

RFP REF NO.  
PNB/HO/DBTD/IBS/01/2023-24 Dated 13/06/2023

# Punjab National Bank



## Corrigendum & Addendum – 1

Dated 25.07.2023

### **RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs**

Plot No.4, Sector-10, Dwarka, Delhi – 110075  
E-Mail : [dbtd.procurement@pnb.co.in](mailto:dbtd.procurement@pnb.co.in)  
Website: [www.pnbindia.in](http://www.pnbindia.in)

S. N.	RFP Page No.	RFP Clause	Existing Clause	Amendment in Clause
1	65	Annexure- III Eligibility Criteria of The Bidder (Point No.3)	Firm should be prime bidder and no consortium is allowed for the solution/services to be offered	Firm should be <u>bidder/OEM/OSD</u> and no consortium is allowed for the solution/services to be offered
2	65	Annexure- III Eligibility Criteria of The Bidder (Point No.5)	<p>The bidder should have implemented internet Banking Solution (IBS) successfully in at least one Scheduled commercial Bank (Including RRBs, Cooperative Banks &amp; small finance banks) in India having more than 200 branches in India.</p> <p>The solution should be currently running, if implemented.</p> <p><b>Supporting documents to be submitted:</b> Copy of Work Order/Purchase Order along with Confirmation Mail from the Client stating that the work order has been successfully executed OR Copy of Work Order/Purchase Order along with Installation Certificate signed &amp; stamped by the Client OR Copy of Work Order along with any other proof of execution (Go-Live sign-off or Reference Letter/Certificate from Schedule Commercial Banks)</p> <p>(Kindly note that any of the above documents submitted must be sufficient enough to certify bidder's experience, must be authentic and must also contain all the material information</p>	<p>The <u>bidder/OEM/OSD</u> should have minimum 2 years experience in implementation of internet Banking Solution (IBS) successfully in at least one Scheduled commercial Bank (Including RRBs, Cooperative Banks, <u>State Cooperative Banks</u>, Small Finance Banks &amp; <u>Payment banks</u>) in India having more than 200 branches in India.</p> <p>The solution should be currently running, if implemented.</p> <p><b>Supporting documents to be submitted:</b> Copy of Work Order/Purchase Order along with Confirmation Mail from the Client stating that the work order has been successfully executed OR Copy of Work Order/Purchase Order along with Installation Certificate signed &amp; stamped by the Client OR Copy of Work Order along with any other proof of execution (Go- Live sign-off or Reference Letter/Certificate/<u>e-mail</u>* from Client)</p> <p><u>(Kindly note that any of the above documents submitted must be sufficient</u></p>

			as required in Annexure-VI. In case the supporting documents submitted pertains to period beyond three years, the bidder has to provide Renewal Order or AMC/ATS order or any other document from client which establishes that the bidder was handling the said solution during the last three year).	<p>enough to certify bidder's/OEM's experience)</p> <p>*All the documents should contain Name, Designation, sign &amp; complete contact details (Email and Mobile number).</p>
3.	66	Annexure- III Eligibility Criteria of The Bidder (Point No.7)	<p><b>Supported Document to be submitted:</b> Provide CA Certificate as per Annexure - X AND Audited Financial statements (Balance sheet and Profit &amp; Loss statement) for the last three (3) Financial years i.e. FY2020-21, FY2021-22 &amp; FY2022-23. (The CA certificate provided in this regard should be without any riders or qualification and should contain UDIN no.)</p>	<p><b>Supported Document to be submitted:</b> Provide CA Certificate as per Annexure - X AND Audited Financial statements (Balance sheet and Profit &amp; Loss statement) for the last three (3) Financial years i.e. FY2020-21, FY2021-22 &amp; FY2022-23. (The CA certificate provided in this regard should be without any riders or qualification and should contain UDIN no.)</p> <p><u>Bidders may apply with provisional Balance sheet of 2022-23. However, the bidder has to mandatorily submit the audited Balance Sheet before Contract signing. (Discrepancy, if any will be dealt suitably by the bank).</u></p>
4	67	Annexure- III Eligibility Criteria of The Bidder (Point No.10)	<p><b>Supported Document to be submitted:</b> Undertaking to be submitted as per Annexure XVII</p>	<p><b>Supported Document to be submitted:</b> Undertaking to be submitted as per <u>Annexure XVIII</u></p>
5	67	Annexure- III Eligibility Criteria of The Bidder (Point No.11)	<p><b>Supported Document to be submitted:</b> Undertaking to be submitted as per Annexure XVIII</p>	<p><b>Supported Document to be submitted:</b> Undertaking to be submitted as per <u>Annexure XIX</u></p>

6	67	Annexure- III Eligibility Criteria of The Bidder (Point No. 13 & 14)	<p>The bidder must be CMMI level 3 or above Certified Company and the certificate should be valid as on date of bid submission.</p> <p>The bidder should be <b>ISO 27001</b> certified organization and <b>SOC2</b> certified.</p>	<p><b>Revised Eligibility Criteria: -</b></p> <p>The bidder should be certified with any one certificates among CMMI Level 3 / ISO 27001 certified organisation / SOC2 Certified and certificate should be valid as on Bid Submission date.</p>
7	67	Annexure- III Eligibility Criteria of The Bidder (NOTE: point no 3)	3. In case of Indian Authorized Representative (IAR) / Agent / System Integrator (SI), maximum one Authorized Representatives of a particular Principal or Original Software Developer (OSD) / Solution Provider can participate in the tender process.	3. In case of Indian Authorized Representative (IAR) / Agent / System Integrator (SI), maximum <u>Two</u> Authorized Representatives of a particular Principal or Original Software Developer (OSD) / Solution Provider can participate in the tender process.
8	69	Annexure-IV Technical Competency-Scoring Criteria (point no 1)	<p><b>Evaluation Parameters:</b> Internet Banking Solution is implemented in Schedule Commercial Banks (SCB*) in India.</p> <p>*SCBs including Regional Rural Banks, Small Finance Banks, Public &amp; Private Banks, Co-operative Bank)</p>	<p>Internet Banking Solution is implemented in Schedule Commercial Banks (SCB*) in India.</p> <p>*SCBs including Regional Rural Bank (RRBs), Small Finance Banks, Co-operative Bank, <u>State Cooperative Banks &amp; Payment banks</u> in India)</p>
9	70	Annexure-IV Technical Competency-Scoring Criteria (Point no 2)	<p><b>Evaluation Parameters:</b> Satisfactory Services Certificate as per prescribed in Annexure – VII format only</p>	<p>Satisfactory Services Certificate as per Annexure – VII format / Client's e-mail* to bank with same intent</p> <p>*e-mail should contain Name, Designation, sign &amp; complete contact details (Email and Mobile number).</p>
10	70	Annexure-IV Technical Competency-Scoring Criteria (Point no 5)	<p><b>Supporting Documents:</b> Certificate from the clients mentioning Average number of Monthly IBS transactions for the year 2022-23</p>	<p>Certificate from the Clients/<u>Chartered Accountant (CA)</u> mentioning Average number of Monthly IBS transactions for the year 2022-23 Or any other documentary evidence which <u>must be sufficient enough to certify bidder's/OEM's claim</u></p>

11	71	Annexure-IV Technical Competency- Scoring Criteria (Point no 5)	<b>Supporting Documents:</b> Reference Letter from SCBs			Annexure-IV Technical Competency- Scoring Criteria ( <u>revised Point no 6</u> ) <b>Supporting Documents:</b> Reference Letter from Clients/ E-mail from clients to Bank/ Purchase order/ Agreement/Work order or any documentary evidence to certify the claim.		
12	46	IMPLEMENTA TION AND TIMELINES	<b>Phases</b>	<b>Deliverables</b>	<b>Timeli nes</b>	<b>Phase s</b>	<b>Deliverables</b>	<b>Timelin es</b>
			<b>Kick- Off Meetin g</b>		T + 7 days	<b>Kick- Off Meetin g</b>		T + 15 days
			<b>SRS and Design docum ents</b>	Delivery of Software Requirement Specifications (SRS) & design documents (HLD, LLD, deployment architecture, network architecture, integration architecture etc.) and sign off by Bank for Internet Banking Solution of all sponsored RRBs	T + 15 days	<b>SRS and Design docum ents</b>	Delivery of Software Requirement Specifications (SRS) & design documents (HLD, LLD, deployment architecture, network architecture, integration architecture etc.) and sign off by Bank for Internet Banking Solution of all sponsored RRBs	T + 30 days
			<b>Softwa re</b>	Installation & setup of software Document to be submitted.	H + 15 days	<b>Softwa re</b>	Installation & setup of software Document to be submitted.	H + 30 days

				Software installation report is to be submitted.			Software installation report is to be submitted.	
			<b>Development</b>	Development completion & installation, configuration, customization, integration & interface, testing (UT, Sanity, SIT etc.) for all RRBs. Documents to be submitted: Implementation, integration, interface & UT, Sanity SIT completion report	H + 60 days	<b>Development</b>	Development completion & installation, configuration, customization, integration & interface, testing (UT, Sanity, SIT etc.) for all RRBs. Documents to be submitted: Implementation, integration, interface & UT, Sanity SIT completion report	H + 90 days
			<b>UAT</b>	User Acceptance Testing (UAT) completion & sign-off by Bank for Internet Banking Solution of all sponsored RRBs Document to be submitted: UAT Signoff, Training manuals and other documents, Go-live checklist as sought by bank	H + 90 days	<b>UAT</b>	User Acceptance Testing (UAT) completion & sign-off by Bank for Internet Banking Solution of all sponsored RRBs Document to be submitted: UAT Signoff, Training manuals and other documents, Go-live checklist as sought by bank	<div>H + 100 days (UAT for Phase 1)</div> <div>H+120 days (UAT for Phase 2)</div>

			<table><tr><td><b>Go-Live</b></td><td>Go-Live of Internet Banking solution in all RRBs. Document to be submitted: Go-live checklist signoff and Go-no go decision</td><td>H + 120 days</td></tr></table> <p>*** T is date of Purchase Order **** H is date of making Hardware available by Bank</p>	<b>Go-Live</b>	Go-Live of Internet Banking solution in all RRBs. Document to be submitted: Go-live checklist signoff and Go-no go decision	H + 120 days	<table><tr><td><b>Go-Live</b></td><td>Go-Live of Internet Banking solution in all RRBs. Document to be submitted: Go-live checklist signoff and Go-no go decision</td><td>H + 135 days (Go-Live for Phase 1)</td></tr><tr><td></td><td></td><td>H+150 days (Go-Live for Phase 2)</td></tr></table> <p>*** T is date of Purchase Order **** H is date of making Hardware available by Bank All other terms &amp; conditions mentioned in <b>IMPLEMENTATION AND TIMELINES</b> remains the same.</p>	<b>Go-Live</b>	Go-Live of Internet Banking solution in all RRBs. Document to be submitted: Go-live checklist signoff and Go-no go decision	H + 135 days (Go-Live for Phase 1)			H+150 days (Go-Live for Phase 2)																	
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13	49	PENALTY	<table><tr><th>Deliverables</th><th>Timelines</th><th>Eligible amount for payment</th><th>Penalty</th><th>Maximum Penalty</th></tr><tr><td><b>SRS Sign-off</b></td><td>T + 15 days</td><td>10%</td><td rowspan="2">0.5% of License + implementation</td><td rowspan="2">5% of License</td></tr><tr><td><b>UAT Sign-off</b></td><td>H + 90 days</td><td>30%</td></tr></table>	Deliverables	Timelines	Eligible amount for payment	Penalty	Maximum Penalty	<b>SRS Sign-off</b>	T + 15 days	10%	0.5% of License + implementation	5% of License	<b>UAT Sign-off</b>	H + 90 days	30%	<table><tr><th>Deliverables</th><th>Timelines</th><th>Eligible amount for payment</th><th>Penalty</th><th>Maximum Penalty</th></tr><tr><td><b>SRS Sign-off</b></td><td>T + 30 days</td><td>10%</td><td rowspan="2">0.5% of License + implementation</td><td rowspan="2">5% of License cost</td></tr><tr><td><b>UAT Sign-off</b></td><td>H + 120 days</td><td>15% on UAT sign off</td></tr></table>	Deliverables	Timelines	Eligible amount for payment	Penalty	Maximum Penalty	<b>SRS Sign-off</b>	T + 30 days	10%	0.5% of License + implementation	5% of License cost	<b>UAT Sign-off</b>	H + 120 days	15% on UAT sign off
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			<b>Go-Live</b>	H + 120 days	30%	ation cost for every week delay or part thereof	cost + Implementation Cost			of Phase 1	ation cost for every week delay or part thereof	+ Implementation Cost
			<b>3 months post Go-Live after satisfactory performance</b>	3 months post Go-Live	30%					PLUS 15% on UAT sign off of Phase 2		
			<b>Go-Live</b>	H + 150 days						15% on completion of Phase 1		
										PLUS 15% on completion of Phase 2		
			<b>3 months post Go-Live after satisfac</b>	3 months post Go-Live	30%							



						<div>tory perform ance</div>																		
								*All other terms & conditions mentioned in <i>PENALTY</i> remains the same.																
14	48	PAYMENT TERMS (Annexure I, Clause 9, Sr. No 1 of the Table)	<table><tr><th>Sr. No</th><th>Particular</th><th>% of amount</th></tr><tr><td>1</td><td><b>One Time Costs (License + Implementation Cost)</b>  • SRS Sign-off • UAT Sign-off • Go Live • 3 months post Go-Live after satisfactory performance</td><td>  10% 30% 30% 30%</td></tr></table>	Sr. No	Particular	% of amount	1	<b>One Time Costs (License + Implementation Cost)</b>  • SRS Sign-off • UAT Sign-off • Go Live • 3 months post Go-Live after satisfactory performance	  10% 30% 30% 30%					<table><tr><th>Sr. No</th><th>Particular</th><th>% of amount</th></tr><tr><td>1</td><td><b>One Time Costs (License + Implementation Cost)</b>  • SRS Sign-off* • UAT Sign-off Phase 1 • UAT Sign-off Phase 2 • Go Live Phase 1 • Go Live Phase 2 • 3 months post Go-Live after satisfactory performance</td><td>  10% 15% 15% 15% 15% 30%</td></tr></table>	Sr. No	Particular	% of amount	1	<b>One Time Costs (License + Implementation Cost)</b>  • SRS Sign-off* • UAT Sign-off Phase 1 • UAT Sign-off Phase 2 • Go Live Phase 1 • Go Live Phase 2 • 3 months post Go-Live after satisfactory performance	  10% 15% 15% 15% 15% 30%				
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								Bidder to provide certificates at time of completion of all stages like Sign off Certificate, UAT Sign off Phase 1 completion Certificate, UAT Sign off Phase 2 completion Certificate,Go-Live Phase 1 & Phase 2 Certificates and Satisfactory Performance certificates for payment at completion of stages.																
								*All other terms & conditions mentioned in <i>PAYMENT TERMS</i> remains the same.																
15	62	LIMITATION OF LIABILITY (Annexure I, Clause 31)	Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for a) IP Infringement indemnity b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' and its employees gross negligence/willful misconduct. c) Breach of confidentiality provisions.				Successful bidder's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purposes of this clause, Contract value at any given point of time, means the aggregate value of the purchase orders, paid by bank to the Successful bidder that gives rise to claim, under this Agreement. In the following circumstances limitation of liability shall not apply and the Successful bidder shall be																	

			<p>d) Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by statutory authorities/government bodies/court/tribunals etc.</p> <p>e) This limit shall not apply to third party claim.</p> <p>f) Any other breach caused due to non-performance of obligations of bidder</p>	<p>liable for amount of cost, damages, compensation, penalty etc. suffered by the bank: -</p> <p>a) Liability of Successful bidder for third party claims for IP Infringement;</p> <p>b) Liability of Successful bidder (including third party claims) in case of bodily injury (including Death);</p> <p>c) Liability of Successful bidder (including third party claims) in case of damage to real property and tangible property caused by the Successful bidders' gross negligence;</p> <p>d) Liability of the Successful bidder in case of gross negligence or wilful misconduct attributable to the Successful bidder while providing services under this Agreement;</p> <p>e) Liability of the Successful bidder in case of fraudulent acts or wilful misrepresentation attributable to the Successful bidder regarding the services provided under this Agreement;</p> <p>f) Breach of the confidentiality;</p> <p>g) Employment liabilities for successful bidder's staff relating to the period of their employment within contractual period while working with Bank;</p> <p>h) Any liability/penalty/cost/compensation/charges etc. that cannot be capped or is excluded as a matter of applicable laws and imposed by the statutory authority/ government bodies/ court/tribunals etc. in relation to this Agreement, owing to the fault of the Successful bidder.</p>
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				<p>i) Any other breach caused due to the non-performance of the obligations of the Successful bidder under the Agreement.</p> <p>This clause shall not apply to any law, judicial/ quasi-judicial determination or Government's directions to the contrary, and to the maximum extent permitted by law, the Vendor shall be liable</p>
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**Credentials and Experience of The Team**

- Onsite Technical Support Officials should have technical expertise and vast product knowledge with problem solving skills pertaining to the project and the specialized knowledge and expertise required to perform specific project based tasks including usage of specific tools and programs for solving of the issues and deployment of patches, Bug fixes and debugging skills for ascertaining, reporting and resolving the exact issues in the system/project.
- Each of the Key Personnel must fulfil the following conditions of Eligibility

S. No	Key Personnel	Educational Qualification	Length Professional of experience	Experience on eligible assignments
1	Project Manager (Techno Functional)	B.Tech, with PMP/PSM/ CSM / MBA	12 Years	4 Years in Project Management
2	Solution/ Technical Architect	B. Tech (preferred)	10 Years	4 Years
3	Team Leader	B.Tech with MBA (preferred)	8 Years	3 Years
4	L3	B. Tech with relevant certifications	Minimum years 4	2 years (min.)
5	L2	B. Tech with relevant certifications	Minimum years 4	2 years (min.)
6	L1	B. Tech with relevant certifications	Minimum years 4	2 years (min.)

**REVISED PERFORMA FOR INDICATIVE COMMERCIAL OFFER****Reg.: RFP for Selection of Application Services Provider for Internet Banking Services to customers of Sponsored RRBs****Table-A - License Cost**

Sr. No.	RRB Name	Internet Banking Solution (Retail & Corporate) License Cost for each RRB for contract period (including Middleware licenses, any other license required except the licenses which will be provided by the Bank as per RFP).  (HA at both DC & DR for Production set up & non HA for other setup at DC) with one year warranty		Total Cost = c=(a+b)
		Unit Cost - DC (a)	Unit Cost – DR (b)	
1	Prathama UP Gramin Bank, Moradabad			
2	Punjab Gramin Bank, Kapurthala			
3	Sarva Haryana Gramin Bank, Rohtak			
4	Himachal Pradesh Gramin Bank, Mandi			
5	Tripura Gramin Bank, Agartala			
6	Bangiya Gramin Vikash Bank, Berhampore			
7	Assam Gramin Vikas Bank, Guwahti			
8	Dakshin Bihar Gramin Bank, Patna			

9	Manipur Rural Bank, Imphal			
<b>Total License Cost for all RRBs(P)</b>				

**Table B – ATS Cost for Software(including Middleware) and Licenses**

Description	ATS (in percentage) [M]  (Minimum 10% of Total License Cost provided in Table A)	Total ATS cost (in INR) for 4 years i.e.  $M \times (.01) \times P \times 4$  denoted as Q
	ATS (in percentage) for Internet Banking Solution of Total License Cost for Table A)^	

^ATS cost will be re-calculated based on ATS percentage as per Table ‘B’ provided by successful Bidder for DC & DR (or ATS percent & License Cost arrived at after Reverse Auction) for each year for each RRB during payment of the ATS cost after Tender has been awarded except for Warranty period}

**Table C – Implementation Cost**

Sr. No.	RRB Name	End-to-End Implementation Cost (both for DC & DR) or One Time Set Up Cost		Total Cost $c=(a+b)$
		Unit Cost DC (a)	Unit Cost DR (b)	
1	Prathama UP Gramin Bank, Moradabad			
2	Punjab Gramin Bank, Kapurthala			
3	Sarva Haryana Gramin Bank, Rohtak			

4	Himachal Pradesh Gramin Bank, Mandi			
5	Tripura Gramin Bank, Agartala			
6	Bangiya Gramin Vikash Bank, Berhampore			
7	Assam Gramin Vikas Bank, Guwahti			
8	Dakshin Bihar Gramin Bank, Patna			
9	Manipur Rural Bank, Imphal			
<b>Total One Time Set up Cost for all RRBs ( R)</b>				

**Table D – Onsite Technical Support\* (Indicative)**

Sr. No.	Items	Unit Cost (a)	Number of Resources (b)	Total Cost (c=a*b*60)
1	Onsite Technical Support (Monthly cost of Team Leader- resource to be deployed at PNB DC/DRS as per the requirement of Bank.)		1	
2	Onsite Technical Support (Monthly cost of Type-1 (L1 Resource) resource to be deployed at PNB DC/DRS as per the requirement of Bank.)		1	

3	Onsite Technical Support (Monthly cost of Type-2 (L2 Resource) resource to be deployed at PNB DC/DRS as per the requirement of Bank.)		3	
<b>Total Onsite Technical Support Cost (S)</b>				

\*No of officials required for Onsite Technical Support are indicative and may be increased or decreased as per requirement

**Table E – Customization Cost**

Sr. No.	Items	Unit Cost (a)	Multiplication Factor (b) [100 Man days]	Total Cost (c=a*b)
1	Customization cost per man day*		100	
<b>Total Customization Cost (T)</b>				

\*100-man days are taken only for TCO calculation and does not have any commitment from Punjab National Bank on availing these hours/efforts.

**Table F – Total Cost of Ownership**

Sr.	Description	Total Cost
1	Total License Cost for all RRBs(P)	
2	Total ATS Cost for all RRBs (Q)	
3	Total Implementation Cost or One Time Set up Cost for all RRBs ( R)	
4	Total Onsite Technical Support Cost (S)	
5	Total Customization Cost (T)	
<b>Total Cost of ownership (Sl. No 1 + Sl. No 2+ Sl. No 3+ Sl. No 4 + Sl. No 5) in Words</b>		
<b>Total Cost of ownership (Sl. No 1 + Sl. No 2+ Sl. No 3+ Sl. No 4 + Sl. No 5) in Figures</b>		

**NOTES:**

- The rates quoted in commercial bid should be inclusive of all taxes except GST. However, GST shall be paid to the bidder on actual basis at the rate applicable. The rate of applicable GST should be informed and charged separately in the invoice generated for supply of the product.
- Any column left blank by the bidder will result in disqualification of the bid.



3. ATS will be applicable after expiry of warranty period.
4. Customization cost (in man days) mentioned in above Table will only be applicable after the signoff will be given to the successful bidder. Also, the PO will be given by Bank as and when required during the entire contract period at the unit rates finalized. Bank is not bound to place any minimum order. The quantity will also be as per requirement.
5. The multiplication factor as mentioned in above tables is only indicative and for the purpose of deriving the Total Cost for evaluation of commercial bids. The actual quantity of any item ordered may vary according to the requirement of the Bank. In addition to the initial Order placed, Bank may place subsequent orders for any item, if required, at any time during the contract period, at the unit rate finalized.
6. Bank is not bound to place any minimum order for any item.
7. All the prices quoted will be in INR.
8. Values arrived at after Reverse Auction to be submitted to the Bank after rationalization.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Signature of Authorized Signatory**

**Name of Signatory:**

**Designation:**

**Email ID:**

**Mobile No:**

**Telephone No.:**