



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

A Scheduled Bank Owned by Government- Sponsored by Canara Bank

ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

GeM Bid Ref No. GEM/2022/B/2789384 dated 28-11-2022 for Selection of Authorized Microsoft partner for implementation of M365 solution

Date:-12-12-2022

CORRIGENDUM -1

Bank's responses to the Pre-bid queries:

| Page No. of RFP | Clause # | RFP Clause | Bidder's Query | Bank's Response |
|-----------------|-------------------|---|--|--|
| 27 | Annexure -3 - (b) | Bidder shall be authorized Microsoft Licensing Solution Provider (LSP) or Cloud solution provider (CSP). | It is a request to Authority to also allow Gold Level Certified Partner of Microsoft and create a fair ground to participate for this bid. | Only Microsoft Licensing Solution Provider (LSP) or Cloud solution provider (CSP) are allowed to participate |
| 27 | Annexure -3 - (c) | The Turnover of the Bidder should be minimum Rs.25 Crores each year during last Three financial years (i.e. 2019-20, 2020-21 and 2021-22) | Request you to consider Rs.18 Crores for each of Last 3 Financial Years | Bidder to Comply RFP terms. |



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| 27 | Annexure -3 - (e) | Proposed Solution should have been implemented (not necessarily bidder) in any Scheduled Commercial Banks/RRB/Private Banks (i.e. from 01/04/2019 to 31/03/2022) | Request you to consider Experience implemented in PSU/State govt./Central Ministry | Bidder to Comply |
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| | | EMD of Rs. 28,00,000 | <p>As per New Notification by Government of India (File No.: 9/4/2020-PPD Dated: 12.11.2020) & Rule 170 of General Financial Rules (GFRs) 2017, Micro and Small Enterprises and the firms registered under with concerned Ministries/Departments are exempted from submission of Bid Security. Further in lieu of Bid security, ministries/Departments mas ask bidders to sign "Bid Security Declaration". Hereby we would like to inform that according to start up India act we are registered with NSIC and MSME organisation and has been exempted from EMD. We are also a recognised Start-up by DIPP. Request you please give us exemption on EMD as per above said.</p> | MSME are exempted from submission of EMD |
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| Page No. of RFP | Clause No | RFP Clause | Bidder's Query | Bank's Reply |
|-----------------|-----------|---|--|------------------------------|
| 49 | 2 | The Bidder should perform configuration and management of Azure Active Directory solution for users and machines which comprises endpoint management, Group policy, DNS etc. | Are you Currently using On Premises AD. If yes, please mention AD version. Necessary to sync with Azure AD | There is no On- premises AD. |
| 49 | 3 | Bidder should design and implement the logical and physical structure of Directory services, organization Unit (OU) structure as per Bank's requirements, DNS structure and Group policy or equivalent policy features etc. | Does bank has AD on prem server for GPO or equivalent features, If no please give us clarity about GPO and equivalent policy that has to be managed. | There is no On- premises AD. |
| 49 | 8 | Group policy, KVG Bank domain policy, Naming conventions of the user accounts/OU's/Groups should be deployed on desktops as per the Bank's specifications | Need clarity on existing AD server details to for OU and GPO deployment | There is no On- premises AD. |
| 49 | 12 | The Bidder should replicate the configurations and policies to the other locations/OUs as and when required by the Bank. | It can be done if bank has any on prem AD server otherwise intune policy will be configured | Please refer the Amendments. |
| 49 | 15 | Bidder should support integration of any third-party applications with Active Directory during the contract period. | Are you currently using On Premises AD. Mention 3rd Party application name for checking Prerequisites. Please provide all third-party | Clause stands deleted. |



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| | | | application list to check feasibility in Intune for add on addition in marketplace.(commercials involved) | |
| 50 | 23 | The Bidder should ensure that the solution should support multiple user roles (including guests and visitors) and allows different admission policies to be applied to each role. | Elaborate admission Policies | Admission policies shall be provided to successful Bidders. |
| 50 | 25 | The Bidder should provide Windows Patch / Update Management to all the desktops in the Bank through Intune - it should provide an integrated solution to deploy software updates seamlessly to physical and virtual clients across the Bank. IT administrators should be able to use the solution to distribute both security and non-security related updates/patches of Microsoft products, Antivirus, third party applications, and custom/in-house applications. | Mention Custom/in-house application. Need to check for Intune integration compatibility | Please refer the Amendments. |
| 50 | 29 | The Bidder should optimize the delivery of content through the solution such that software distribution/security updates happen over a slow link and at the same | Current internet Bandwidth details required | WAN Bandwidth varies from 256 Kbps to 2 Mbps. |



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| | | time not interfere with critical business processes or make the production processes to run slow | | |
| 51 | 34 | The Bidder should update the antivirus definition to all the Desktops at least on T+1 Basis depending on the availability of network & client machines | Minimum duration of updates pushing - 2 days. We need at least a week time to monitor new patch release on test or any local machines to avoid technical issues on banking application on production hours. | Bidder to Comply RFP terms. |
| - | - | Generic | Defender endpoint security will be placed as a replacement of escan as we cannot use 2 AV solutions in place (Need to remove the ESCAN) | Only Defender Endpoint Security shall be used. |
| - | - | Generic | Current outlook configuration details in terms of protocol (pop 3, Imap and so on) | Bank is accessing E-mail through web browser only. |
| - | - | Generic | Does the user use any PST file locally for outlook existing email. | PST files are not available. |
| GEM notification Page 1 | - | ePBG | Contract Period has been mentioned as 3 years. However, ePBG duration is given as 6 months. Kindly clarify. | Please refer the Amendments. |



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| 25 | Annexure 2 | EMD | As per GEM tender notification, EMD is 28 lakhs. However, it is mentioned as 25 lakhs in Annexure 2. Kindly clarify. | Please refer the Amendments. |
| 25 | Annexure 2 | EMD | Please confirm that we can submit EMD as Bank Guarantee to bank, and soft copy of BG can be uploaded in GEM portal while bid submission. | Permitted. |
| 25 | Annexure 1 | Cost of Tender Document | The RFP documents are not mentioning the cost of tender document. Please confirm whether we have to submit additional DD, along with GEM tender fees. | Cost of Tender is exempted. |
| 13 | 34 | Penalties | Kindly confirm the maximum penalty for complete project. We request bank to limit the same to 5% of complete TCO of this project. | Please refer the Amendments. |
| 70 | 40 | Training | Please confirm scope of training in detail. | Please refer the Amendments. |
| 70 | 40 | Training | Please confirm that training will be imparted by bidder on OEM's product. OEM themselves will not be giving | Training has to be provided by any experienced Microsoft Certified professional trainer. |



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| | | | the training. | |
| 12 | 31.1 | 31. Implementation, Integration, Migration and Commissioning: The successful bidder should ensure implementation of the entire solution, along with the migration of existing data, and complete all works as specified in the Scope of Work of this RFP within three Months from the date of acceptance of the Purchase Order. However migration of existing data from Cloud Zimbra NGX e-mail solution needs to be done as per the time schedule decided by the Bank | We request bank to extend timelines to 6 months to complete all Scope of Work. Additionally, for Zimbra migration, please allocate a time of at least 6 weeks from the date of communication from bank on starting the project. | Bidder to Comply RFP terms. |



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| SNo | Bidder's Query | Reference to Requirement | Bank's response |
|-----|--|--|--|
| 1 | Will KVGB migrate completely to cloud or looking for Hybrid setup? | 18. The bidder should have facility to get entire control of desktops and enable/disable hardware/peripherals/software/services. | The Objective of Bank is to implement Identity access solution through Azure AD as per SKU |
| 2 | Will proxy allow all Microsoft services to connect with all of their desktops? | 27. The Bidder should manage Intune solution optimized for Bank's net-work architecture with wide range of WAN latency which segregates the desktops for the patches with granular and flexible grouping mechanism. Bidder should configure and implement all the patches without requiring end-user intervention from Azure Cloud through internet. | The required URLs shall be allowed in proxy solution. Bidder has to provide the list of URLs to the Bank. |
| 3 | Share the list of application to be deployed and patched? To verify it's support with Intune | 31. The Bidder should be able to distribute the application software, OS, patch and other software updates in all the desktops. | Acrobat Reader, Microsoft office, Google Chrome, Edge Browser. |
| 4 | What is application wizard as mentioned in SOW? | 42. Patch deployment wizard: A simple console wizard should be provide-ed to assist administrators in deploying required patches to managed de-vices with Zero Day availability of the patches, security Updates and An-tivirus definitions to the desktops through Intune, application wizard and security portal. | Application Wizard is a functionality in M365 to update OS patches, Applications and Defender Antivirus. |
| 5 | How many days of AD events needs to be audited or enabled for audit? | 16. The Bidder should ensure logging of all relevant Active Directory events. | All the AD Events which are medium and high severity levels shall be logged for a minimum period of 90 days. |
| 6 | What is the current CPU & | 16. The Bidder should ensure logging of all relevant | Presently AD is not available. |



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| | Memory utilization of existing DC? | Active Directory events. | |
| 7 | Where is AD database is stored? Like individual SQL server or internal DC DB | 16. The Bidder should ensure logging of all relevant Active Directory events. | Presently AD is not available. |
| 8 | What do you mean by generic and personal email id in terms of license assignment? | 72. The Bidder should create generic email ids and personnel email ids and should be linked to particular user license. | Generic E-mail IDs are email IDs created in Branch/Office/Section name. Personnel E-mail IDs are created in staff name. |
| 9 | Is there any plan to upgrade W8.1 to W10 pro and higher? | Because security policy, app patching doesn't work on W8.1. | Bank shall upgrade Windows 8 to Windows 10 or Windows 11 in due course. |
| 10 | What is the existing hardware configuration of windows desktop? | To validate system capability to handle migration for uptime and downtime | Bank is having desktops with windows 10.x & Windows 11.x OS with Minimum 4 GB RAM. |
| 11 | We only have windows 8.1 & windows 10 pro, right? No other OS in place, correct? | | Bank is using only supported Microsoft Operating System in Desktops. |
| 12 | Any mobile devices in place? | | Mobile Devices not available. |
| 13 | Do you have SCCM? | | Bank is not having SCCM solution. |
| 14 | Any bank applications? | | Bank is having Core Banking & Delivery channel Applications. |
| 15 | Do you have on-prem datacenter for core banking solution? | | Bank is having DC & DRC for Core Banking & Delivery channel applications. |



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| 16 | Information on datacenter? | | Bank will share the details with successful Bidder. |
| 17 | Any SaaS based application | | Presently Bank is not having any SaaS application. |
| 18 | With E3 license, KVGB can have MDM capability, Is there any plan to utilize mobile devices? | | Bidder has to activate MDM solution as and when required with respective SKU. |
| 19 | What type of communication solution used by KVGB? | | Bank shall be using only Microsoft Teams once M365 is implemented. |
| 20 | Is there any on-prem storage for data, storage dependency or dependency requirement, banking or user data? | | Bank does not have any Data Storage facility. |
| 21 | Which AV or EDR in place? | | Details shall be shared with successful Bidder. |
| 22 | Any other cloud service, like AWS or Gsuite, etc. in place? | | Not Available |
| 23 | Is there any Work from Home (WFH) facility? | | WFH facility is not available. |
| 24 | For printing solution - how it works in branches, what is the access level involved? | | Bank is using USB & Network Printers. |
| 25 | Printer name and model (OEM name) | Needed for AD solution to control printing access | Details shall be shared with successful Bidder. |
| 26 | Do you have any WIFI access in place? | | WIFI is not available. |



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| 27 | Any plan in future to move to WIFI? | | No plan to implement WIFI. |
| 28 | Product related to Microsoft Information Protection (MIP), Communication Compliance, Defender for Office 365 (MDO), etc. require higher license other than E3/F3. Will KVGB purchase E5 license to meet the requirement? | | Bidder is expected to enable all the functional & Security features available as per the respective SKU |
| 29 | EMD in the form BG(28 Lakh in BID form or 25 Lakhs inRFP) | | EMD Amount is 25 Lakhs. |
| 30 | BG Validity(3 Years or 5 years) | | BG should be valid for 3 Years from Date of Acceptance of PO. |

| Page No. of RFP | Clause No | RFP Clause | Bidder's Query | Bank's Reply |
|-----------------|-----------------------|--|---|---|
| Gem :4 | 8.Purchase Preference | The minimum local content to qualify as a class 1 local supplier is denoted in the bid document 50%. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing | Thought there is local contribution in terms of service support and implementation , the license cost has no local contribution. Request Bank for Waiver of this clause | Bank has requested for M365 solution under OPEX/Subscription model. Hence Bidder is expected to comply & provide undertaking as per the purchase preference guidelines. |



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| | | which the bid is liable to be rejected. | | |
| 12 | 31.31. Implementation, Integration, Migration and Commissioning: | 31.1. The successful bidder should ensure implementation of the entire solution, along with the migration of existing data, and complete all works as specified in the Scope of Work of this RFP within three Months from the date of acceptance of the Purchase Order. However migration of existing data from Cloud Zimbra NGX e-mail solution needs to be done as per the time schedule decided by the Bank. | In case of delay in intimation to Migrate the existing sata from Cloud Zimbra NGX Email from Bank end , the project to be considered deemed accepted post closure of the rest of the deliverables . | Migration of Cloud Zimbra NGX is an optional item, it has to be executed as and when PO is placed by Bank for migration. |
| 13 | 34. Penalties/Liquidated Damages: | 34.5. All the above LDs are independent of each other and are applicable separately and concurrently. | We request the cumulative penalty not to exceed 10% of the contract cost . | Please refer the Amendment. |
| 24 | <u>Annexure-1</u> | Whether Cost of the Tender document (Demand Draft payable at Dharwad) is submitted along with the Part A-Conformity to Eligibility Criteria? | Cost of the tender document not mentioned in the BID document . Bank to clarify on the same | Tender Cost is Exempted |



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| Reference Document | RFP Clause No. | Bidder's Query | Bank's Response |
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| RFP | 37.1, 37.2 and 37.3 | <p>The Bidder proposes that the Bank may cancel a Purchase order or terminate the contract upon written notice to the Bidder only in the event: (i) the Bidder commits a material breach of the contract and fails to cure such breach within a period of thirty (30) days after receipt of notice from the Bank for curing such material breach; or (ii) the Bidder becomes insolvent or bankrupt, and assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets.</p> <p>Further, upon termination of the contract the Bidder shall be paid for services rendered and products delivered up till the effective date of termination including work in progress.</p> <p>The Bidder proposes deletion of termination for convenience clause.</p> | Please refer Amendment. |
| RFP | 37.7 | Clause 37.7 may be applicable only in the event of termination for breach. | Bidder to Comply the RFP terms. |
| RFP | 43 | To be reviewed and confirmed by Business | Bidder to Comply the RFP terms. |



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| RFP | 44 | <p>All third-party products and licenses provided by the Bidder to the Bank under this RFP shall be on a pass-through basis and all warranties, license terms and indemnities shall be as per the relevant third-party terms and conditions.</p> <p>The Bidder does not warrant uninterrupted or error-free operation of Services or that it will correct all defects. While Bidder endeavors to provide security measures to keep all data secure, Bidder does not warrant Bidder can prevent third party disruptions or unauthorized third party access to an Services. These warranties are the exclusive warranties from Bidder and replace all other warranties, including the implied warranties or conditions of satisfactory quality, merchantability, non-infringement, and fitness for a particular purpose. Bidder warranties will not apply if there has been misuse, modification, damage not caused by Bidder, failure to comply with written instructions provided by Bidder. Non-Kyndryl Products are sold under the Agreement as-is, without warranties of any kind. Third parties may provide their own warranties to Bank for Non-Kyndryl Products.</p> <p>Note to business: we would need B2B from the OSM for Clause 44.1 & 44.2.</p> | Bidder to Comply the RFP terms. |
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ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿದ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

A Scheduled Bank Owned by Government- Sponsored by Canara Bank

ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

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| RFP | 46.1 and 46.2 | The Bidder proposes that the indemnity provisions under 46.1 and 46.2 should be made mutually applicable to both the bidder and the bank. It should read as follows: Each party (the "Indemnifying Party") undertakes to indemnify, hold harmless the other party (the "Indemnified Party") from and against all third party claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (collectively "Loss") on account of bodily injury, death or damage to tangible personal property solely attributable to Indemnifying Party's gross negligence or wilful default under this Agreement. | Bidder to Comply the RFP terms. |
| RFP | 46.3 | The Bidder proposes that its entire liability for all claims related to the Agreement will not exceed the amount of any actual direct damages incurred by the Bank up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the services that is the subject of the claim, regardless of the basis of the claim. The Bidder will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to the Bidder, its affiliates, contractors, and suppliers. | Bidder to Comply the RFP terms. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶಿಷ್ಯತ್ವ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

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ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

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| RFP | 47.1 | The Bidder proposes that notwithstanding anything contained in the RFP, it may assign rights to receive payments. The Bidder will remain responsible to perform its obligations. Assignment by the Bidder in conjunction with the sale of the portion of Bidder's business that includes a Service is not restricted. the Bidder may share this Agreement and related documents in conjunction with any assignment. | Bidder to Comply the RFP terms. |
| RFP | 50 | The Bidder proposes that the confidentiality obligations should be mutual. | Bidder to Comply the RFP terms. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

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ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

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| RFP | 54 | <p>The Bidder proposes that the Bank may cancel a Purchase order or terminate the contract upon written notice to the Bidder only in the event: (i) the Bidder commits a material breach of the contract and fails to cure such breach within a period of thirty (30) days after receipt of notice from the Bank for curing such material breach; or (ii) the Bidder becomes insolvent or bankrupt, and assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets.</p> <p>Further, upon termination of the contract the Bidder shall be paid for services rendered and products delivered up till the effective date of termination including work in progress.</p> <p>The Bidder proposes deletion of termination for convenience clause.</p> <p>Risk Purchase Clause to be reviewed and confirmed by Business and Pricing.</p> | Bidder to Comply the RFP terms. |
| RFP | 57.4 | <p>The Bidder proposes deletion of the following sentence from Clause 57.4: "Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder."</p> | Bidder to Comply the RFP terms. |
| Annexure 7 | | <p>The Bidder proposes that NDA should be made mutual and that the duration of the NDA should be clearly mentioned in the NDA.</p> | Bidder to Comply the RFP terms. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

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ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

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| SLA (Draft Contract Agreement) | 2.1 & 6.1 | The Vendor proposes that notwithstanding anything contained in the Agreement, it may assign rights to receive payments. The Vendor will remain responsible to perform its obligations. Assignment by the Vendor in conjunction with the sale of the portion of Vendor's business that includes a Service is not restricted. The Vendor may share this Agreement and related documents in conjunction with any assignment. | Bidder to Comply the RFP terms. |
| SLA (Draft Contract Agreement) | 8.1 & 8.2 | The Vendor proposes that the Bank may cancel a Purchase order or terminate the contract upon written notice to the Vendor only in the event: (i) the Vendor commits a material breach of the contract and fails to cure such breach within a period of thirty (30) days after receipt of notice from the Bank for curing such material breach; or (ii) the Vendor becomes insolvent or bankrupt, and assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets. Further, upon termination of the contract the Vendor shall be paid for services rendered and products delivered up till the effective date of termination including work in progress. | Bidder to Comply the RFP terms. |
| SLA (Draft Contract Agreement) | 8.6 | Clause 8.6 may be applicable only in the event of termination for breach. | Bidder to Comply the RFP terms. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

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| SLA (Draft Contract Agreement) | 10.1 & 10.2 | <p>All third-party products and licenses provided by the Vendor to the Bank under this RFP shall be on a pass-through basis and all warranties, license terms and indemnities shall be as per the relevant third-party terms and conditions.</p> <p>The Vendor does not warrant uninterrupted or error-free operation of Services or that it will correct all defects. While Vendor endeavors to provide security measures to keep all data secure, Bidder does not warrant Vendor can prevent third party disruptions or unauthorized third party access to an Services. These warranties are the exclusive warranties from Vendor and replace all other warranties, including the implied warranties or conditions of satisfactory quality, merchantability, non-infringement, and fitness for a particular purpose. Vendor warranties will not apply if there has been misuse, modification, damage not caused by Vendor, failure to comply with written instructions provided by Vendor. Non-Kyndryl Products are sold under the Agreement as-is, without warranties of any kind. Third parties may provide their own warranties to Bank for Non-Kyndryl Products.</p> <p>Note to business: we would need B2B from the OSM for Clause 10.1 & 10.2</p> | Bidder to Comply the RFP terms. |
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ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

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ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

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| SLA (Draft Contract Agreement) | 11.1 & 11.2 | The Vendor proposes that the indemnity provisions under 11.1 and 11.2 should be made mutually applicable to both the bidder and the bank. It should read as follows: Each party (the "Indemnifying Party") undertakes to indemnify, hold harmless the other party (the "Indemnified Party") from and against all third party claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (collectively "Loss") on account of bodily injury, death or damage to tangible personal property solely attributable to Indemnifying Party's gross negligence or willful default under this Agreement. | Bidder to Comply the RFP terms. |
| SLA (Draft Contract Agreement) | 12 | The Vendor proposes that the confidentiality obligations should be mutual. | Bidder to Comply the RFP terms. |
| SLA (Draft Contract Agreement) | 14 | The Vendor proposes that audits/inspections can be carried out only to the extent it relates to services rendered under the contract. Further, the periodicity of these audits will not exceed more than once each calendar. Bank shall give thirty days prior written notice to the supplier. Audits should be only in relation to services provided by the supplier under the contract during the preceding twelve (12) months. Audit should take place only during normal business hours and such audit should not interfere with supplier's ability to perform the services in accordance with the contract. | Bidder to Comply the RFP terms. |
| 38. Support: | 0.011552083 | Please clarify whether the Infra and tools for performing the support function will be provided by Bank | Bank shall provide seating arrangement and Desktops only. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

| Page No. of RFP | Clause No | RFP Clause | Bidder's Query | Bank's Reply |
|-----------------|-----------|--|---|-----------------------------|
| 12 | 31 | 31.1. The successful bidder should ensure implementation of the entire solution, along with the migration of existing data, and complete all works as specified in the Scope of Work of this RFP within three Months from the date of acceptance of the Purchase Order | The delivery of the project within 3 months is not possible considering the complexity and reach. Hence we request Bank to provide minimum 7 Months timeline to deliver this project successfully. | Bidder to comply RFP terms. |
| 13 | 34 | 34.1.1. Non-compliance of the Implementation as per clause (42.1) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise. | This clause is not acceptable. We request Bank to apply this penalty increase of delay only on Implementation charges not on entire PO value. | Please refer the Amendment. |
| 16 | 38 | Support: 38.5 The same should not be sub-contracted. | We request Bank provide the sub-Contracting Option since we have to cover rural areas and it is difficult to carry out the project without local vendors support | Please refer the Amendment. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

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| 36 | 1 | The Bidder shall conduct the site survey and configure and submit ap-proach paper for joining all the Desktops to Azure Active Directory & Intune solution. Further the Bidder should carry out required configuration of all the Desktop of HO location at Dharwad & Kadapa through their own resources. | Please give us location names of both KVGB and APGB, location wise breakup of users, computers and operating system details of the desktops/laptops | Details shall be shared with successful Bidder. |
| 36 | 3 | Bidder should design and implement the logical and physical structure of Directory services, organization Unit (OU) structure as per Bank's requirements, DNS structure and Group policy or equivalent policy features etc | There is no concept of OU, DNS and group policy in Azure Active Directory. Please remove this or change it to "Intune Policy" | Bidder shall configure Intune Policies as per SKU or license. |
| 36 | 6 | The bidder should configure Defender Antivirus, Firewall, exploit guard, credential guard, bit locker, windows information protection for all the desktops and users. | Microsoft is deprecating Windows Information Protection (WIP), so please remove this feature rollout | Bidder to comply RFP terms. |
| 36 | 7 | The Bidder should create, manage and maintain additional group policies as per the requirement of the Bank from time to time. | Please change "group policy" to "Intune Policy " | Please refer the Amendment. |
| 36 | 8 | Group policy, KVG Bank domain policy, Naming conventions of the user accounts/OU's/Groups should be deployed on desktops as per the Bank's specifications. | Please remove "OU's", there is no concept of "OU's" in Azure AD | Please refer the Amendment. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

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| 36 | 12 | The Bidder should replicate the configurations and policies to the other locations/OUs as and when required by the Bank. | Please remove "OU's", there is no concept of "OU's" in Azure AD | Please refer the Amendment. |
| 37 | 13 | The Bidder should ensure access to resources only by authorized users through group policies, delegation, access control lists etc. as per the requirements defined by the Bank. | Remove" group policies", Change the clause to "The Bidder should ensure access to resources only by authorized users through RBAC, delegation,etc. as per the requirements defined by the Bank" . | Please refer the Amendment. |
| 37 | 14 | Bidder is required to maintain and manage the Active Directory in terms of group / user management, schedule management, domain management etc. during the contract duration. | change "Active Directory " to "Azure Active Directory " | Please refer the Amendment. |
| 37 | 15 | Bidder should support integration of any third party applications with Active Directory during the contract period. | Need details of the application seeked to be integrated. Also change "Active Directory " to "Azure Active Directory " | Clause stands deleted. |
| 37 | 16 | The Bidder should ensure logging of all relevant Active Directory events. | Change it to "The Bidder should ensure logging of all relevant Azure Active Directory events for 90 days" | Please refer the Amendment. |
| 37 | 17 | Solution should be able to control the security features of all desk-tops with various operating system flavours such as Windows 8.x, Windows 10.x & Windows 11.x. This shall include implementing operating system security, performance tuning and hardening as per security standards and guidelines of Bank and regulators. | Please remove "Windows 8.x" and "performance tuning" | Please refer the Amendment. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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| 37 | 18 | The bidder should have facility to get entire control of desktops and enable/disable hardware/peripherals/software/services. | Please remove " hardware/peripherals " | Please refer the Amendment. |
| 37 | 21 | The Bidder should configure remote shutting down the Desk-tops/Group of Desktops based on group policies. | Please remove this | Clause stands deleted. |
| 37 | 22 | The Bidder should configure the group policies to remotely turn on the Desktop with compatible hardware using Wake up on LAN (WoL) feature. | Please remove this as Intune will not support. | Clause stands deleted. |
| 38 | 25 | The Bidder should provide Windows Patch / Update Management to all the desktops in the Bank through Intune - it should provide an inte-grated solution to deploy software updates seamlessly to physical and virtual clients across the Bank. IT administrators should be able to use the solution to distribute both security and non-security related up-dates/patches of Microsoft products, Antivirus, third party applications, and custom/in-house applications. | please remove " third party applica-tions, and custom/in-house applications" | Please refer the Amendment. |
| 38 | 26 | The Bidder should ensure that all the available patches are updated to all the users (OS or third party application)/version upgrades/OS upgrades from internet. | OS upgarde is not possible , please change it to "build upgrade". Also remove "patches to third party application" | Please refer the Amendment. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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| 38 | 31 | The Bidder should be able to distribute the application software, OS, patch and other software updates in all the desktops. | please remove "other software updates" or change it to "Microsoft software updates" | Please refer the Amendment. |
| 39 | 33 | Bidder has to ensure more than 95% compliance for all security/OS patches/updates/installers on all the desktops of the Bank within 7 days from the date of deployment during the contract period. Bidder shall make use of reports available in intune. | compliance cannot be committed as it depends on endpoint connectivity. | Please refer the Amendment. |
| 40 | 43 | The solution must be capable of deploying patches/ updates/ applications/ packages etc. to targeted workstations based on multiple parameters such as IP Subnets, hardware criteria, Directory containers, groups, users, hostname etc. | please remove "IP Subnets, hardware criteria, Directory containers" | Please refer the Amendment. |
| 40 | 45 | The Bidder will be responsible for maintaining up to date patches/OS version, security updates and updates for third party applications in the environment. Bidder should continuously monitor for re-release of patches/new versions. The Bidder should ensure that the Bank is notified promptly of any new patches released for operating systems/third party applications. | Please remove "third party applications" | Please refer the Amendment. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

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| 40 | 46 | The Bidder should ensure that any new operating system/ third party application patch/update released by the respective OEM as and when it is available. Bank shall provide patches for the third party applications. | Please remove "third party applications" | Please refer the Amendment. |
| 42 | 72 | The Bidder should create generic email ids and personnel email ids and should be linked to particular user license. | remove "should be linked to particular user license" | Bidder to comply RFP terms. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Additional Amendments:

| Sl. No. | Clause No. | Existing Clause | Modified Clause |
|---------|------------------------------|--|---|
| 1 | Annexure 9 of Scope of Work. | 16. The Bidder should ensure logging of all relevant Active Directory events. | The Bidder Shall ensure logging of all relevant Azure Active Directory events for a period of at least 90 days from the day of occurrence of events |
| 2 | Annexure 9 of Scope of Work. | 17. Solution should be able to control the security features of all desktops with various operating system flavours such as Windows 8.x, and Windows 10.x & Windows 11.x. This shall include implementing operating system security, performance tuning and hardening as per security standards and guidelines of Bank and regulators. | 17. Solution should be able to control the security features of all desktops with various operating system flavours such as Windows 10.x & Windows 11.x. This shall include implementing operating system security, performance tuning and hardening as per security standards and guidelines of Bank and regulators. |
| 3. | Annexure 9 of Scope of Work. | 7. The Bidder should create, manage and maintain additional group policies as per the requirement of the Bank from time to time. | 7. The Bidder should create, manage and maintain additional in-tune policies as per the requirement of the Bank from time to time. |
| 4. | Annexure 9 of Scope of Work. | 8. Group policy, KVG Bank domain policy, and Naming conventions of the user accounts/OU's/Groups should be deployed on desktops as per the Bank's specifications. | 8. Intune policy, Bank domain policy, and Naming conventions of the user accounts/Groups should be deployed on desktops as per the Bank's specifications. |
| 5. | Annexure 9 of Scope of Work | 12. The Bidder should replicate the configurations and policies to the other locations/OU's as and when required by the Bank. | 12. The Bidder should replicate the configurations and policies to the other locations as and when required by the Bank. |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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| | | | |
| 1. | Annexure 9 of Scope Work | The Bidder should ensure access to resources only by authorized users through group policies, delegation, access control lists etc. as per the requirements defined by the Bank. | The Bidder should ensure access to resources only by authorized users through delegation, RBAC, access control lists etc. as per the requirements defined by the Bank. |
| 2. | Annexure 9 of Scope Work | Bidder is required to maintain and manage the Active Directory in terms of group / user management, schedule management, domain management etc. during the contract duration. | Bidder is required to maintain and manage the Azure Active Directory in terms of group/user management, schedule management, domain management etc. during the contract duration. |
| 3. | Annexure 9 of Scope Work | The bidder should have the facility to get entire control of desktops and enable/disable hardware/peripherals/software/services. | The bidder should facilitate enabling/disable the functionality of physical ports such as USB, Bluetooth, WIFI, Camera, storage, DVD drives remotely as and when required by the Bank. |
| 4. | Annexure 9 of Scope Work | 22. The Bidder should configure the group policies to remotely turn on the Desktop with compatible hardware using Wake up on LAN (WoL) feature. | The Clause stands deleted. |
| 5. | Annexure 9 & 10 | The Bidder should configure remote shutting down the Desktops/Group of Desktops based on group policies. | The Clause stands deleted. |
| 6. | Annexure 9 of Scope Work | 25. The Bidder should provide Windows Patch / Update Management to all the desktops in the Bank through Intune - it should provide an integrated solution to deploy software updates seamlessly to physical and virtual clients across the Bank. IT administrators should | 25. The Bidder should provide Windows Patch / Update Management to all the desktops in the Bank through Intune - it should provide an integrated solution to deploy software updates seamlessly to physical and virtual clients across the Bank. IT administrators should |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

Karnataka Vikas Grameena Bank

A Scheduled Bank Owned by Government- Sponsored by Canara Bank

ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

| | | | |
|-----|--------------------------|--|---|
| | | be able to use the solution to distribute both security and non-security-related updates/patches of Microsoft products, Antivirus, third-party applications, and custom/in-house applications. | be able to use the solution to distribute both security and non-security-related updates/patches of Microsoft products, Antivirus, third-party applications, and custom/in-house applications which are qualified by Intune. |
| 7. | Annexure Scope Work 9 of | 26. The Bidder should ensure that all the available patches are updated to all the users (OS or third party application)/version upgrades/OS upgrades from the internet. | 26. The Bidder should ensure that all the available patches are updated to all the users (Build update for OS or third-party application qualified by Intune) |
| 8. | Annexure Scope Work 9 of | 31. The Bidder should be able to distribute the application software, OS, patch and other software updates in all the desktops. | 31. The Bidder should be able to distribute the application software, OS, patch and other software updates qualified by in tune in all the desktops. |
| 9. | Annexure Scope Work 9 of | 33. Bidder has to ensure more than 95% compliance for all security/OS patches/updates/installers on all the desktops of the Bank within 7 days from the date of deployment during the contract period. Bidder shall make use of reports available in Intune. | 33. Bidder has to ensure more than 95% compliance for all security/OS patches/updates/installers on all the desktops of the Bank within 7 days from the date of deployment during the contract period. Bidder shall make use of reports available in Intune. Bank will ensure the connectivity and availability of the desktops. |
| 10. | Annexure Scope Work 9 of | 43. The solution must be capable of deploying patches/ updates/ applications/ packages etc. to targeted workstations based on multiple parameters such as IP Subnets, hardware criteria, Directory containers, | 43. The solution must be capable of deploying patches/ updates/ applications/ packages etc. to targeted workstations based on multiple parameters such as groups, users, hostname etc. |



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ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

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| | | groups, users, hostname etc. | |
| 11. | Annexure 9 of Scope Work | 45. The Bidder will be responsible for maintaining up to date patches/OS version, security updates and updates for third party applications in the environment. Bidder should continuously monitor for release of patches/new versions. The Bidder should ensure that the Bank is notified promptly of any new patches released for operating systems/third party applications. | 45. The Bidder will be responsible for maintaining up to date patches/OS version, security updates and updates for third party applications in the environment. Bidder should continuously monitor for release of patches/new versions. The Bidder should ensure that the Bank is notified promptly of any new patches released for operating systems/third party applications qualified by Intune. |
| 12. | Annexure 9 of Scope Work | 46. The Bidder should ensure that any new operating system/ third party application patch/update released by the respective OEM as and when it is available. Bank shall provide patches for the third-party applications. | 46. The Bidder should ensure to update all the Desktops for any new build for operating system/third-party application patch/update qualified by Intune as and when released by the respective OEM after testing. Bank shall provide patches for third-party applications & test environment. |
| 13. | Penalties /Liquidated Damages: | 34.5. All the above LDs are independent of each other and are applied separately and concurrently. | 34.5 All the above LDs are independent of each other and are applied separately and concurrently. However, the Overall LD is capped at 10% of the Contract value. |
| 14. | Termination Clause 37.5 | After the award of the contract, if the selected bidder does not perform satisfactorily or delays the execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In | After the award of the contract, if the selected bidder does not perform satisfactorily or delays the execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, |



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ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

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| | | <p>this event, the selected bidder 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 canceled.</p> | <p>the selected bidder 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.</p> |
| 15. | <p>Penalties /Liquidate damages 34.1.1</p> | <p>Non-compliance of the Implementation as per clause (42.1) will result in the Bank imposing penalty of 0.50% (Plus GST) on delay on installation per week or part thereof, on the invoice value (exclusive of Taxes) location/office address wise.</p> <p>However, the total Penalty/LD to be recovered under above clauses 45.1.1 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).</p> | <p>Non-compliance of the Implementation as per scope of work will result in the Bank imposing a penalty of Rs 10,000/- + GST per week or part thereof.</p> <p>However, the total Penalty/LD to be recovered under above clauses shall be restricted to 5% (Plus GST) of the total value of the order (exclusive of Taxes).</p> |
| 16. | <p>Penalties/Liquidate damages 34.2.2</p> | <p><u>Penalties/Liquidated damages for not maintaining uptime :</u></p> <p>The maximum penalty levied as per above clause (45.1.1) shall not be more than the 10% (Plus GST) of amount payable for that year (exclusive of Taxes) for one Year.</p> | <p><u>Penalties/Liquidated damages for not maintaining uptime :</u></p> <p>The maximum penalty levied as per above clause shall not be more than the 5% (Plus GST) of amount payable for that year (exclusive of Taxes) for one Year.</p> |



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|-----|--|---|---|
| 17. | Order Cancellation /Termination of Contract 37.2.7 | If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. | If deductions on account of liquidated Damages is 10% or above of the total contract price. |
| 18. | Appendix B Point No. 10 | Masked bill of Material as per Annexure-17. | Masked Bill of Material as per Annexure-17. It should not contain any price information like, unit price, tax percentage, tax amount, AMC/ATS charges, Implementation Charges etc. Technical Proposal without masked Bill of Materials will be liable for rejection. |
| 19. | 34.2a | Additional Clause. | Penalty/Liquidated Damages for Non-Availability of Help Desk Engineer: - In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification have to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the quarter. The Bank shall also impose a penalty of Rs.1000.00 plus GST per day per resource. However, total penalty under this clause will be limited to 10% plus GST of the total charges payable for Resident Resource charges for that quarter. |



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ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶಿಷ್ಯತ್ವ ಬ್ಯಾಂಕ್

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ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

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|-----|------------------------------|---|---|
| 20. | Payment terms Clause 36.3 | The vendor has to submit commissioning reports duly signed by the Bank officials of the respective Branch/offices while claiming payment. The invoice and installation report should contain the details of the services delivered as per Bill of Material. | The vendor has to submit commissioning reports duly signed by the Bank officials while claiming payment. The invoice and commissioning report should contain the details of the services delivered as per Bill of Material. |
| 21. | 40 | Details on Training | Training should cover the following areas. <ul style="list-style-type: none">• Fundamentals of Active Directory & its benefits.• Details of Azure AD Infrastructure & its benefits.• Functional & Security features of Azure AD.• Domain Joining of Desktops & enforcing intune policies.• Patch & Defender AV deployment.• Generating all types of M365 reports.• Viewing Incidents & Security alerts.• Software deployment.• Endpoint Hardening.• Creation/Deletion of Email IDs.• Functional & Security features of O365.• Troubleshooting of Azure AD & Intune-related issues.• Raising trouble tickets with Microsoft.• Live Demonstration. |



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ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Modified Bill of Material (Annexure -17):

SUB: RFP for Selection of Service Provider for Implementation of M365 Solution.

Ref: Your GEM BID GEM/2022/B/2789384 dated 28/11/2022

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.



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

TABLE A
Cost of Licenses

| No. | Item Description | No. of Users in KVGB | No. of Users in APGB | Total No. of Users | Subscription cost per user per year | No. of Years | Total Cost |
|-----|--|----------------------|----------------------|--------------------|-------------------------------------|--------------|--|
| (1) | (2) | (3) | (4) | (5) = (3) + (4) | (6) (in Rs) Excl GST | (7) | (8) = (5) * (6) * (7) In Rs. Excl GST |
| 1 | M365 F3 | 1841 | 2700 | 4541 | | 3 | |
| 2 | M365 F3 + Exchange Online Archiving | 764 | | 764 | | 3 | |
| 3 | M365 E3 | 250 | 10 | 260 | | 3 | |
| 4 | Exchange Online Plan2 | | 50 | 50 | | 3 | |
| | Total Cost of Licenses (excl GST) | | | | | | |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯತ್ವದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

TABLE B

Cost of Help Desk Support Resources

| No. | Item Description | No. of Resources for KVGB | No. of Resources for APGB | Total No. of resources for both RRBs | Per Resource Cost Per annum | No. of Years | Total Cost |
|-----|--|---------------------------|---------------------------|--------------------------------------|-----------------------------|--------------|---------------------------------------|
| (1) | (2) | (3) | (4) | (5) = (3) + (4) | (6) (in Rs) Excl GST | (7) | (8) = (5) * (6) * (7) In Rs. Excl GST |
| 1 | Help Desk Support Resources | 2 | 2 | 4 | | 3 | |
| | Total Cost of Help Desk Support Resources excl GST | | | | | | |

Note: Resources Charges will be paid proportionately Quarterly in arrears

TABLE C

Cost of Implementation and Training

| No. | Item Description | Total Cost Excluding GST |
|-----|---|--------------------------|
| (1) | (2) | (3) In Rs. Excl GST |
| 1 | Microsoft Exchange Email Migration cost.(Only for KVGB) | |
| 2 | Training Cost for KVGB | |
| 3 | Training Cost for APGB | |
| | Total Cost of Implementation and Training excl GST | |



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

TABLE D

Optional Cost of Licenses

| No. | Item Description | No. of Users in APGB | Subscription cost per user per year | No. of Years | Total Cost |
|-----|--|----------------------|-------------------------------------|--------------|--|
| (1) | (2) | (3) | (4) (in Rs) Excl GST | (5) | (6) = In Rs. (3) * (4) * (5) Excl GST |
| 1 | Exchange Online Plan1 | 552 | | 3 | |
| 2 | Microsoft Defender for Endpoint Plan 2 | 2700 | | 3 | |
| 3 | Email migration cost from Zimbra to M365 | NA | NA | NA | |
| | Total Cost of Optional Licenses excl GST | | | | |



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ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

TABLE E

Grand Total Table

| No. | Item Description | Amount | GST Amount | Total amount |
|-----|--|--------|----------------|-----------------|
| (1) | (2) | (3) | (4) = (3) *18% | (5) = (3) + (4) |
| | Total Cost of Licenses exclusive of GST as per Table A | | | |
| | Total Cost of Help Desk Support Resources exclusive GST as per Table B | | | |
| | Total Cost of Implementation and Training exclusive GST as per Table C | | | |
| | Total Cost of Optional Licenses exclusive GST as per Table D | | | |
| | Total Cost of Ownership including Taxes | | | |

Note:

1. L1 will be arrived at Based on the Total Cost of Ownership including Taxes as per Table E.
2. KVGB and APGB will be placing orders separately on the successful bidder based on their requirements mentioned elsewhere in RFP and Bill of Material.
3. Bidder has to submit all undertakings and Annexures to both the Banks.
4. Successful Bidder has to submit required Bank Guarantee and enter into agreement with both the Banks separately.



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

Charges mentioned in above Table-A should be valid till 3 years from the date of commercial bid opening.

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name :

Designation :



ಕರ್ನಾಟಕ ವಿಕಾಸ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್

ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಿ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್

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Head Office : Dharwad

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

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

Date: 12/12/2022

Place: Dharwad

General Manager