S.No.	Instructions
I	**Overall**
1	The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the addenda/corrigendum's in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilize the solution.
2	Bank is not responsible for any arithmetic errors in the commercial bid details sheet committed by the shortlisted bidders, however, if there are any computational errors the Bank will evaluate the Bid as per provisions contained under RFP document.
4	In case the bidder includes/combines any line item as part of any other line item in the commercial bid, then this has to be clearly mentioned in the description indicating the line item which contains the combination
5	The bidder has to quote for each line item. If any line item is part of the solution proposed in the RFP response, it has to be referenced. If it is not applicable, then the Bidder has to mention Not Applicable (NA).
6	The prices, once offered, must remain firm and must not be subject to escalation for any reason within the period of validity. All taxes, duties and levies of whatsoever nature excepting local entry taxes / octroi, if any.
	The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc., but exclusive of only applicable GST, which shall be paid/reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank. The entire benefits/advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The bank will not pay any out of pocket expenses.
	• Necessary documentary evidence should be produced for having paid the customs / excise duty, sales tax, if applicable, and or other applicable levies along with the request for final payment.
	The price would be inclusive of freight, forwarding, insurance, delivery, etc.
7	The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs
8	The Bidders should quote as per the format of Bill of Material ONLY and a masked replica of the Bill of Material should be enclosed in the technical bid.
10	The masked Bill of Materials which would be submitted as part of the Technical Bid should contain "XX" for ALL the corresponding commercial values that will be present in the unmasked Bill of Material that will be part of the Commercial submission.
11	All amounts in the Bill of Material should be in INR
12	The Bidder should to the extent possible stick to the same structure of the Bill of Material. Hence the Bank does not expect the bidders to delete necessary rows.
II	**ATS,AMC and Facility Management Services**
1	Bidder is expected to provide a detailed break up of all products and services that are under the scope as part of the technical bid, in the technical bill of materials i.e. the above format is expected to be replicated for each item to be covered under the scope of facilities management.
2	The AMC, ATS costs for the DC & DR, testing & development and training and NDR environments have to be quoted separately
3	The ATS cost for applications has to be quoted in separate line items in this section. The Bidder has to create additional line items in this section if required
4	The Bidder needs to provide application management services as per the scope of the RFP
5	Offsite L3 helpdesk support cost should be covered under ATS / AMC and no separate cost has to be included
6	Bidder need to provide 200 Days man efforts cost for all the customizations which bank will use for there customization requirement over and above the Scope mentioned in scope
7	If at any point of time during the contract period, if 200 Days man effort get exhusted, the bank can avail additional man efforts on requirement basis at pro-rata basis as mentioned in the BOM.

Code	Particulars	Year 1	Year 2	Year 3	Year 4	Year 5	Total
A	**Transition**						
B	**Ongoing / Recurring Cost Components**						
B1	FMS (as per resource matrix provided)						
B2	Customization Cost						
B3	Performance Assessment (Half Yearly)						
B4	ATS						
B5	AMC						
B6	Escrow						
C	**Projects / Application Upgrades / One-time Cost Components**						
C1	Benchmarking						
C2	Oracle 11g to 12c Upgrade for Finacle v7.0.18						
C3	Finacle Binaries on AIX 7.1						
C4	Mobile Banking Upgrade from 4.0 to 6.x						
	Total Cost of Ownership = A + B + C						

NOTE

Projects / Application upgrades are one time costs that Bank will decide to implement based on cost and timelines provided by the Bidder

Bill Of material :- FM Manpower Cost

Resources	Location	Year 1				Year 2				Year 3				Year 4				Year 5				TOTAL
		Rate for 8 hour Shifts (per annum in INR) - a	No. of Personnel per shift - b	No. of Shifts - c	Total Amt (INR) = a x b x c	Rate for 8 hour Shifts (per annum in INR) - a	No. of Personnel per shift - b	No. of Shifts - c	Total Amt (INR) = a x b x c	Rate for 8 hour Shifts (per annum in INR) - a	No. of Personnel per shift - b	No. of Shifts - c	Total Amt (INR) = a x b x c	Rate for 8 hour Shifts (per annum in INR) - a	No. of Personnel per shift - b	No. of Shifts - c	Total Amt (INR) = a x b x c	Rate for 8 hour Shifts (per annum in INR) - a	No. of Personnel per shift - b	No. of Shifts - c	Total Amt (INR) = a x b x c	Total Amount (Sum of "Total Amt" of 5 years) (INR)
Resources																						
Project Management	Infrastructure																					
	Applications																					
CBS Level 1 - support agents	Project Office																					
	Chitradurga Kannur																					
CBS Level 2 - support agents	Project Office																					
Internet Banking with middleware and Mobile Banking Level 1 - support agents	Chitradurga Kannur																					
	Project Office																					
Internet Banking with middleware and Mobile Banking Level 2 - support agents	Project Office																					
Unix Server L1	DC																					
	DR																					
Unix server L2	DC																					
Wintel Server L1	DC																					
	DR																					
Wintel Server L2	DC																					
Network L1	Project Office																					
	DC																					
Network L2	DC																					
Oracle DB L1	DC																					
	DR																					
Oracle DB L2	DC																					
Mssql L1	DC																					
	DR																					
Mssql L2	DC																					
RO FME (ALL RO's)	RO's																					
EMS L1	DC																					
EMS L2	Project Office																					
Desktop Enginner	Head Office																					
	Project Office																					
RTGS / NEFT (SFMS / MQ)	Project Office																					
Backup management L1	DC																					
	DR																					
Backup management L2	DC																					
Call center	Project Office																					
	Ernakulam																					
L1 for Other Allied Application Like AML, ALM etc	Project Office																					
L2 for Other Allied Application Like AML, ALM etc	Project Office																					
Please specifiy if any other																						
Total																						

Bill of Material :- AMC, ATS other Cost

	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
	Total AMC / ATS Amt (INR)	Total AMC / ATS Amt (INR)	Total AMC / ATS Amt (INR)	Total AMC / ATS Amt (INR)	Total AMC / ATS Amt (INR)	Total Amount (5 years) (INR)
Application Software ATS						
Critical Business Solutions						
Core Banking Solution						
Internet Banking						
Data Archival Solution						
AML						
ALM						
Mobile Banking						
EMS exsiting Licenses						
Backup Solution Licenses						
Please specifiy if any other						
Database, OS and Middleware ATS						
Critical Business Solutions						
Oracle Database						
Oracle Diagnostic						
Oracle Audit Vault & Database Firewall						
Redhat Enterprise						
Jboss Enterprise Application Platform						
Please specifiy if any other						
Hardware AMC						
Production (DC)						
IBM Server						
IBM Storage						
Nettapp Storage						
Tape Library						
Network						
Security						
Wintel Server						
Please specifiy if any other						
Diaster Recovery (DR)						
IBM Server						
IBM Storage						
Nettapp Storage						

Bill of Material :- AMC, ATS other Cost

	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
	Total AMC / ATS Amt (INR)	Total AMC / ATS Amt (INR)	Total AMC / ATS Amt (INR)	Total AMC / ATS Amt (INR)	Total AMC / ATS Amt (INR)	Total Amount (5 years) (INR)
Tape Library						
Network						
Securitry						
Wintel Server						
Please specifiy if any other						
Branch						
Branch Router						
Branch Switch						
Please specifiy if any other						

Other Services	Total Amt (INR)	Total Amt (INR)	Total Amt (INR)	Total Amt (INR)	Total Amt (INR)	Total Amount (5 years) (INR)
Performance / Architectural Assessment						
Half yearly Performance Analysis for systems – Server OEM						
Half yearly Performance Analysis for systems – Database						
Customization Cost						
Customization Man Effort Cost						
Escrow Cost						
Escrow cost per annum						
Transition Cost						
Transition Cost						
Application update Cost						
Mobile Banking upgrade						
Oracle 11g to 12c upgrade						
Finacle Binaries compiled on AIX 7.x						
Please specifiy if any other						
Total						