

Annexure - 1
Eligibility Criteria Declaration

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Eligibility Criteria Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

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	Bidder Response	Bidder's Response and Documents Submitted
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 <u>at least for the last 3 years (as on RFP date).</u>	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.	
2	Bidders shall be the Original Equipment Manufacturers (OEM) of Solution (OR)	If the applicant is a Manufacturer, Bidder should have manufacturing and testing facilities of international standards and should enclose the details of locations where the	

	An Authorized Dealer/ Partner/ SI	manufacturing and testing facilities are available. Appropriate document as a proof is to be submitted If the bidder is an Authorized Dealer/ Authorized Partner /SI, an Authorization letter from their OEM as per Annexure - 11 and Annexure -12 of this RFP.	
3	The IT Turnover of the Bidder should be minimum ₹. 100 Crores each year during last three financial years (i.e., 2021-22, 2022-23, 2023-24)	The Bidder must produce a certificate from the Company's Chartered Accountant with UDIN Number to this effect. Audited Balance Sheet and P & L account for the Years 2021-22, 2022-23 and Audited/Unaudited Balance sheet and P & L account for the Year 2023-24.	
4	The net worth of the Bidder firm should not be negative as on 31/03/2024 and also should have not eroded by more than 30% in the last three financial years.	Bidder has to submit copies of annual report (Standalone audited Balance Sheet for the relevant period. Bidder must also produce a certificate from the Company's Chartered Accountant / Cost accountant in India or equivalent in relevant countries with UDIN to this effect.	
5	The applicant shall have Support Office in Bengaluru and Mumbai.	The Bidders to furnish their existing Service Centre / Support Office as per Annexure-5 .	
6	The Bidder must have successfully Supplied Installed, Implemented And Maintained, SD-WAN solution and any of the other solutions viz.. NMS, NCCM, Log Management and Netflow management with minimum of 2000 edge devices for SD-WAN & 800 network devices for other solutions in at least	The Bidders has to provide Order copy/ Reference Letter in their name along with Confirmation Mail from the Client stating that the work order has been successfully executed from Government Department/ Financial Institution/Public Sector Units/ Scheduled Commercial Bank/IT/ITES. Or	

	<p>one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.</p> <p>The bidder should have successfully implemented the proposed SD-WAN solution in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.</p>	<p>Copy Of Work Order along with Installation Certificate signed & stamped by the Client</p> <p>Or</p> <p>Copy of Work Order along with any other proof of execution.</p>	
7	<p>The OEM must have successfully Supplied Installed, Implemented And Maintained SD-WAN solution and any two of the other solutions viz.. NMS, NCCM, Log Management and Netflow management with minimum of 2000 edge devices for SD-WAN & 800 servers for other solutions in at least one PSU/ Government Organizations / Scheduled Banks/Insurance Companies/BFSI in India, during last three financial years.</p>		
8	<p>Bidder should be having minimum accreditations of ISO:27001:2013</p>	<p>Bidder should provide valid ISO Certificate.</p>	
9	<p>Bidders should not be under debarment/blacklist for a period of last three financial years for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of this RFP.</p>	<p>Bidder should submit notarized declaration as per Annexure- 8 to this effect in Letter Head.</p>	

10	The Bidder should not have been involved in any legal case that may affect the solvency existence of their company or in any other way that may affect capacity to provide/continue the services of the Bank.	Bidder should submit notarized declaration as per Annexure 10 to this effect in Letter Head.	
11	The Bidder should not have any statutory dues from any Government Departments/Public Sector Units/Banks in India.	Bidder should submit Certificate from Chartered Accountant with UDIN number to this effect.	
12	<p>The Bidder (including its partner, if permitted) should not be from a country which shares a land border with India unless the Bidder is registered with the Competent Authority (as detailed in Office Memorandum- F.No.6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means:</p> <p>a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a</p>	<p>Bidder should submit a declaration in their letter head stating</p> <p><i>“ We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP ”</i></p>	

	citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.		
13	The Bidder's proposed OEM's should be either Class I or Class II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order dt 16/9/2020.	Certificate of Local Content to be submitted as per Annexure- 9 applicable.	
14	Bidders should comply with all the Information security compliance issued by regulators from time to time.	Bidder should submit self-declaration as per Annexure 19 to this effect in Letter Head.	
15	The HCI OEM should have deployed their solution in at least three central/state government organizations/PSU/Bank in India within last 5 years.	Bidder should submit the relevant purchase order or reference letter from the organization where it is implemented.	

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.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 2
Technical Specifications & Scope of Work

Kindly refer the attached file 'Annexure - 2' Technical Specifications & Scope of Work for RFP Ref: KaGB/Project Office/RFP/01/2024-25 dated 27.05.2024 for "Selection of System Integrator for Supply, Installation, Implementation & Maintenance of NMS, NCCM, SD-WAN, Log Management and Net-Flow Management".

Annexure - 3
Bid Covering Letter

[Should be submitted on Company's Letter Head with Company
Seal and Signature of the Authorised Person]

(To be included in Part A - Conformity to Eligibility Criteria Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

We have examined the above mentioned tender document including all annexures, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications/amendments, if any, furnished by the Bank and we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to complete the formalities of deliverables as per RFP for Hardware/ Software/Solution/Services as per timelines mentioned in the RFP for each ordered location/s.

If our offer is accepted, we undertake to provide Technical Consultancy / Service support /Guidance/Scope of Work for the items/solution supplied as per the above referred RFP, during contract period. We enclose a Demand Draft /Bank Guarantee in lieu of EMD as per RFP in favour of Karnataka Gramin Bank as EMD or Exemption certificate in lieu of EMD.

We agree to abide by this offer till 180 days from the date of Commercial Bid opening for such further period as mutually agreed between the bank and successful bidder, and agreed to in writing by the bidder. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the tender. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominee such sums of money as are

stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Functional & Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

We also confirm that, we will not subcontract part of complete assignment to any other agency or individual.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify/evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

We hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities in India as on date.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 4
Bidder's Profile

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Eligibility Criteria Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

Sl. No	Particulars	Response
1	Full Name of the Bidder Firm / Company	
2	Constitution (Firm / Private Ltd Co. / Public Ltd Co.)	
3	Date of Incorporation and / or Commencement of Business	
4	Certificate of Incorporation (CIN) No.	
5	Firm / Company's Head Office / Corporate Office Address	
6	Firm's / Company's Website address	
7	Registered Office Address	
8	Particulars of the Primary Contact Person (Authorized Signatory of the Bidder)	Name
		Designation
		Address for Correspondence
		Phone Number (Landline)
		Mobile Number
	Email address	

	Particulars of the Secondary Contact Person (Authorized Signatory of the Bidder)	Name	
		Designation	
		Address for Correspondence	
		Phone Number (Landline)	
		Mobile Number	
10	Turnover For Last Three Financial Years		
11	Last Three Financial Years Net Profit (After Tax/Depreciation)		
12	Net Worth of the firm for Last Three Financial Years		
13	Total number of employees in the organization		
14	Domestic Customer Base (Number of Clients where Servers & software is supported in India)		
15	Size of the Support Staff for the proposed services		
16	Details of Support Centers in India/Global		
17	Whether registered as MSE for the item under the RFP? (Attach Proof of Registration as MSE for the item under the RFP)		
18	Whether Recognized as a Startup by Department of Industrial Policy and Promotion (DIPP)? (Attach Proof of such Recognition, indicating terminal validity date of registration and Certificate from CA that the Turnover of the entity complies with Startup guidelines)		
19	Whether eligible for Purchase Preference linked with Local Content under Public Procurement (Preference to Make in India) Order 2017, and Notifications issued there under? (Form PP-C or PP-D as applicable)		

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 5

Service Support Details

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Eligibility Criteria Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

Sl. No.	Location	Postal Address	Contact Person Name & Mobile No.	Landline No	Email-ID
1.	Bengaluru				
2.	Mumbai				
3.					

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 6

Track Record of Past Implementation

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Eligibility Criteria Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

List of Bidder's Major Customers in Last 3 Years and References

(Enclose necessary documentary proof)

Sl. No.	Name of the Client/s where SD-WAN, Network Management Solution (NMS), Network Configuration & Change Management (NCCM), Netflow and Log Management Implemented	No. of licenses, Devices, Servers supplied	Furnish contact person's name and email id and Telephone Number / Mobile Number	Postal Address with Pin code
1	2	3	4	5

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 7

Non-Disclosure Agreement

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Conformity to Eligibility Criteria Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

WHEREAS, we, _____,

having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the RFP for each ordered locations to Karnataka Gramin Bank, having its Head Office at 32, Sanganakkal Road, Gandhinagar, Ballari and Kerala Gramin Bank having its Head Office at A.K . road, Uphill, Malappuram hereinafter referred to as the BANK/S and,

WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for the subject RFP and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the

offer to the BANK for the said solution, will not be disclosed during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 8

Self-Declaration for a Non-Blacklisted Company

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Eligibility Criteria Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

Non-Blacklisting Declaration

Dear Sir,

This is to notify that our firm, <SI/Bidder name> intends to submit a proposal in response to the invitation for the subject RFP In accordance with the above, we declare that:

- a. We are not involved in any kind of major litigation that may have impact of affecting or compromising the delivery of Hardware/ Software/Services/Solution as required under this assignment.
- b. We are not ineligible/blacklisted/banned/debarred by any Central/State Government of India/agency of Central/State Government of India/Public Sector Undertaking/any Regulatory Authorities in India for any fraudulent activities.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 9

Make in India Certificate

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Conformity to Eligibility Criteria Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

[Note : To be Certified by Statutory Auditor or Cost Auditor of the Company with UDIN Number (in the case of Companies) for a Tender Value above Rs.10 Crores giving the percentage of local content.]

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against Karnataka Gramin Bank Tender No..... dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows:
_____.

2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1) (i) (h) of the General Financial Rules 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. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 10

Self Declaration regarding Legal Cases

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Eligibility Criteria Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

Dear Sir,

Self-Declaration

We here by confirm that, we have not been involved in any legal case that may affect the solvency existence of M/s _____ or in any other way that may affect capacity to provide/continue the services to the Bank/s.

In case if Bank/s found any legal case against us during the contract period we are bound to accept any action taken by the Bank/s.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Attested by Notary, Govt of India

Sign:

Regn No:

Place:

Date:

Annexure - 11
Manufacturer/Authorized Distributor / Partner in India

[Should be submitted on OEM's Letter Head with Company Seal and
Signature of the Authorised Person]

(To be included in Part B - Eligibility Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

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 SI / Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (OEM/Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment & 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 (OEM/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 Company 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 as and when the matter is brought to the notice of the OEM, we hereby confirm that we will provide the latest release/announcement/support to the Bank with mutually agreed upon.

We also confirm that the proposed solution offered by the Bidder to the Company are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered will not be declared as "End of Sale" for a minimum period of two Years and "End of Support" for a

further minimum period of three Years; however, in case End of Support is declared before the expiry of the contract period (including AMC period), we undertake to provide extended support until the expiry of the contract period.

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,

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Note: This undertaking from all OEM's needs to be submitted

Annexure - 12
Undertaking from OEMs

[Should be submitted on OEM Company's Letter Head with Company Seal
and Signature of the Authorised Person]

(To be included in Part B - Eligibility Proposal Envelope)

Reference No:

Date:

To
General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

Partnering with Bidder for Scope of Work as in the RFP.

We, _____
, <OEM's complete legal name as mentioned on Manufacturer Authorization Form> hereby undertake
that we shall be responsible and support
_____, <Bidder's complete legal name as mentioned on
Manufacturer Authorization Form> in Delivery, Installation, Implementation, Warranty, AMC/ATS
and Maintenance Support of Hardware/Software/Solution etc. of the subject RFP during
the entire contract period of 5 (Five) years.

If _____, <Bidder's complete legal name as mentioned on
Manufacturer Authorization Form> is selected by BANK then we shall execute agreement with
_____, <Bidder>.

Note: This undertaking from OEM's needs to be submitted for each of the applications
Deep Security & Infra/Hardware / Software in Scope of this RFP

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure-13
Escalation Matrix

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part B - Technical Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

Please find below the escalation matrix to Delivery Head, Solution Head and up to Managing Director of the Bidder.

Name of the Bidder Firm:

No.	Level	Name of Person	Designation	Contact Mobile Number	Email id	Address
1	Level 1					
2	Level 2					
3	Level 3					
4	Level 4					

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure-14
Compliance Statement

[Should be submitted on Company's Letter Head with Company Seal and
Signature of the Authorised Person]

(To be included in Part B - Technical Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Description	(Yes / No)	Remarks / Deviations
Compliance to Terms and Conditions of RFP		
Compliance to Technical & Functional Requirements/Specifications of the subject RFP		
Compliance to Scope of Work of the subject RFP		

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 15

Bill of Material

Kindly refer the attached file '**Annexure - 15**' Bill of Material for RFP Ref: **KaGB/Project Office/RFP/01/2024-25 dated 27.05.2024** for "Selection of System Integrator for Supply, Installation, Implementation & Maintenance of NMS, NCCM, SD-WAN, Log Management and Net-Flow Management".

Annexure-16
Conformity Letter

[Should be submitted on Company's Letter Head with Company Seal and Signature of the
Authorised Person]

(To be included in Part B - Technical Proposal Envelope)

Reference No:

Date:

To
General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

In response to the cited Request for Proposal, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions/stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original bid documents issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

We also hereby confirm that our prices as specified in the Annexure - 15 Commercial Bill of Materials and adhere to the Payment terms specified in the RFP.

We also agree to comply with the IT Security policy of the Banks in force and the amendments issued from time to time.

Yours faithfully,

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 17
Compliance to Onsite Resources

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part B - Technical Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

Wehereby declare that we will adhere to the below mentioned resource requirements .

No.	Resource Type	No. of Resources	Educational Qualification	Experience (Knowledge, Experience & Certification)	Certificate from OEMs

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 18

Undertaking for Authenticity

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part B - Technical Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

DECLARATION

We hereby undertake that all the components/parts/assembly/software used in the.....under the above shall be original new components /parts /assembly /software only from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of Licensed Operating System/Software if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

We conform that the software is free from bugs, malware, covert channels in code etc. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM suppliers at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the without demur, if already supplied and return the money if any paid to us by you in this regard.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

Annexure - 19
Undertaking for Information Security Compliance

[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]

(To be included in Part A - Eligibility Criteria Proposal Envelope)

Reference No:

Date:

To

General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office,
19-19/1, III floor, Above Canara Bank Regional Office,
South End Road, Basavanagudi,
Bengaluru - 560004.

Dear Sir,

Sub: RFP for

Ref: RFP No..... /dated.....

Dear Sir,

We hereby undertake that the proposed solution/hardware/ software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) during entire contract period. If, any case reported, shall be fixed by us without any additional cost to the Bank on immediate basis.

Further, we undertake that the Software/Hardware/ Solution & Services which will be delivered or provided under this Agreement are not infringe any IPR such as Patent, Utility Model, Industrial Design, Copy Right, Trade Secret, Mask Work or Trade Mark.

We also hereby agree to comply with the Information and Cyber Security Controls as per Bank's and Regulatory Authorities, IT Security Guidelines on an ongoing basis and regulatory/legal guidelines and directives related to Service Provider/Outsourcing issued by regulators/legal entities from time to time. The Service Provider shall provide access to the regulators, legal authorities, Bank and Bank appointed auditors for Onsite/Offsite Supervision.

We ensure that Outsourced Critical IT Services are subjected to the annual IT Audit/ Technology Risk Assessment process by an independent professional agency as approved by the local government or regulator at no extra cost to the Bank.

We abide with all clauses of Bank's Cyber Security Controls which will be part of the NDA/SLA signed with the Bank at the time of award of Contract.

Yours faithfully,

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :