Models		

The above-mentioned clauses are part and parcel of the RFP.

1. Clarification to RFP and Pre-Bid Queries:

- 1.1. The Bidder should carefully examine and understand the specifications, terms and conditions of the RFP and may seek clarifications, if required. The Bidders in all such cases should seek clarification in writing in the same serial order as that of the RFP by mentioning the relevant page number and clause number of the RFP as per the below mentioned format.

Sl. No.	Page No.	Section/ Annexure/ Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query
1					
2					
3					
-					

- 1.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to The General Manager, Karnataka Grameena Bank, DIT & DBS Wing, Canara RRBs CBS Project Office, #19-19/1, 3rd Floor, South End Road, Basavanagudi, Bengaluru-560 004. eMail to hoanx.dit@kgbk.in by the intending Bidders as per the bid schedule.
- 1.3. No queries will be entertained from the Bidders after the due date and time mentioned in the RFP document.
- 1.4. No oral or individual consultation will be entertained.

2. Pre-Bid meeting:

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

- 2.2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested Bidders shall be present during the scheduled time. In this connection, Bank will allow maximum of Two (2) representatives from each Bidder to participate in the pre-bid meeting.
- 2.3. Bank has the discretion to consider any other queries raised by the Bidder's representative during the pre-bid meeting.
- 2.4. Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the Bidders in the meeting.
- 2.5. The Bank will consolidate all the queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and Sponsor bank website (<https://karnatakagrammeenabank.com/tenders> & <https://canarabank.com/tenders.aspx>). No individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the Bidder/s, and any other clarification/ amendments/ corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the Bidders.
- 2.6. Non reply to any of the queries raised by the Bidders during pre-bid Meeting shall not be considered as acceptance of the query/issue by the Bank.

3. Amendment to Bidding Document:

- 3.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective Bidder, may modify the bidding document, by amendment.
- 3.2. Notification of amendments will be made available on the Bank's & Sponsor Bank websites only (<https://karnatakagrammeenabank.com/tenders> & <https://canarabank.com/tenders.aspx>) and will be binding on all Bidders and no separate communication will be issued in this regard.
- 3.3. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for submission of Bids.

4. Bid System Offer

This is two bid system which has following 2 (Two) parts:

- 4.1. Technical Proposal: Indicating the response to the Pre-Qualification Criteria, Scope of Work and Technical and functional requirements and other terms & conditions for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Comprehensive warranty of 5 years.



- 4.2. Commercial Bid: Furnishing all relevant information as required as per Bill of Material as per Annexure-14.

5. Preparation of Bids:

5.1. Technical Proposal:

- 5.1.1. Before submitting the bid, the bidders should ensure that they conform to the Eligibility Criteria as stated in Annexure-2 of RFP. Only after satisfying themselves of the Eligibility Criteria, the Offer should be submitted.
- 5.1.2. Technical cum eligibility Proposal should be submitted as per the format in Appendix-A. Relevant technical details and documentation, should be provided along with Technical cum Eligibility Proposal.
- 5.1.3. It is mandatory to provide the compliance to the scope required by the bank in the exact format of Annexure-8 of this RFP.
- 5.1.4. The offer may not be evaluated and may be rejected by the Bank without any further reference in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.
- 5.1.5. The Bank shall not allow/ permit changes in the technical/functional requirements once it is submitted.
- 5.1.6. The relevant Product information, brand, and Product offered, printed product brochure, technical/functional specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 5.1.7. The Technical cum Eligibility Proposal should be complete in all respects and contain all information sought for, as per Appendix-A. Masked Bill of Material must be attached in Technical Offer and should not contain any price information. The Technical cum Eligibility Proposal should be complete and should cover all products and services. Technical cum Eligibility Proposal without masked Bill of Materials will be liable for rejection.
- 5.1.8. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection.
- 5.1.8.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
- 5.1.8.2. It should not provide any price information like, unit price, tax percentage, tax amount etc.
- 5.2. Part B - Commercial Bid
- 5.2.1. Commercial Bid (indicative) should be submitted as per instruction in Appendix-C.



- 5.2.2. Commercial Bid shall be submitted as per Bill of Material and other terms and conditions of RFP on prices. The Commercial Bid should give all relevant price information as per Annexure-14. Any deviations from the Bill of Material/ non submission of prices as per the format shall make the bid liable for rejection.
- 5.2.3. The Bill of Material must be attached in Technical cum Eligibility Proposal as well as Commercial Bid. The format will be identical for both Technical cum Eligibility Proposal and Commercial Bid, except that the Technical cum eligibility Proposal should not contain any price information (with Prices masked). Any change in the Bill of Material format may render the bid liable for rejection.
- 5.2.4. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- 5.2.5. Any change in the Bill of Material format may render the bid liable for rejection. The Commercial Bids that are incomplete or conditional are liable to be rejected.
- 5.2.6. The Bidder should indicate the individual taxes, and its applicable rate along with the estimated tax amounts to be paid by the Bank.
- 5.2.7. The Commercial Bid of only those bidders who are qualified in Technical cum Eligibility Proposal will be opened online as per RFP Terms & Conditions.

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

- 6.1. The bidder shall furnish Non interest earning Earnest Money Deposit (EMD) amount as mentioned in the Bid Schedule by way of Demand Draft drawn on any Scheduled Commercial Bank in India in favour of Karnataka Grameena Bank, payable at Bengaluru.
- 6.2. In case the EMD is submitted in the form of Bank Guarantee the same should be valid for bid offer validity with additional claim period of 3 months from the last date for submission of offer. Bank at its discretion can demand for extension for the validity of EMD. The format for submission of EMD in the form of Bank Guarantee is as per Appendix-F.
- 6.3. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Karnataka Grameena Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS). The format for submission of EMD in the form of Bank Guarantee is as per Appendix-F. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be rejected summarily.
- 6.4. The bidder has the provision to remit the Earnest Money Deposit through online mode to below mentioned account for this RFP:

Account Name: DIT
Account No: 105061013050077
IFSC Code: PKGB0010506
Narration: EMD FOR <RFP REF NO>

Bidders are requested to clearly mention the Name of the Firm with RFP No. in the Narration field.

- 6.5. Non submission of EMD with Technical Proposal leads to rejection of Bid.



6.6. The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the Commercial Proposals of the bidders qualified under Technical Proposal. The EMD of Technically Qualified bidders except the selected bidder will be returned within 30 days after opening the Commercial Proposals of the bidders qualified under Technical Proposal. The EMD of the selected bidder will be returned within 15 days after submission of Performance Security.

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

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

6.7.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

7. Make and Models:

7.1. It is mandatory to provide Technology, make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough. Bidder should not quote Technology which is already End of Sale.

8. Software Version:

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

9. Documentation:

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

10. Costs & Currency:

10.1. The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-14).

11. Erasures or Alterations

11.1. The Offers containing erasures or alterations or overwriting may not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in

brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the RFP guidelines and as unacceptable.

12. Assumptions/Presumptions/Modifications:

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

13. Submission of Bids:

13.1. The sealed envelope containing the response to RFP along with the required documents shall be super scribed on the top of the envelope "Selection of vendor for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year "in response to KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025" The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The RFP response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in Bid Schedule.

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

13.3. Bids sent through post/courier will not be accepted/evaluated. No offer will be accepted directly.

13.4. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.

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

First Official	Alternate Official
Senior Manager DIT & DBS Wing Canbank RRB Project Office. Tel - 080-45149502,45149501 Mobile No: 9028413012 eMail: hoanx.dit@kgbk.in	Chief Manager DIT & DBS Wing Canbank RRB Project Office. Tel - 080-45149502,45149501 Mobile No: 99161 55933 eMail: hoanx.dit@kgbk.in



- 13.6. The Name and address of the Bidder, RFP No. and Due Date of the RFP are to be specifically mentioned on the Top of the envelope containing physical documents.

14. Bid Opening:

- 14.1. RFP will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.
- 14.2. Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this RFP, as per the format (Appendix-E) enclosed.

Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers.

- 14.3. Attendance of all the representatives of the bidders who are present at bid opening will be taken in a register against Name, Name of the Company and with full signature.
- 14.4. The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or declared as holiday then the bids will be accepted on the next working day.
- 14.5. The following details will be announced at the time of bid opening.
- 14.5.1. Name of the Bidders.
- 14.5.2. Presence or absence of EMD.
- 14.5.3. Such other details as the Bank at its discretion may consider appropriate.
- 14.6. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the Part A - Technical Proposal in their absence.



E. SELECTION OF BIDDER

1. Preliminary Scrutiny:

- 1.1. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether eligible & technical documentation as required to evaluate the offer has been submitted.
- 1.2. Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.
- 1.3. The bidder has to provide the compliance statement for conformity on complying all the terms and conditions of the RFP. In case any non-compliance clauses are there it should be mentioned with detail of the clause, description, views of the bidder on their letterhead.

2. Clarification of Offers:

- 2.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof/supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.
- 2.2. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

3. Evaluation of Bid:

- 3.1. The Bank will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.
- 3.2. Part A-Conformity to Eligibility Criteria: The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on Annexure-2 and on the documents submitted as per Appendix-A of RFP. Part-A will be evaluated by the Bank and Bank will seek clarification, if required.
- 3.3. Part B-Technical Proposal:
 - 3.3.1. The Part B-Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria, will be opened with due communication by the Bank. The Part B-Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per Appendix-B. The proof of documents should be submitted as per Appendix-B and it will be evaluated by the Bank and Bank will seek clarification, if required.

- 3.3.2. The Technical Evaluation will be for Technical and Functional requirement as per Annexure-7 and Annexure-8 (scope of RFP).
- 3.3.3. Bidders must fully comply with all requirements. Non-compliance to any one of the requirements leads to disqualification of the Bidder in Part B- Technical Proposal.
- 3.3.4. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.
- 3.3.5. The Bank shall not allow / permit changes in the technical specifications once it is submitted.
- 3.3.6. The relevant product information, brand, and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the offer may result in disqualification.
- 3.3.7. At the sole discretion and determination of the Bank, the Bank may add any other relevant criteria for evaluating the proposals received in response to this RFP.
- 3.3.8. The Technical Proposal should be complete in all respects and contain all information sought for, as per Appendix-B. Masked Bill of Material must be attached in Technical Offer and should not contain any price information. The Part B-Technical Proposal should be complete and should cover all products and services. Technical Proposal without masked Bill of Materials will be liable for rejection.
- 3.3.9. Masked Bill of Material which is not as per below instruction will make Bid liable for rejection:
- 3.3.9.1. Should be replica of Bill of Material except that it should not contain any price information (with Prices masked).
- 3.3.9.2. It should not provide any price information like, unit price, tax percentage, tax amount, AMC/ ATS charges, Implementation Charges etc.
- 3.3.10. After ensuring the above, it shall be placed inside a separate Envelope, sealed, and super-scribed on the top of the cover as "PART B-Technical Proposal for KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025 for "Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year".
- 3.4. Part C-Commercial Bid (Indicative): The Part (-Commercial Bid (Indicative) of only those bidders who qualified in Part B-Technical Proposal will be opened with due communication by the Bank. The Part C-Commercial Bid (Indicative) submitted by the bidder will be evaluated based on documents submitted as per Appendix-C.
- 4. Bidders Presentation /Site Visits / Product Demonstration/POC:**
- 4.1. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Part-A Conformity to Eligibility Criteria. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required software in prior and



need to submit the pre-requisites document in order to complete the POC within 10 Days.

- 4.2. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting POC (Proof of Concept) of the items proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.
- 4.3. The Bank at its discretion call for providing of Proof of Concept (PoC) of proposed All-In-One (AIO) Computers at the location, which is identified by the Bank.
- 4.4. Results of the Proof of Concept (PoC) will be shared with all the members of evaluation committee for considering the same during evaluation process.
- 4.5. The evaluation includes the capabilities, quality, usability, integration and feature set of the solution, including but not limited to the following functions:
 - 4.5.1. Day-to-day maintenance and management of the product.
 - 4.5.2. Ease and simplicity of deployment and configuration.
 - 4.5.3. Ease of use and richness of functions in the product.
 - 4.5.4. Product deployment options and usability.
- 4.6. Bidders are further required to be in preparedness to demonstrate the proposed All-In-One (AIO) Computers by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.
- 4.7. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- 4.8. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

5. Normalization of Bids:

- 5.1. The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, further need to be normalized for meeting the requirements of the bank, Bank may consider such normalisation.
 - 5.1.1. Incremental bid submission in part of the requested clarification by the Bank
- 5.2. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- 5.3. The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.



6. Intimation to Qualified/Successful Bidders:

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

7. Correction of Error in Commercial Bid:

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

- 7.1. Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation.
- 7.2. If there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- 7.3. If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.
- 7.4. If there is discrepancy in the total arrived at Bill of Material (addition, subtraction, multiplication, division and carryover of amount from one page to another), correct total will be arrived by the Bank and the same will prevail over the total furnished in the Bill of Material.
- 7.5. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail, unless the amount expressed in words is related to an arithmetical error in which case, the amount in figures will prevail, subject to the above two provisions.
- 7.6. If the bidder does not accept the correction of errors, the bidder will be rejected

8. Selection of successful Bidder:

- 8.1. The bidder/ s who quotes the lowest price (L1) will be referred as the successful bidder/ bidders and will be notified. No separate intimation will be sent to the bidder in this regard.
- 8.2. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
- 8.3. The Bank reserves the right to re-tender without assigning any reasons whatsoever. The Bank shall not incur any liability to the affected bidder(s) on account, of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.



- 8.4. The Bank reserves the right to modify any terms, conditions and specifications of the RFP and Bank reserves the right to obtain revised price bids from the bidders with regard to change in RFP clauses. The Bank reserves the right to accept any bid in whole or in part.
- 8.5. The bidder/s who is L1 will be referred as the selected bidder/ successful bidder.



F. OWNERSHIP & AWARDING OF CONTRACT

1.	Bid Validity Period	8.	Fixed Price
2.	Proposal ownership	9.	Expenses
3.	Project ownership	10.	Security Deposit / Performance Security
4.	Acceptance of offer	11.	Execution of Agreement
5.	Award of Contract	12.	Pricing
6.	Effective Date	13.	Order Cancellation/Termination of Contract
7.	Project Execution		

The above mentioned clauses are part and parcel of the RFP.

1. Bid Validity Period:

The Offer submitted and the prices quoted therein shall be valid for a minimum period of 1 year from the date of opening of Commercial Bid. Bid valid for any shorter period shall be rejected by the Bank.

2. Proposal Ownership:

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the bidder's proposal is central to the evaluation and Selection process, it is important that, the bidder carefully prepares the proposal as per the prescribed format only. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/ Annexures to this RFP shall form integral part of the RFP.

3. Project Ownership:

- 3.1. If the bidder is offering Hardware/solutions/products/services from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance 8: support of all hardware and software related to Solution/Service which are relevant to this RFP.
- 3.2. Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.

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

4. Acceptance of Offer:

- 4.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 4.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
- 4.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection
- 4.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

5. Award of Contract:

- 5.1. The Bidder who is L1 will be referred as the selected Bidder and Bank will notify the name of the selected Bidder/s by display in the Notice Board of the Bank at Project Office, Bengaluru/ Banks website.
- 5.2. The contract shall be awarded and the order shall be placed on selected Bidder/s. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 5.3. However, Bank is not bound to place the order to L1 bidder. Bank at its discretion may split the order among L1, L2, L3, L4... bidders, if L2, L3, L4 vendors agree to match the price of L1 vendor. However, Region's/Branch's/Office's allocation will be as per discretion of Bank only.
- 5.4. The selected Bidder/s shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the successful Bidder/s shall be the date of acceptance of the order by the bidder.
- 5.5. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.



5.6. The effective date shall be date of acceptance of the order by the selected Bidder. However, the Bidder shall submit the acceptance of the order within seven days from the date of receipt of order.

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

6. Effective Date:

6.1. The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. In case of non-receipt of acceptance by the due date, the Purchase Order shall be deemed to have been accepted by the vendor.

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

7. Project Execution:

The entire project needs to be completed expeditiously. The Bank and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contact for the project at Bengaluru. However, for escalation purpose, details of other persons shall also be given. The project manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen immediately after the acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.

8. Fixed Price:

The prices quoted in the tender response will be fixed for the period of the contract.

9. Expenses:

It may be noted that Bank will not pay any amount/expenses/charges/fees/traveling expenses/ boarding expenses/lodging/ expenses/conveyance expenses / out of pocket expenses.

10. Performance Security:

10.1. The successful bidder should submit a Security Deposit / Performance Bank Guarantee equivalent to 5% of the Total Cost of Ownership (TCO) value as specified in Bid Schedule within 15 days from the date of acceptance of the Purchase Order with the validity period of 60 months from the date of acceptance of order and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of 2 months from the last date of validity.

- 10.2. The selected Bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and contract period.
- 10.3. If the Performance Security is not submitted within the time line stipulated above, penalty at 0.50% of the Performance Security Value for each completed calendar week of delay or part thereof will be deducted from the payments under the contract. The total penalty under this clause shall be restricted to 2.5% of the Performance Security value.
- 10.4. Performance Security should be submitted by way of DD drawn on Karnataka Grameena Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Karnataka Grameena Bank & Canara Bank).
- 10.5. The Bank Guarantee issued by the issuing Bank on behalf of Bidder in favour of Karnataka Grameena Bank shall be in paper form/e-BG form as well as issued under the "Structured Financial Messaging System" (SFMS). However, it should be as per Appendix-G. Any bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.
- 10.6. The security deposit/bank guarantee will be returned to the Bidder on completion of Contract Period.
- 10.7. The Bank shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected Bidder fails to complete his obligations under the contract. The Bank shall notify the selected Bidder in writing before invoking the Bank guarantee.

11. Execution of Agreement:

- 11.1. Within 21 days from the date of acceptance of the Purchase Order/LOI, the selected bidder shall sign a stamped "Agreement" with the Bank at Bengaluru as per the format provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.
- 11.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.
- 11.3. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract.



12. Pricing & Payments:

- 12.1. No escalation in price quoted is permitted for any reason whatsoever. Prices quoted must be firm till the completion of the contract period.
- 12.2. From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

13. Order Cancellation/ Termination of Contract

- 13.1. The Bank reserves its right to terminate this CONTRACT at any time without assigning any reasons, by giving a 30 days' notice.
- 13.2. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
 - 13.2.1. Delay in delivery beyond the specified period for delivery.
 - 13.2.2. Serious discrepancies noted in the items delivered.
 - 13.2.3. Breaches in the terms and conditions of the Order.
 - 13.2.4. Non submission of acceptance of order within 7 days of order.
 - 13.2.5. Excessive delay in execution of order placed by the Bank.
 - 13.2.6. The Vendor/Service Provider commits a breach of any of the terms and conditions of the bid.
 - 13.2.7. The Vendor/Service Provider goes in to liquidation voluntarily or otherwise.
 - 13.2.8. An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
 - 13.2.9. The progress made by the Vendor/Service Provider is found to be unsatisfactory.
 - 13.2.10. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- 13.3. Bank shall serve the notice of termination to the Vendor /Service Provider at least 30 days prior, of its intention to terminate services.
- 13.4. In case the Vendor /Service Provider fails to deliver the quantity as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the Vendor/Service Provider by giving 7 days' prior notice to the Vendor/Service Provider.
- 13.5. After the award of the contract, if the Vendor/Service Provider does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the Vendor/Service Provider is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure



shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.

- 13.6. The Bank reserves the right to recover any dues payable by the Vendor/Service Provider from any amount outstanding to the credit of the Vendor /Service Provider, including the pending bills and security deposit, if any, under this contract.
- 13.7. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the Vendor/Service Provider towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- 13.8. Notwithstanding the existence of a dispute, and/ or the commencement of negotiation and mediation proceedings, Vendor /Service Provider should continue the services. Vendor/Service Provider is solely responsible to prepare a detailed Reverse Transition plan.
- 13.9. The Bank shall have the sole decision to determine whether such plan has been complied with or not. Reverse Transition mechanism would include services and tasks that are required to be performed/ rendered by the Vendor /Service Provider to the Bank or its designee to ensure smooth handover and transitioning of the Bank's deliverables.



G. GENERAL CONDITIONS

1.	General Order Terms	19.	Adherence to Banks IS Security / Cyber Security Policies
2.	Roles & Responsibility during project Implementation	20.	Protection Of Data
3.	Responsibilities of the Selected Bidder	21.	Amendments to contracts
4.	Human Resource Requirement	22.	Indemnity
5.	Responsibility for completeness	23.	Conflict of Interest
6.	Inspection of Records	24.	General Conditions to Contract
7.	Negligence	25.	Force Majeure
8.	Assignment	26.	Responsibilities of the Bidder
9.	Publicity	27.	Corrupt and Fraudulent Practices
10.	Insurance	28.	Adoption of Integrity Pact
11.	Guarantees	29.	Amendments to the Purchase Order
12.	Intellectual Property Rights	30.	Amendments to the Agreement
13.	Confidentiality and Non-Disclosure	31.	Modification/Cancellation of RFP
14.	Exit Management Plan	32.	Social media Policy
15.	Training and Handholding	33.	Resolution of Disputes
16.	Service Levels	34.	Legal Disputes and Jurisdiction of the court
17.	Business Continuity Plan	35.	Bidder Conformity
18.	Hiring of Bank Staff or Ex- Staff		

The above-mentioned clauses are part and parcel of the RFP.

1. General Order Terms:

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

2. Roles & Responsibility during Project Implementation:

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



- 2.2. The selected bidder shall take all steps to ensure safety of bidder's and the Bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder or their sub-bidders.
- 2.3. In case of any damage of Bank's property during execution of the work is attributable to the bidder, bidder has to replace the damaged property at his own cost.
- 2.4. The selected bidder has to resubmit the Undertaking of Authenticity for the proposed Hardware as per Annexure-11 along with invoice.

3. Responsibilities of the Selected Bidder

- 3.1. The selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during contract period.
- 3.2. The Bank shall call for Audited Balance Sheet of the selected bidder at any point of time during contract period and the selected bidder shall provide the same.
- 3.3. The selected bidder shall submit updated Escalation Matrix for the product/services on a Half-Yearly basis as at the end of 31st March and 30th September during contract period.

4. Human Resource Requirement:

The selected bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

- 4.1. The selected bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the Hardware/service.
- 4.2. The selected bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.
- 4.3. In case the performance of the bidder/their CSP/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, the bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.
- 4.4. No right to employment in the Bank shall accrue or arise to the employees or agents of the bidder, by virtue of engagement of employees, agents, etc. of the bidder for any assignment under this project. It is further clarified that the arrangement herein with the bidder is a contract for service.



- 4.5. The selected bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.
- 4.6. The selected bidder has to submit following KYC documents of resources engaged:
- Resume latest (Candidate Photograph should be part of Resume Only) and Print should be in colour only.
 - Address Proof (Local and Permanent)- Duly attested photocopy by candidate and bidder HR.
 - Aadhaar Card - Duly attested photocopy by candidate and bidder HR.
 - Passport - Duly attested photocopy by candidate and bidder HR.
 - Background Police Verification report - Duly attested photocopy by candidate and bidder HR.
- 4.7. The selected bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time ,as per the provisions of Minimum Wages Act 1948.

5. Responsibility for Completeness:

- 5.1. The selected bidder shall ensure that the Hardware provided meets all the technical and functional requirements as envisaged in the scope of the RFP.
- 5.2. The selected bidder shall deliver, install, configure the supplied Hardware/service as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.
- 5.3. The selected bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.

6. Inspection of Records:

Bank at its discretion may verify the accounts and records or appoint third party for verification including an auditor for audit of accounts and records including Hardware, Software & other items provided to the Bank under this RFP and the selected bidder shall extend all cooperation in this regard.

7. Negligence:



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

8. Assignment:

- 8.1. The selected bidder shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.
- 8.2. If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the selected bidder under this RFP.

9. Publicity:

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

10. Insurance:

The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Hardware. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Hardware.

11. Guarantees:

The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

12. Intellectual Property Rights:

- 12.1. VENDOR/ SERVICE PROVIDER warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/SERVICE PROVIDER warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. VENDOR/ SERVICE PROVIDER shall ensure that the Solution supplied to the BANK shall not infringe the third party intellectual



property rights, if any. VENDOR/ SERVICE PROVIDER shall ensure that third party rights are not infringed even in case of equipment/software supplied on behalf of consortium as VENDOR/ SERVICE PROVIDER.

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

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

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

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

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

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

13. Confidentiality and Non-Disclosure:

13.1. The vendor/service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business / customer information, trade secrets and process of the Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), and shall not in any way disclose to anyone and the same shall be treated as the intellectual property of the Bank. The Service Provider shall ensure that the same is not used or permitted to be used in any manner incompatible



inconsistent with that authorized procedure/ practice by the Bank. The Confidential Information will be safeguarded, and the Service Provider will take all necessary action to protect it against misuse, loss, destruction, alteration, or deletion thereof. Any violation of the same will be liable for action under the law.

- 13.2. VENDOR/ SERVICE PROVIDER shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. VENDOR/ SERVICE PROVIDER shall suitably defend, indemnify BANK for any loss/damage suffered by BANK on account of and to the extent of any disclosure of the confidential information. The selected bidder shall furnish an undertaking as given in Annexure-11
- 13.3. No Media release/public announcement or any other reference to the Contract/RFP or any program there under shall be made without the written consent of the BANK, by photographic, electronic or other means.
- 13.4. Provided that the Confidentiality Clause may not be applied to the data or information which;
 - a) Was available in the public domain at the time of such disclosure through no wrongful act on the part of VENDOR/ SERVICE PROVIDER.
 - b) Is received by VENDOR/ SERVICE PROVIDER without the breach of this Agreement.
 - c) Is required by law or regulatory compliance to disclose to any third person.
 - d) Is explicitly approved for release by written authorization of the Bank.
- 13.5. Service Provider to ensure confidentiality of customer data and shall be liable in case of any breach of security and leakage of confidential customer related information.
- 13.6. The vendor/service provider may disclose only the following types of data to the bank's customers and/ or third parties with prior written consent of the bank: financial data, sensitive personal data, and other information explicitly permitted by the bank. All disclosures must comply with applicable laws, RBI regulations and guidelines. Prior written consent from the bank is required for any other disclosures, and detailed records of all shared data must be maintained by the service provider and shall be provided to the bank as and when required by the bank.

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

14. Exit Management Plan:

- 14.1. Vendor/Service Provider shall submit a structured & detailed Exit Management plan along with Training and Knowledge transfer for its exit initiated by the Bank.
- 14.2. Vendor/Service Provider shall update the Transition and Exit management on half yearly basis or earlier in case of major changes during the entire contract duration. The plan and the format shall be discussed and approved by the Bank.



- 14.3. The exit Management plan shall deal with the following aspects but not limited to of exit management in relation to the Service Level as a whole and in relation to in scope applications, interfaces, infrastructure and network and the scope of work.
- 14.3.1. A detailed program of the transfer process that could be used in conjunction with a replacement vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
- 14.3.2. Plans for provision of contingent support to the Project and replacement Vendor /Service Provider for a reasonable period (minimum three month and maximum as per mutual agreement) after transfer or as decided by Karnataka Grameena Bank.
- 14.3.3. Plans for training of the Replacement Service Provider/Karnataka Grameena Bank staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by Karnataka Grameena Bank/Canara Bank. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of Vendor/Service provider.
- 14.4. At the end of the contract period or during the contract period, if any other Service Provider is identified or selected for providing services related to Vendor /Service Provider scope of work, they shall ensure that a proper and satisfactory handover is made to the replacement Service Provider. This transition process shall be managed to ensure minimal disruption to the bank's operations and continuity of services.
- 14.5. All risk during transition stage shall be properly documented by Vendor/Service Provider and mitigation measures shall be planned to ensure a smooth transition without any service disruption. Vendor/Service Provider must ensure that hardware supplied by them shall not reach end of support products (software/ hardware) at time of transition. Vendor/Service Provider shall inform well in advance end of support products (software/hardware) for the in-scope applications and infrastructure.
- 14.6. The transition & exit management period will start minimum six (6) months before the expiration of the contract or as decided by Karnataka Grameena Bank.
- 14.7. Vendor/Service Provider will provide shadow support for a minimum of 90 days or as decided by the Bank before the end of termination of notice period or expiry of the contract as applicable at no additional cost to the Bank.
- 14.8. In case of termination, the exit management period will start from effective date of termination, or such other date as may be decided by Karnataka Grameena Bank and communicated to Vendor /Service Provider.
- 14.9. Vendor/Service Provider must ensure closing off all critical open issues, any audit observation as on date of exit. All other open issues as on date of Exit shall be listed and provided to Karnataka Grameena Bank.

- 14.10. Vendor/Service Provider needs to comply with Banks requirements and any statutory or regulatory guidelines during the reverse transition period.
- 14.11. The vendor/ Service provider shall fully cooperate with relevant authorities in the event of the bank's insolvency or resolution, including providing necessary information and support as required to facilitate the orderly transition and resolution process, ensuring minimal disruption to services and compliance with regulatory requirements.

15. Training and Handholding

- 15.1. Vendor /Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to:
- 15.1.1. Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history.
- 15.1.2. Change Request Logs.
- 15.2. Assisting the new Service Provider/Bank with the complete audit of the system including licenses and physical assets.
- 15.3. Detailed walk-throughs and demos for the solution.
- 15.4. During the exit management period, the Vendor /Service Provider shall use its best efforts to deliver the services.
- 15.5. Vendor /Service Provider shall hold technical knowledge transfer sessions with designated technical team of Business and/or any replacement Service Provider in at least last three (3) months of the project duration or as decided by Bank.
- 15.6. During Reverse Transition Bank will not pay any additional cost to the Vendor/Service Provider for doing reverse transition.

16. Service Levels:

- 16.1. During the term of the contract, the vendor shall maintain the Service Levels as detailed in RFP/ PO. In case the vendor fails to maintain the Service Levels, Liquidated damages as detailed in RFP/ PO shall be imposed on the Vendor /Service provider.
- 16.2. In relation to any undertaking and under any circumstances, the service provider shall exercise the degree of skill, diligence, prudence, and foresight that would reasonably be expected from a highly skilled and experienced professional engaged in the same type of undertaking under similar circumstances. Further the Vendor /service provider shall identify and designate skilled personnel necessary for the operation of critical functions under this agreement. Such personnel shall be considered essential and must be available to work on-site during exigencies including but not limited to emergencies and pandemics. The service provider shall



provide the bank with a list of these essential personnel and any associated backup arrangements and ensure their availability as required.

- 16.3. The service provider shall wherever applicable be obligated to establish and maintain suitable back-to-back contractual arrangements with the Original Equipment Manufacturers (OEMs) to ensure that all services, warranties, and obligations stipulated in this Agreement are fully supported and enforceable by the OEMs. These arrangements shall include, but are not limited to, the OEMs' commitment to provide necessary resources, technical support, replacement parts, and any other services required to fulfil the terms of this Agreement. The Service Provider must provide evidence of such arrangements upon request and shall ensure that these agreements are in place for the duration of this contract to guarantee seamless service delivery and compliance with all contractual obligations.
- 16.4. The vendor /service provider shall deliver the agreed-upon goods and services in accordance with this agreement with respect to quality and quantity, and shall be subject to regular monitoring and reporting.

17. Business Continuity Plan:

- 17.1. The service provider/ vendor/ Bidder shall develop and establish a robust Business Continuity and Management of Disaster Recovery Plan if not already developed and established so as to ensure uninterrupted and continued services to the Bank and to ensure the agreed upon service level.
- 17.2. The service provider/ vendor I Bidder shall periodically test the Business Continuity and Management of Disaster Recovery Plan. The Bank may consider joint testing and recovery exercise with the Service provider/vendor.

18. Hiring of Bank Staff or Ex-Staff:

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

19. Adherence to Banks & RBI's IS Security/Cyber Security Policies:

- 19.1. BIDDER/VENDOR/ SERVICE PROVIDER shall comply with Bank's & RBI's various policies like Information Security policy and Cyber Security Policy, Internet Policy, Information System Audit Policy, E-Mail policy and Guidelines.
- 19.2. In case of any security incident including but not limited to data breaches, denial of service, service unavailability, etc., the Bidder/vendor/Service Provider shall immediately report such incident to the Bank.

20. Protection of Data:

- 20.1. Vendor /Service Provider warrants that at all times, when delivering the Deliverables and/or providing the Services, use appropriate procedures and care to avoid loss or corruption of data. However, in the event that any loss or damage to Bank data occurs as a result of Vendor/Service provider's failure to perform its responsibilities in the RFP/ Gem Bid/ PO/Agreement, Vendor /Service Provider will at Bank's request correct or cause to be corrected any loss or damage to Bank data. Further, the cost of any corrective action in relation to data loss of any nature will be borne by Vendor/Service Provider, if such loss or damage was caused by any act or omission of Vendor /Service provider or its officers, employees, contractors or agents or other persons under Vendor /Service provider control.
- 20.2. Where the terms of the RFP/Gem Bid/PO/ Agreement require any data to be maintained by the Bank, the Bank agrees to grant, Vendor/Service provider such access and assistance to such data and other materials as may be required by Vendor/Service Provider, for the purposes of correcting loss or damage to Bank data. If any data to be shared between the Bank and Vendor /Service provider for the purpose of the contract, the same shall be shared through secured channels in an encrypted manner. The Vendor/ Service Provider shall process the relevant data at _____ (furnish the location). If the Vendor/ Service Provider proposes any change in data processing location, the same shall be notified to the Bank before the change of location. Vendor/Service provider is required to adhere to RBI guidelines for storage of data in India as per regulatory requirements/instructions, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank. The data if any to be stored by the vendor shall be stored in an encrypted manner. Vendor/Service provider will be liable to bank for any .event for security breach and leakage of data/information. No biometric data shall be stored/ collected in the system associated with the vendor, unless allowed under extant statutory guidelines. The vendor shall have a structured process in place for secured removal/disposal/destruction of data and the details of the same shall be provided to the Bank as and when required by the bank.
- 20.3. Data privacy and security of the customer's personal information shared by the Bank shall always be ensured by Vendor /Service Provider. The personal information of customers shall not be stored and processed by the vendor except certain basic minimal data (viz. name, address, contact details of the customer etc.) as required for the performance of its obligations under this Agreement.
- 20.4. Vendor/Service Provider shall ensure compliance with all applicable law in relation to the services under this agreement and any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the agreement.
- 20.5. Vendor/Service Provider shall comply with all Data Protection Laws applicable in relation to the services under this agreement and shall ensure that any data provided by the Party under this Agreement is treated as confidential.



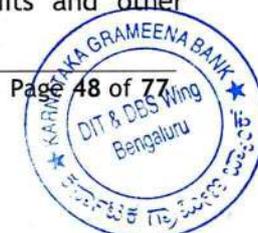
- 20.6. For the Purpose of this clause, "Data Protection Laws" means all directives, statutes, regulations, orders, decrees, decisions, or any other like legal instrument (whether enacted in India or any other relevant jurisdiction) which pertain to the protection of privacy and confidentiality of Personal Data including Digital Data Protection Act, 2023, Information Technology Act, 2000, and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, as amended from time to time.
- 20.7. The Service provider shall ensure compliance with any modifications/changes in the applicable Law by Legislators and/or regulators during the currency of the contract and the contract shall be subject to the applicable law. If any modifications are required in existing applications/services due to change in the applicable Law by the Legislator and/or regulators, the Service provider shall make the necessary changes as per the instructions of the Bank. Payment terms for the modifications/changes necessitated due to change in applicable law shall be mutually agreed between the Bank and the Service provider. For this purpose "Applicable Law" means all the (a) applicable provisions of the constitution, treaties, statutes, laws (including the common law), codes, rules, regulations, ordinances, or orders of any Government Authority of India, Regulators; (b) orders, decisions, injunctions, judgments, awards, decrees, etc., of any Government Authority, Regulators including but not limited to rules, regulations, guidelines, circulars, Frequently Asked Questions (FAQs) and notifications issued by the RBI from time to time; and (c) applicable international treaties, conventions and protocols that become enforceable from time to time.

21. Amendments to Contract:

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

22. Indemnity:

- 22.1. The BIDDER/VENDOR/ SERVICE PROVIDER shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
- 22.1.1. The breach, default or non-performance of undertakings, warranties, covenants or obligations by the BIDDER/VENDOR/ SERVICE PROVIDER;
- 22.1.2. Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the BIDDER/VENDOR/ SERVICE PROVIDER;
- 22.1.3. Fines, penalties, or punitive damages levied on Bank resulting from supervisory actions due to breach, default or non-performance of undertakings, warranties, covenants, or obligations by the BIDDER/VENDOR/ SERVICE PROVIDER.
- 22.2. The BIDDER/VENDOR/ SERVICE PROVIDER shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other



proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them.

- 22.3. All Employees engaged by the BIDDER/VENDOR/ SERVICE PROVIDER shall be in sole employment of the BIDDER/VENDOR/ SERVICE PROVIDER and the BIDDER/VENDOR/ SERVICE PROVIDER shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/ death/ termination) of any nature to the employees and personnel of the BIDDER/VENDOR/ SERVICE PROVIDER.
- 22.4. All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- 22.5. BIDDER/VENDOR/ SERVICE PROVIDER aggregate liability shall be subject to an overall limit of the total Cost of the project.
- 22.6. The limits specified in above clauses shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or loss caused due to breach of confidential obligations or applicable data protection laws or commission of any fraud by the bidder or its employees or agents or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be actual claims.

23. Conflict of Interest:

- 23.1. BIDDER/VENDOR/ SERVICE PROVIDER represents and warrants that it has no business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under this Agreement.
- 23.2. BIDDER/VENDOR/ SERVICE PROVIDER represents and warrants that if any such actual or potential conflict of interest arises under this Agreement, Vendor/Service Provider shall immediately inform the Bank in writing of such conflict.
- 23.3. BIDDER/VENDOR/ SERVICE PROVIDER acknowledges that if, in the reasonable judgment of the Bank, such conflict poses a material conflict to and with the performance of VENDOR/ SERVICE PROVIDER's obligations under this Agreement, then the Bank may terminate the Agreement immediately upon Written notice to VENDOR/ SERVICE PROVIDER; such termination of the Agreement shall be effective upon the receipt of such notice by VENDOR/ SERVICE PROVIDER.

24. General Conditions to Contract:

- 24.1. The BIDDER/VENDOR/ SERVICE PROVIDER shall during the validity of this contract, provide access to all data, books, records, information, logs, alerts and business premises relevant to the service provided under this agreement to the Bank.



- 24.2. The BIDDER/VENDOR/ SERVICE PROVIDER shall adhere to RBI guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor/Service Provider shall be liable to bank for any event for security breach and leakage of data/information
- 24.3. The BIDDER/VENDOR/ SERVICE PROVIDER shall abide/comply with applicable guidelines issued by RBI on Outsourcing of IT services vide master direction note no:RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.
- 24.4. No forbearance, indulgence, relaxation or inaction by _any Party [BANK or VENDOR/ SERVICE PROVIDER] at any time to require the performance of any provision of Contract shall in any way affect, diminish, or prejudice the right of such Party to require the performance of that or any other provision of Contract.
- 24.5. No waiver or acquiescence of any breach, or any continuing or subsequent breach of any provision of Contract shall be construed as a waiver of any right under or arising out of Contract or an acquiescence to or recognition of any right and/or any position other than that expressly stipulated in the Contract.
- 24.6. All remedies of either BANK or BIDDER/VENDOR/ SERVICE PROVIDER under the Contract whether provided herein or conferred by statute, civil law, common law, custom, or trade usage, are cumulative and not alternative may be enforced successively or concurrently.
- 24.7. If any provision of Contract or the application thereof to any person or Party [BANK/ BIDDER/VENDOR/ SERVICE PROVIDER] is or becomes invalid or unenforceable or prohibited by 'law to any extent, this Contract shall be considered divisible as to such provision, and such provision alone- shall be inoperative to such extent and the remainder of the Contract shall be valid and binding as though such provision had not been included. Further, the Parties [BANK and BIDDER/VENDOR/ SERVICE PROVIDER] shall endeavour to replace such invalid, unenforceable or illegal provision by one that is valid, enforceable, and legal and achieve substantially the same economic effect as the provision sought to be replaced.
- 24.8. None of the provisions of Contract shall be deemed to constitute a partnership between the Parties [BANK and BIDDER/VENDOR/ SERVICE PROVIDER] and neither Party [BANK nor BIDDER/VENDOR/ SERVICE PROVIDER] shall have any right or authority to bind the other as the other's agent or representative and no Party shall be deemed to be the agent of the other in any way.
- 24.9. Contract shall not be intended and shall not be construed to confer on any person other than the Parties [BANK and BIDDER/ VENDOR/ SERVICE PROVIDER] hereto, any rights or remedies herein.

25. Force Majeure:

- 25.1. The selected bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.
- 25.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected bidder resulting in such a situation.
- 25.3. In the event of any such intervening Force Majeure, the selected bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 25.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the selected bidder shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the selected bidder.

26. Responsibilities of the Bidder

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

- 26.1. The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- 26.2. The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.
- 26.3. No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.
- 26.4. Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with Karnataka Grameena Bank. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.
- 26.5. The bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP. The bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the Hardware/service proposed by the bidder. The bidder



shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to the Bank. The bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving, the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the bidder to fulfil all the terms and conditions of this RFP.

26.6. The selected bidder should abide by guidelines issued by RBI Master Direction on Outsourcing of IT Services.

26.7. The selected bidder should also abide by the provisions of Digital Data Protection Bill.

27. Corrupt and Fraudulent Practices:

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

27.2. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution and "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition

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

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

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

- 27.6. Any effort/attempt by a bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 27.7. Vendor/Service Provider shall at all times observe the highest standard of ethics during the entire contract period.
- 27.8. The selected bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for Supply, Implementation, Migration and Support of the Solution by the Bank.

28. Adoption of Integrity Pact:

- 28.1. The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/ officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
- 28.2. Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible to participate in the bidding process.
- 28.3. The Bidders shall submit signed Pre Contract integrity pact (Hard Copy) as per Appendix-F along with Part A - Technical cum Eligibility. Those Bids which are not containing the above are liable for rejection.
- 28.4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
- 28.5. Bidders to disclose the payments to be made by them to agents/ brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- 28.6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- 28.7. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty/ Guarantee/ AMC if contracted whichever is later.
- 28.8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.



- 28.9. Integrity pact shall be signed by the person who is authorized to sign the Bid.
- 28.10. The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:
- | | |
|--------------------------|-------------------------------|
| Sri. Dhiraj Kumar Pandey | Sri. Vasudev Devendra Nayak |
| Email: hoanx.dit@kgbk.in | Email: vasudev.dnayak@kgbk.in |

29. Amendments to the Purchase Order:

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

30. Amendments to the Agreement:

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

31. Modification/Cancellation of RFP:

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

32. Social Media Policy:

- 32.1. No person of the bank or the contractors and third parties shall violate the social media policy of the bank.
- 32.2. The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:
- 32.3. Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.
- 32.4. Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.
- 32.5. Any unauthorized use or disclosure of Bank's confidential information or data.
- 32.6. Any usage of information or data for purposes other than for Bank's normal business purposes and / or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

33. Resolution of Disputes:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably by negotiation between the parties. In case of failure to resolve the disputes and differences amicably through negotiation, the matter may be referred to mediation with the assistance of a mediator mutually agreed upon after issuance of at least 30 days' notice in writing to the other party clearly setting out the intention to refer such dispute to mediation. Proceedings of mediation shall be governed by The Mediation Act, 2023. Place of Mediation shall be Bengaluru, India. Proceedings of the mediation shall be conducted in English language.

34. Legal Disputes and Jurisdiction of the court:

- 34.1. The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.
- 34.2. All disputes and controversies between Bank and bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/Contract agreement shall be governed by the laws of India.

35. Bidder Conformity:

- 35.1. Bidder should ensure that, it is complying with applicable guidelines issued by RBI on outsourcing of IT services vide master direction note no: RBI/2023-24/102 DoS.CO.CSITEG/SEC.1/31.01.015/2023-24 dated 10/04/2023 and its future amendments and communications.
- 35.2. Bidder should ensure to adhere applicable regulatory guidelines for storage of data in India as per regulatory requirements, also to provide complete details of data captured, processed and stored, maintain confidentiality of the bank's and its customer's data and report same to the bank, Vendor will be liable to bank for any event for security breach and leakage of data/information.
- 35.3. Bidder should ensure that, it is complying with applicable guidelines issued by regulatory bodies on Digital Personal Data Protection Act 2023 and its future amendments and communications.

The BIDDER/ VENDOR/ SERVICE PROVIDER or subcontractor(s) shall not hire any of the existing/ ex/retired employee of the Bank during the contract period or after the closure/termination of contract even if existing/ex/retired employee actively seek



employment from the Bidder/ VENDOR/ SERVICE PROVIDER or sub-contractor(s). The period /duration after the date of resignation/ retirement/ termination after which the existing/ex/retired employee shall be eligible for taking up such employment shall be governed by regulatory guidelines/HR policies of the Bank.



H. PURCHASE PREFERENCE

1.	Micro & Small Enterprises	2.	Startup
3.	Procurement through Local Suppliers (Make in India)		

The above mentioned clauses are part and parcel of the RFP.

Purchase Preference to Micro and Small Enterprises (MSEs), Start-ups, Women, SC/ST and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the RFP and Contract. The terms and conditions applicable as per the Government of India Guidelines on Purchase Preference.

1. Micro & Small Enterprises [MSEs]:

- 1.1. From time to time, the Government of India (Procuring Entity) lays down procurement policies to help inclusive national economic growth by providing long-term support to micro, small and medium enterprises and disadvantaged sections of society. The Procurement Policy for Micro and Small Enterprises, 2012 [amended 2018 and 2021] has been notified by the Government in exercise of the powers conferred in Section 11 of the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006. Details of the policy along with the amendments issued in 2018 and 2021 are available on the MSME website.
- 1.2. Under the amended Public Procurement Policy for MSEs, Order 2012, the Central Government Ministries/ Departments/ Public Sector Undertakings shall procure a minimum of 25 per cent of their annual value of goods or services from MSEs. (In accordance with General Financial Rules, 2017, Rule 153-(ii)).
- 1.3. Micro and Small Enterprises (MSEs) registered under Udyam Registration are eligible to avail the benefits under the policy. MSEs would be treated as owned by SC/ ST or Women entrepreneurs:
 - 1.3.1. In the case of proprietary MSE, proprietor(s) are SC /ST or Woman;
 - 1.3.2. In the case of partnership MSE, the SC/ ST or Women partners hold at least 51% (fifty-one per cent) shares in the unit;
 - 1.3.3. In the case of Private Limited Companies, SC/ ST or Women promoters hold at least 51% (fifty-one per cent) share.
- 1.4. It is mandatory to disclose the status as SC/ST/Women for in Udyam Registration.
- 1.5. The Policy is applicable to all the Central Government Ministries/ Departments/ CPSUs. However, the policy is not applicable to State Government Ministries/ Departments/ PSUs.
- 1.6. MSEs should provide proof of their being registered as MSE for the item under RFP along with their offer, with any agency mentioned in the Notification, including:
 - 1.6.1. District Industries Centres or
 - 1.6.2. Khadi Village Industries Commission or Khadi & Village Industries Board or
 - 1.6.3. Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handloom or
 - 1.6.4. Any other body specified by the Ministry of Micro, Small & Medium Enterprises.
 - 1.6.5. Udyam Registration Certificate.

- 1.7. MSEs are exempted from paying EMD, subject to furnishing of valid certificate for claiming Exemption.
 - 1.8. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Karnataka Grameena Bank as per FORM PP-B.
 - 1.9. The aforesaid Policy is meant for procurement of only goods produced and Services rendered by MSEs and not for any trading activities by them. An MSE unit will not get any Purchase Preference over any other MSE Unit.
 - 1.10. The details are available on web site dcmsme.gov.in. Interested vendors are requested to go through the same for details.
 - 1.11. Additionally, the terms and conditions of the terms & conditions with regard to the MSEs exemption shall be applicable.
2. Start-up:
- 2.1. Applicable for Indian Bidders only as defined in gazette notification no. D.L-33004/99 dated 11.04.2018 of Ministry of Commerce and Industry and as amended from time to time.
 - 2.2. As mentioned in Section-II of O.M. No.F.20/2/2014-PPD(Pt.) dated 20.09.2016 of Procurement Policy Division, Department of Expenditure, Ministry of Finance on Prior turnover and prior experience, relaxations may be applicable for all Start-ups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to meeting of the quality and technical specifications specified in RFP document.
 - 2.3. Relaxation to Start-ups: As per manual of procurement, the Procuring Entity reserves its right to relax the condition of prior turnover and prior experience for start-up enterprises recognized by Department for Industry & Internal Trade (DPIIT), subject to meeting of quality & technical specifications. Start-ups may be MSMEs or otherwise. The decision of the Procuring Entity in this regard shall be final.
 - 2.4. Start-ups are exempted from submission of EMDs.
 - 2.5. For availing the relaxations, Bidder is required to submit requisite certificate towards Start-up enterprise registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the Bidder's company/firm) and notary public with legible stamp.
 - 2.6. Bidder has to submit as self-declaration accepting that if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of two years from being eligible to submit Bids for contracts with Karnataka Grameena Bank as per FORM PP-B.



Karnataka Grameena Bank has the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

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

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

- 3.1. "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- 3.2. "Class-I local supplier" means a supplier or service provider, whose goods, services or works offered for procurement, meet the minimum local content as prescribed for 'Class I local supplier' under the Public Procurement (Preference to Make in India), Order 2017.
- 3.3. "Class-II local supplier" means a supplier or service provider, whose goods, services or works offered for procurement, meets the minimum local content as prescribed for 'Class-II local supplier' but less than that prescribed for 'Class-I local supplier' under the Public Procurement (Preference to Make in India), Order 2017.
- 3.4. "Non-Local supplier" means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than that prescribed for 'Class II local supplier' under the Public Procurement (Preference to Make in India), Order 2017.
- 3.5. The 'local content' requirement to categorize a supplier as 'Class I Local Supplier' is minimum 50%. For 'Class-II Local supplier' the 'local content' requirement is minimum 20%.
- 3.6. The margin of Purchase preference shall be 20%.
- 3.7. Purchase preference for local supplier, self-certification, compliance, monitoring and other terms & conditions shall be as per the aforesaid Guidelines/Notifications. The Guidelines may be treated as an integral part of the RFP documents.
- 3.8. The 'Class -I Local supplier'/'Class -II Local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class -I Local supplier'/'Class-II Local supplier' as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- 3.9. In cases of procurement for a value in excess of Rs.10 Crores, the 'Class-I Local supplier'/'Class -II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost account or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- 3.10. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules issued by the Ministry of Finance for



which a Bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

- 3.11. All the relevant documents/information regarding claim for preferential treatment under this policy must be submitted along with offer by the tenderers. Post tender submission of these information/documents shall not be considered. Further firms seeking these considerations shall be completely responsible for the truthfulness and authenticity of their claim for these benefits.
- 3.12. The Bidders complying with all the guidelines in this regard and providing supporting documents along with the bid can only participate in this bid. Canara Bank has the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.



Note: The following Sections, Annexures, Forms and Formats are uploaded in Bank's website and also on our sponsor bank corporate website (<https://karnatakagrammeenabank.com/important-rfp-tender-documents-of-dit-wing>, & <https://canarabank.com/pages/important-rfp-tender-documents-of-dit-wing> respectively). Bidders are requested to submit applicable Annexures, Forms and Formats by downloading from the above mentioned website.

Sections	
Section D	BID PROCESS
Section F	OWNERSHIP & AWARDING OF CONTRACT
Section G	GENERAL CONDITIONS
Section H	PURCHASE PREFERENCE
Annexures	
Annexure-1	Bid Covering Letter
Annexure-3	Bidder's Profile
Annexure-4	Service Support Details
Annexure-5	Track Record of Past Implementation of Projects
Annexure-6	Non-Disclosure Agreement
Annexure-9	Undertaking of Authenticity
Annexure-10	Compliance Statement
Annexure-11	Undertaking Letter
Annexure-12	Escalation Matrix
Forms (Purchase Preference)	
Form PP-A	Undertaking for Applicability of Purchase Preference Policy
Form PP-B	Self-Declaration of MSEs and Start-ups
Form PP-C	Undertaking by Bidder towards Mandatory Minimum LC
Form PP-D	Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC
MeitY Form - 1	Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product
DoT Form - 1	Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works
Bid Formats	
Appendix-D	Format for Sending Pre-bid Queries.
Appendix-E	Authorization Letter Format.
Bank Guarantee Formats	
Appendix-F	Bank Guarantee Format for Earnest Money Deposit.
Appendix-G	Proforma of Bank Guarantee for Contract Performance.
Appendix-H	Format for Bank Guarantee for Advance Warranty Payment. (Not Applicable)



Pre Contract Integrity Pact	
Appendix-I	Pre Contract Integrity Pact.
	Post Contract Integrity Pact.
Reverse Auction Formats	
Appendix-J	Business Rules and Terms and Conditions of Reverse Auction. (Not Applicable)
Appendix-J (1) & Appendix-J(3)	Format to be submitted before commencement of Reverse Auction. (Not Applicable)
Appendix-J(2)	Format to be submitted after Reverse Auction by L1 vendor. (Not Applicable)
Other Format	
Appendix-K	Location Details.
Draft Contract Agreement	



Annexure-2

Eligibility Criteria Declaration

The General Manager
Karnataka Grameena Bank
DIT & DBS Wing,
Canara RRB Project Office,
Bengaluru

SUB: RFP for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year. Ref: Your KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025.

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

	Sl. No.	Eligibility Criteria	Documents to be submitted with Part A-Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for last three years as on RFP date	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
	b)	Bidders shall be the Original Equipment Manufacturer (OEM) / Original Software Developer (OSD) / Original Software Owner (OSO) of the proposed All-In-One (AIO) Computers Or OEM acting as a SI Or Authorized Indian supplier/ Distributor/Partner/System Integrator (SI) of proposed All-In-One (AIO) Computers with past 3 years of presence in India.	Bidder has to submit and Undertaking Letter stating that Bidder is Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Solution. Documents If the bidder is an Authorized Indian Supplier /Distributor /Partner /System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum	



			period of Six years from the date of submission of Bid.	
	c)	The Bidder should have the Average Turnover of minimum Rs.35 Crores for last three (3) financial years (i.e. 2021-2022, 2022-23, 2023-24) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2021-2022, 2022-23, 2023-24). AND Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily Contain Unique Document Identification Number.	
	d)	The Bidder should have Positive Net Worth as on 31/03/2024.	The Bidder must produce a certificate from the Company's Chartered Accountant to this effect. The documents certified by Chartered Accountants should mandatorily contain UDIN.	
	e)	The Bidder should have supplied and installed 5000 numbers of All-In-One (AIO) Computers in the state of Karnataka in single/multiple orders during the period from 01/04/2020 to 31/03/2025 for Scheduled Commercial Banks / Government Departments / Public Sector Units / RRBs. Out of the above orders Bidder must have supplied the All-In-One (AIO) Computers for across Karnataka state in a single order during the period from 01/04/2020 to 31/03/2025 for Scheduled Commercial Banks / Government Departments / Public Sector Units.	Purchase Order Copies/Reference Letter mentioning the location details and Satisfactory service letter from the customers to be submitted.	



f)	The OEM/Bidder should have their own Service /Support Office in at least 10 out of 29 Regional Office locations of the Bank as mentioned in Annexure-4 of the RFP.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc. as per Annexure-4. In Case Bidder is having Service /Support Office for only 1 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 9 Locations from their partner's/franchises' Service Center as per RFP terms. Bidder also has to provide the contact details as per Annexure-4.	
g)	The Bidder should have their own of franchises' Service /Support Office in at least 15 out of 29 Regional Office location of the Bank as mentioned in Annexure-4 of the RFP.	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc., as per Annexure-4. In Case Bidder is bidder is having Service /Support Office for only 5 Regional Offices Locations of the Bank, Bidder has to provide an undertaking that they will support remaining 13 Locations from their nearest Service Center as per RFP terms.	
h)	Minimum 5000 nos. of All-In-One (AIO) Computers of the proposed OEM (not necessarily the model) should have been supplied (not necessarily by the Bidder) in Government Departments/Financial Institutions/ Public Sector Units/Scheduled Commercial Bank in India during the period from 01/04/2020 to 31/03/2025.	Bidder has to submit purchase order copies/reference letter duly mentioning the make of the All-In-One (AIO) Computers from Government Departments/ Financial Institutions/ Public Sector Units/Scheduled Commercial Bank in India.	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence I certificates confirming compliance to Eligibility Criteria should be part of Eligibility bid.

Date

Signature with seal

Name

Designation



Annexure-7

Technical Requirements for All-In-One (AIO) Computers

SUB: RFP for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year.

Ref: Your KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Bank, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Bank reserves the right to accept the modifications / superior features suggested/ offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

All points mentioned under are mandatory to comply and non-compliance to any of the point lead to disqualification of the bidder during evaluation.

Technical Specification of All-In-One (AIO) Computers

Sl. No.	Functionality	Description	Bidder Compliance (Yes/No)	Remarks
a	Make (Commercial - Enterprise Model)	Must be specified and relevant brochure must be enclosed.		
b	Model Name & No.	Must be specified.		
c	Form Factor	"All-in-one" with USB key board and mouse. All-in-One with stand and tilt feature.		
d	Monitor	Minimum 23.8" with Antiglare and LED Backlight. Aspect Ratio of 16:9, 1000:1 (Contrast Ratio). Resolution Full HD (1920x1080), Built in dual speaker.		
e	CPU	1. Intel Core i5-14500 (Performance Base Frequency 2.6 GHz up to 5 GHz; Minimum 14 Cores/20 Threads; 24MB Cache) or higher. Or Equivalent AMD Ryzen 7 8000 series Processor or higher. 2. If Bidder is quoting an equivalent or higher processor, the Bidder has to submit the Benchmark		



Sl. No.	Functionality	Description	Bidder Compliance (Yes/No)	Remarks
		Certificate (with benchmarking score) from anyone of the following two benchmarking agencies stating that the quoted Processor is an equivalent or higher processor. a. Sys Mark 2018 b. PC Mark 10.		
f	Memory	Minimum 1 x 16 GB DDR5 RAM-4800 MHz expandable up-to 64 GB or more with minimum 2 DIMM Slots.		
g	Mother Board	OEM logo should be embossed on the mother board (Sticker is not acceptable). System should be able to support OS - 64 bit.		
h	Chipset	The motherboard should be compatible with the processor series. Intel Q 670 series Chipset/ AMD pro 665 or Equivalent.		
i	Graphics	Intel UHD Graphics or equivalent AMD Radeon or higher.		
j	Processor Thermal Design Power (TDP)	65 W or less		
k	Hard Disk Drive	Minimum 512 GB SSD NVME		
l	Networking facility	100/1000 Mbps integrated Ethernet card with remote booting facility, remote system installation, remote wake up compatible.		
m	Wireless Connectivity	Integrated wireless WIFI 6E + Bluetooth 5.3.		
n	Ports	1. Five (5) USB ports or higher on board (min. 2 USB 3.0 ports) / Four (4) USB ports on board (min. 2 USB 3.0 ports) and USB 3.0 Hub with minimum 35cms cable (min. 4 ports) 2. One (1) audio port for microphone & head phones /(Combo) 3. Rj45 Ethernet port, 4. HDMI 2.0 or above / Display Port.		
o	Camera	5MP web cam with at least 70 Degree view angle (Field of View) and dual integrated microphone.		
p	Key Board	104 Keys Mechanical (Windows & Linux Compatible) with Rupee symbol on keyboard with 50 Million characters keystroke life.		
q	Mouse	Two button optical scroll Mouse of OEM Make with Mouse Pad.		
r	Power Supply	OEM Standard External Power Supply		



Sl. No.	Functionality	Description	Bidder Compliance (Yes/No)	Remarks
		(Adaptor with Input: 100-240 V, 50-60 Hz).		
s	Operating System (OS)	Genuine Windows 11 Professional or latest version of Windows Professional OS, with 64 Bit should be pre-installed in the All-in-One Desktop Computers. Recovery media should be loaded in the D drive of the Hard Disk of the All-in-One Desktop Computers.		
t	Certifications	BIS, BEE/Energy Star, CE, FCC, EPR and any other Indian Certificate ISO 9001, 14001, 20001, 27001 Certification.		
u	Other Technical Requirements	<ol style="list-style-type: none"> OS installation/re-installation should be done by the successful bidder in case of any error/corrections/corruption in OS without any extra cost to the Bank. Bank will inform the partition at the time of placing LOI/Order. Bidder has to configure the Backup of the Drive in the nearest AIO/PC available at the Branch/Office. 		
v	Security	TPM 2.0 Security Chip Discrete.		
W	Stand	Height adjustable Stand with tilt.		



Annexure-8
Scope of Work

SUB: RFP for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year.

Ref: Your KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025

Sl. No.	Broad Scope of Work	Compliance (Yes/No)
1.	The Bidder should maintain the products during onsite warranty period of 1 + Four (4) years. During the Warranty & AMC period, the Bidder is bound to do all hardware spares replacement without extra cost to Bank covering all parts & labour from the date of acceptance of the systems by Karnataka Grameena Bank at the respective locations i.e. On-Site Comprehensive Warranty.	
2.	The Bidder shall deliver all items at the respective locations as per the Delivery Schedule on receipt of the Purchase Order from the Bank.	
3.	For each location, the Bidder is expected to provide items with the related hardware, OS, all subsystems, software drivers and manuals etc.	
4.	The selected Bidder will be the single point of contact to the Bank.	
5.	The configuration as per the technical and other specifications of the items must be functional and installed from the day one.	
6.	Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only.	
7.	All necessary cables and other accessories required for successful installation of the hardware items as per the Scope of Work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items.	
8.	The Bidder has to supply all the Hardware & Software Items to the ordered locations as per the Technical Specifications mentioned in the Annexure-7.	
9.	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware & Software Items.	
10.	The Bidder shall provide all other required equipments and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective Branches/ Offices.	
11.	The Bidder has to make necessary configuration in All-In-One (AIO) Computers to make the system compatible with Finacle and ensure functioning with Bank's CBS application.	
12.	All the items (Hardware & Software) of All-In-One (AIO) Computers (including all other critical parts) would be covered under Comprehensive Warranty & AMC except consumable (Cartridge Toner) and physically damaged Plastic. If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of bidder to fill up the gap.	
	Successful bidder will be responsible for affixing asset tags and	



13.	complete inventory details of each hardware equipment supplied to the Bank. The Asset Tags so printed by the successful bidder must have the company's logo along with other details like Warranty & AMC validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the Bank and the successful bidder.	
14.	The bidder has to submit an undertaking as per Annexure-9 along with the delivered items, signed by the authorized person, certifying that all the components/parts/assembly/software used in the proposed hardware are original/ new components/ parts/ assembly/ software and that no refurbished/duplicate/second hand components have been used or would be used.	
15.	The bidder has to support for the data backup should be done in advance as per the requirement of bank user at the maximum possible and need to be restored as per satisfaction of the User after formatting and installation of the pre-loaded image file should be carried out in the respective PC.	
16.	Vendor should ensure to provide required disks /pen drives / apparatus/ Instruments etc., used by their engineers during installation of newly supplied PC and taking backup of old system at its own cost and it should be free from any computer virus or malware. In case it is conclusively proved that the hardware item has been infected through the said means, the expenses incurred by the bank for restoring the system and data will be recovered from the vendor by any suitable means.	

Date:

Signature with seal
Name
Designation



Annexure-13
Manufacturer/Authorized Distributor in India Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM and should be signed by an Authorized Signatory of the manufacturer]

No. _____ dated _____

The General Manager
Karnataka Grameena Bank
DIT & DBS Wing, Canara RRB Project Office,
#19-19/1, 3rd Floor, South End Road,
Basavanagudi, Bengaluru-560 004

Dear Sir,

SUB: RFP for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year.
Ref: Your KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025.

We _____ who are established and reputed manufacturers of _____ having factories/ development facilities at 1) _____ and 2) _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the All-In-One (AIO) Computers (Strikeout/remove which is not applicable), products/ equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Indian Distributor) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s _____ for all the products quoted for and supplied to the bank during the Contract period. In case this is not considered while quoting and in the event M/s _____ fail in their obligations to provide the updates within 30 days of release/announcement, we hereby confirm that we will provide the same to the bank at no additional cost to the bank and we will directly install the updates and updates and any new Operating Software releases at the bank's premises.

We also confirm that the proposed All-In-One (AIO) Computers, offered by the bidder to the Bank are correct, viable, and technically feasible for implementation and the All-In-One (AIO) Computers, will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for a minimum period of Five Years.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours faithfully
(Name)
For and on behalf of
M/s _____



**Annexure-14
Bill of Material**

SUB: RFP for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers with Rate Contract for a period of 1 year.

Ref: Your KaGB/DIT & DBS Wing/RFP/01/2025-26 dated 18/06/2025.

Notes

1. These details should be on the letter head 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
Price details of all Products.**

Sl. No.	Item Details	Unit Price with 1 year Warranty (Excl. of Tax)	Qty	Comprehensive onsite warranty and support for further 4 years per Year	Total Cost with 5 Years Warranty (Excl. of tax)	Tax for Column E		Total Cost with 5 Years Warranty (Incl. of tax)
		A	B	C	D=B*(A+C*4)	E=% of Tax	F= Tax Amt.	G=D+F
1.	All-In-One (AIO) Computers as per Annexure-7 & Annexure-8.		2000					



Appendix -A

Instructions to be noted while preparing/submitted Part A- Conformity to Eligibility Criteria

The Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head only.

- 1) Index of all the documents submitted with page numbers.
- 2) Cost of Tender document by way of DD payable at Bengaluru / Exemption Certificate.
- 3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD / exemption Certificate.
- 4) Undertaking for applicability of Purchase Preference Policy as per Form PP-A. (if eligible).
- 5) Self-Declaration of MSEs/Startup on their Letter Head as per Form PP - B.
- 6) Undertaking by Bidder towards Mandatory Minimum LC as per Form PP-C (In Case Bidder Seeking Benefit of PP-LC). (if eligible).
- 7) Certificate by Statutory Auditor of Bidder towards Mandatory Minimum LC as per Form PP-D (In Case Bidder Seeking Benefit of PP-LC). (if eligible).
- 8) Power of Attorney / Authorization letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents.
- 9) Bid Covering letter as per Annexure-1.
- 10) Eligibility Criteria declaration as per Annexure-2 with documentary proof in support of the Eligibility Criteria.
- 11) Bidder's Profile as per Annexure-3.
- 12) Service Support Details as per Annexure-4.
- 13) Track Record of Past Delivery and Installation of All-In-One (AIO) Computers (Strikeout/remove which is not applicable) as per Annexure-5.
- 14) Non-Disclosure Agreement as per Annexure-6.
- 15) Signed Pre Contract Integrity Pact as per Appendix-I on non-judicial Stamp paper.
- 16) Bidder should submit Vendor Risk Assessment with all supporting documents as per Appendix-L attached to this RFP.
- 17) Write up on the Work Experience / Expertise of Supply and Installation of All-In-One (AIO) Computers (Strikeout/remove which is not applicable).
- 18) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.
- 19) Bidder should provide Call Log in procedure for call logging and ticketing.

Appendix-B

Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature (not initials) of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head. Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Compliance to Technical Specification for All-In-One (AIO) Computers (Strikeout/remove which is not applicable) should be complete with all columns filled in as per Annexure-7.
- 3) Compliance to the Scope of Work as per Annexure-8.
- 4) Undertaking Letter of Authenticity for Supply, Installation, Configuration and Maintenance of All-In-One (AIO) Computers (Strikeout/remove which is not applicable) with Rate Contract for a period of 1 year as per Annexure-9.
- 5) Compliance Statement as per Annexure-10.
- 6) Undertaking Letter as per Annexure-11.
- 7) Escalation Matrix as per Annexure-12.
- 8) Manufacturer Authorization form as per Annexure-13.
- 9) Masked bill of Material as per Annexure-14.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).
- 11) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.



Appendix-C

Instruction to be noted while preparing/submitting Part C-Commercial Bid

The Commercial Bid should be made in an organized, structured, and neat manner. Brochures I leaflets etc., should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory. All the Annexures should be submitted in Bidder's Letter Head.

The suggested format for submission of commercial Offer for this RFP is as follows:

- 1) Bill of Material as per Annexure-14.
- 2) Affidavit of Self Certification regarding Domestic Value Addition in an Electronic Product. (MeitY Form -1) (if eligible).
- 3) Self-Certification regarding Local Content (LC) for Telecom Product, Services or Works. (DoT Form - 1) (if eligible).



**Appendix-L
VENDOR RISK ASSESSMENT**

1. NAME AND ADDRESS OF THE VENDOR:

Registered Office
Correspondence address

2. Name of the Activity/Project with us:

I. COMPANY PARTICULARS:

Sl. No.	Particulars	Remarks
1.	Whether any change in constitution of firm	Yes/No
	If yes, term (years) from last change/initial establishment	
	If yes, date of reconstitution	
2.	Main business of vendor	
	Experience in years (main business)	
	Subsidiary business (Annex if many business)	
	Experience in years (Subsidiary business)	
3.	Whether unit is MSME/start up	Yes/No
4.	Is firm holds any quality certifications like ISO/BIS etc.,	Yes/No
	If yes, give details and how many certificates holds	
5.	Details of sister concerns dealing in same type of business like similar type of business or no similar type or no sister concern	
6.	Present Banker	
	Status of firm with present Banker(applicable if unit is sick/NPA only)	
7.	Constitution of Firm like individual or prop, partnership, LLP, ltd company, PSU etc.	

II. BUSINESS PARTICULARS OF FIRM:

1.	Major clients of vendor (in no's)	
	Details of clients (annex if many)	
2.	No of business projects received for last 2 year(no's)	
	Value of the above projects (Rs.)	



	No of projects , participated in last 2 year	
	No of projects in execution phase of last 2 year receipts.	
3.	Major competitors in market (NO)	

III. LEGAL ISSUES AND OBLIGATIONS:

1.	Ever blacklisted from any organization for last 5 years	Yes/No
	If yes, give details	
2.	Any notice received from any regulatory body	Yes/No
	If yes, give details	
3.	Any major litigations in police/court/DRT/Income tax/ED/CBI/ Labour court or any such regulatory body.	Yes/No
	If yes, give details	
4.	Whether all statutory dues like ESI, PF, tax, etc., are paid up-to last ABS.	Yes/No
	If no, particulars of pending dues	
5.	Any major fraud/breach of policies within company noticed for last 2 years	Yes/No
	If yes, impact (amount)	

IV. BUSINESS POSITION:

1.	Firm is credit rated	Yes/No
2.	If yes, rating agency & present rating	
3.	Industry position of firm (like Gartner listing, etc.,) and whether firm is in better position or best position or not in better position	

