S.No.	Instructions
	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 <u>masked</u> 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.

Particulars	Year 1	Year 2	Year 3	Year 4	Year 5	Total
FM ManPower						
AMC, ATS & Other Services						
Gross Total						

Bill Of material :- FM Manpower Cost

			Year	1	Year 2						Year 3			Year 4				Year 5					
	Location	Rate for 8	No. of	No. of Shifts -			No. of	No. of Shifts -	Total Amt (INR)		No. of	No. of Shifts -	Total Amt (INR)		No. of	No. of	Total Amt	Rate for 8	No. of	No. of		Total Amt (INR)	
			Personnel per		(INR)	hour Shifts			= a x b x c	hour Shifts			= a x b x c		Personnel		(INR)		Personnel per		= a x b x c	= a x b x c	(5 years)
		(per annum in INR) - a	shift - b		= a x b x c	(per annum in INR) - a	per shift - b			(per annum in INR) - a	per shift - b			(per annum in INR) - a	per shift - b	С	= a x b x c	(per annum in INR) - a	shift - b				(INR)
Resources		iiiii) - a				iivit) - a				iii iivivj - a				iii iiviv, - a				iii iivivj - a					
	Infrastructure																						
Project Management																							
	Applications																						
	Project Office																						
CBS Level 1 - support agents	ct :																						
	Chitradurga Kannur																						
	Project Office																						
CBS Level 2 - support agents	r roject office																						
1	Chitradurga																						
	Kannur																						
Mobile Banking Level 1 - support agents	Project Office																						
Internet Banking with middleware and	Project Office																						
Mobile Banking Level 2 - support agents																							
Unix Server L1	DC DR																						
	DC																						
	DC																						
Wintel Server L1	DR																						
Wintel Server L2	DC																						
	Project Office																						
Network L1																							
	DC																						
	DC DC																						
	DR																						
	DC																						
	DC																						
	DR																						
	DC																						
	RO's DC																						
	Project Office																						
EMS L2																							
	Head Office																						
Desktop Enginner	Project Office																						
RTGS / NEFT (SFMS / MQ)	Project Office																						
Backup management L1	DC DR																						
	DC																						
	Project Office							 												 			
Call center																							
	Ernakulam																						
L1 for Other Allied Application Like AML, ALM etc	Project Office																						
L2 for Other Allied Application Like AML,	Project Office																						
ALM etc Please specifiy if any other					1			-															
	1		l	1	11	1		1		l	1	I .	1	1		1		1		1			1

Bill of Material :- AMC, ATS other Cost

BII			S other Cos			
	Year 1 Total AMC / ATS Amt	Year 2 Total AMC / ATS Amt	Year 3 Total AMC / ATS Amt	Year 4 Total AMC / ATS Amt	Year 5 Total AMC / ATS Amt	TOTAL Total Amount (5 years)
	(INR)	(INR)	(INR)	(INR)	(INR)	(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						
IBM Websphere MQ						
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						
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 Amount (5 years) (INR)				
Architectural Assessment						
Half yearly Performance Analysis for systems – Server OEM						
Half yearly Performance Analysis for systems – Database					 	
Customization Cost						
Customization Cost Customization Man Effort Cost						
Customization Man Effort Cost						
Customization Man Effort Cost Escrow Cost						
Customization Man Effort Cost Escrow Cost Escrow cost per annum Transition Cost Transition Cost						
Customization Man Effort Cost Escrow Cost Escrow cost per annum Transition Cost						
Customization Man Effort Cost Escrow Cost Escrow cost per annum Transition Cost Transition Cost						
Customization Man Effort Cost Escrow Cost Escrow cost per annum Transition Cost Transition Cost Application update Cost						

Bill of Material :- AMC, ATS other Cost

Please specifiy if any other

Total