

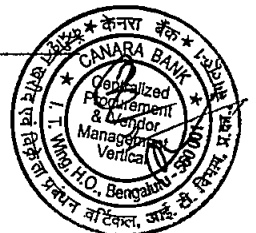
Corrigendum-2 to GeM Bid ref no. GEM/2023/B/3840617 dated 17/08/2023 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Robotic Process Automation Solution in Canara Bank for 5 years.

It is decided to amend the following in respect of the above RFP:

a. GeM bid document (Bid End Date / Bid Opening Date, Page no. 1):

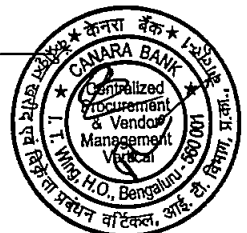
| Description | Existing details | Amended details |
|-----------------------|----------------------|-----------------------------|
| Bid End Date/Time | 18/09/2023, 15:00:00 | <u>22/09/2023, 15:00:00</u> |
| Bid Opening Date/Time | 18/09/2023, 15:30:00 | <u>22/09/2023, 15:30:00</u> |

| Sl. No. | Section/ Annexure/ Appendix of the GeM bid | Clause No. | Existing | Amended |
|---------|--|-----------------------------------|--|---|
| b. | Annexure 9: Scope of Work | Existing Annexure 9 Scope of work | Existing Annexure 9 Scope of work | <u>Amended Annexure 9 Scope of work attached to this Corrigendum.</u> |
| c. | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 1. Project Timelines | Existing Project Timelines | <u>Amended Project Timelines attached to this Corrigendum.</u> |
| d. | Section F - OWNERSHIP & AWARDDING OF CONTRACT | 11. Execution of agreement | 11.4 The Selected Bidder and the OEM(s) shall enter into Tripartite Agreement with Bank within thirty days from the acceptance of the Purchase Order, in the bank's format without any change. The format of the Tripartite Agreement will be shared with the selected Bidder along with PO. The Agreement shall be valid till all contractual obligations are | This clause stands deleted. |





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| | | | fulfilled. | |
| e. | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 12.Escrow arrangement | Existing Escrow Arrangement | <u>Amended Escrow Arrangement is attached to this corrigendum.</u> |
| f. | SECTION C- DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 13.Scope involved during Contract period | 13.6. Only licensed copies of software shall be supplied. The selected Bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version. | 13.6 Only licensed copies of software shall be supplied. The selected Bidder shall grant an irrevocable Subscription license to the Bank to use the software. Further, all software supplied shall be of latest version. |
| g. | SECTION C- DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 8.Training | 8.4 The selected bidder shall provide training to the participants without any cost to the Bank/ participants | 8.4 The selected bidder shall provide offline training in the product and management of the entire solution for 5 bank officials for a minimum period of 3 days |
| h. | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 10. Penalties & Liquidated damages | 10.5. Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has 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 | 10.5. Penalties/liquidated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has 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 particular quarter. The |





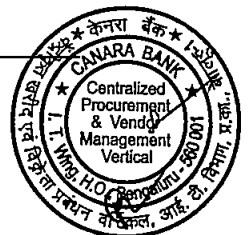
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| | | | amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total quarterly charges payable for Resident Resources. | Bank shall also impose a penalty of 0.5% <u>for the monthly Resident resource charges payable to the respective resource</u> for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% of the total <u>monthly</u> charges payable for Resident Resources. |
| i. | SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS | 6. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS) after One Year of Warranty Period | Existing AMC (Annual Maintenance Contract) / Annual Technical Support (ATS) | Amended AMC (Annual Maintenance Contract) / Annual Technical Support (ATS) is attached to this corrigendum. |

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

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

Date: 12/09/2023
Place: Bengaluru


Deputy General Manager



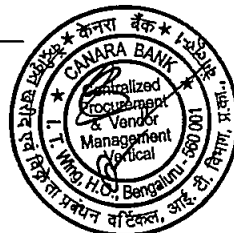
Annexure-9
Scope of Work

SUB: RFP for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Robotic Process Automation Solution in Canara Bank for 5 years

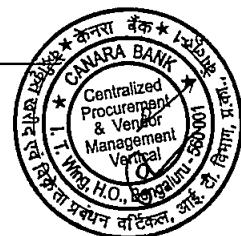
Ref: GEM/2023/B/3840617 dated 17/08/2023.

Bidder has to mandatorily comply with each individual point of the below Scope of Work without any deviation. Non-compliance to any of the individual point leads to rejection of Bidder under Technical cum Eligibility Proposal evaluation.

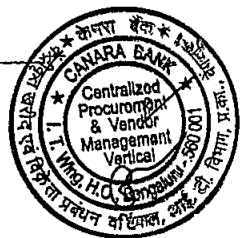
| Sl. No. | Scope of Work | Bidder's Compliance (Yes/No) | Remarks |
|--------------------|--|------------------------------|---------|
| 1. General: | | | |
| a. | Bank has decided to implement a Comprehensive Robotic Process Automation (RPA) Solution with latest security, features and technologies. The scope includes supply and implementation of the solution. The period of contract will be 5 years. | | |
| b. | The solution should be able to cater to the present requirements of Bank during the contract period. The architecture and configurations shall be drawn in such a way that the entire solution and One (1) assignment, execution, monitoring utility / Control Room / Orchestrator can accumulate 12 robots connections on day 1 and should be capable of scaling up to at least 100 connections at any time during the Contract Period. Accordingly, Bidder has to factor the Servers or Virtual Servers. | | |
| c. | The entire solution should be deployed in DC and DRC 1:1. The High Availability should be built in Active-Passive mode between DC and DRC and it should switchover/failover from DC to DR and vice-versa anytime. | | |
| d. | Both DC & DR Setups should be individually capable of catering to the entire requirements and scope as mentioned in the RFP. | | |
| e. | The Bidder shall be responsible for requirement gathering, designing, building and testing of the RPA solution, so as to ensure end-to-end automation of the processes with little to no manual intervention. | | |
| f. | The Bidder shall be responsible for Supplying, Installing, Integrating & Maintaining the Comprehensive Robotic Process Automation (RPA) Solution, including the necessary Licenses, Hardware, Storages, Software, Middleware, Databases, Operating Systems, tools (required to implement bank's processes), ATS / Warranty / AMC support. Warranty Support for hardware or any infrastructure components shall be available for minimum 3 years and AMC Support for minimum 2 years thereafter. (Bank will provide Desktop/laptop for Onsite resources), whereas the ATS for software or any other licensed items shall be on a yearly renewal. | | |
| g. | The Bidder shall provide a draft implementation plan vetted | | |



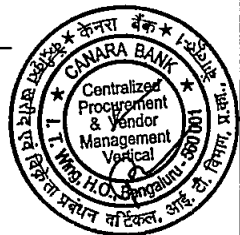
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| | by the OEM along with the technical bid. The proposed solution / design architecture should be endorsed by the OEM for implementing best practices and security standards. | | |
| h. | The Bidder shall configure the solution in such a way that it suits best with the Bank's infrastructure, vetted by the OEM and approved by the Bank. | | |
| i. | The Bidder should ensure that the RPA Solution & Appliances / Servers are running with the latest stable versions from the OEM. Any new version released by the OEM during the Contract Period should be made available to the Bank without any additional cost and shall be deployed after taking necessary approvals from the Bank. | | |
| j. | The Bidder shall be responsible for the implementation of patches, updates and upgrades of the RPA solution and associated infrastructure and also to provide support to the end-users. | | |
| k. | The Bidder shall adhere to any guidelines issued by Bank related to the RPA Setup from time to time. | | |
| l. | The Bidder shall be responsible to provide all functionalities that the RPA Setup supports. | | |
| m. | The Bidder shall study and automate identified processes using the tools and utilities offered by the RPA solution. Also, the Bidder should provide recommendations, accelerators, tools and methods to enhance the delivery of process automations. | | |
| n. | The Bidder should arrange awareness / brain storming sessions regarding Robotic Process Automation solution with Bank's team to identify new processes, as and when required by Bank at no extra cost. | | |
| o. | The Bidder has to perform Failover / Switchover Drills and other Load Testing activities for the proposed solution as and when called by the Bank, at least once in a quarter. The on-site resources of the Bidder have to ensure end-to-end coordination, support, testing and other related activities for such Drills / Tests, as and when called by the Bank. | | |
| p. | As per the present requirements of the Bank, Bidder has to provide the followings: One (1) assignment, execution, monitoring utility / Control Room / Orchestrator (can accumulate minimum 12 robots on day 1 and should be capable of scaling up to 100 robots at any time during the Contract Period). Three (3) Robot Design / Creator/ Development Studio. Six (6) Unattended Robots (any number of process can be accumulated in one u-bot and can run 24x7 without human intervention). One (1) Attended Robot (one a-bot can accumulate any number of processes and can run 24x7 with human intervention). | | |
| q. | The Bidder should factor a premium support from the OEM, for managing any technical issues related to the products supplied under this RFP, on a 24x7 basis. The onsite resource will raise a call for all technical issues and resolve the same. | | |



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| r. | The Bidder should monitor and analyse the system / server performance and utilisation of the RPA Setup and has to submit periodic system health reports with recommendations. | | |
| s. | The Bidder shall provide an active response / Root Cause Analysis (RCA) to any issues / incidents related to the RPA Setup. | | |
| t. | The Bidder should provide consolidated reports on the usage and compliance reports as specified by the Bank, as and when required. | | |
| u. | The Bidder should provide daily reports of unsuccessful processes with reason, time and action taken. | | |
| v. | Bank may conduct VAPT / Audits through Bank's officials / authorised partners / regulators. Bidder has to ensure timely fix of vulnerabilities, ensure timely implementation of recommendations and ensure all observations as provided by the Auditors have been complied, at no additional cost. | | |
| w. | The Bidders are required to quote for the entire solution - along with log maintenance and backup - any Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, ATS / Warranty / AMC support, etc. as may be required to fulfil all the requirements of the RFP and these will come under the scope and responsibility of the Bidder. | | |
| x. | The Bank also reserves the right to procure additional RPA license, and Onsite resource service as and when required, during the Contract Period with the selected Bidder at the discovered price in this RFP. | | |
| y. | The Bank also reserves the right to add / surrender licenses at any time as per the requirements of the Bank during the Contract Period and the payments will be done on a pro-rata basis from the month of addition of such licenses. In case of surrender Bank will stop the renewal from next renewal due date. The bidder shall raise invoice for renewal of licenses, as per the usage, on bank's confirmation. | | |
| z. | <p>Based on the Bank's day 1 requirement, the bidder has to supply server or virtual server considering the processes are resource hungry, so that the resource utilization is to be below 60%.</p> <p>Server or virtual server should be scalable horizontally or vertically.</p> <p>Bidder has to factor servers or virtual servers for assignment, execution, monitoring utility / Control Room / Orchestrator, which can handle up to 12 robots' connections from day 1. Each robot should be installed exclusively in a server/virtual server.</p> <p>Whenever there are any additional licenses required, the bank will procure the license and from 13th robot license Bank will add proportionate hardware accordingly, however the same orchestrator should be scalable to handle 100 robots anytime during contract period.</p> <p>Bidder should ensure resource* utilization by the solution has to be below 60% at any point of time during contract</p> | | |



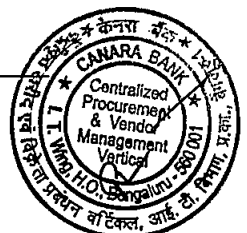
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| | period. If resource utilization will cross 60%, Bidder has to arrange additional requirement to maintain utilization percentage to below 60% at no extra cost to the Bank. (*resource may include CPU, Memory, Storage, Database & any other equipment). | | |
| aa. | <p>The Bidders shall be required to give presentation regarding</p> <ul style="list-style-type: none"> (i) features, configuration, implementation, maintenance of the proposed RPA solution at DC & DR Setups in Active-Passive Mode with High Availability, (ii) requirement & capability of proposed HW / OS / Database / any other requirement to implement RPA solution, and (iii) technical & functional requirements of the bank as per annexure-10 <p>during the technical evaluation process within 7 days from the date of the Bank's confirmation. The presentation is to be conducted without any commitments & commercials from the Bank.</p> | | |
| 2. Audit Trail: | | | |
| a. | The system should provide for adequate audit trail including log reports for all the activities and any changes in configuration, information/data changes, updates, etc. | | |
| 3. Security Features: | | | |
| a. | Data Encryption: The system shall support AES 256-bit encryption and above for sensitive data and shall conform to latest encryption algorithms within the contract period. | | |
| b. | Prevention of Unauthorized access: The system shall integrate with Bank's existing access control mechanisms - Privileged Identity Management solution and Active Directory. | | |
| c. | The solution should comply with the General Data Protection Regulation (GDPR) and all other data privacy security guidelines in existence and mandated by the Government and Regulatory bodies from time to time. | | |
| d. | The web / URL access to the Assignment-Execution-Monitoring utility / Control Room / Orchestrator of the proposed solution should be through HTTPS, be accessible from Bank's network / premises only, and should not be disclosed to any other external network / web. | | |
| 4. Compliances: | | | |
| a. | The solution should conform to the security/regulatory requirements of the RBI/CERT-In/Gol etc., and provide such regulatory requirements at no additional cost to bank during the contract period. | | |
| b. | Data captured in the solution should not be stored outside the Bank's Network. | | |



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| 5. Operational Support: | | | |
| a. | The responsibilities of the selected Bidder include, but not limited to the following: <ul style="list-style-type: none"> • Provide support for all system and associated components of the RPA Solution • Provide support for newly developed processes and change request of existing processes also • Ensuring that the system is available 24x7 • Re-installations, in the event of system crash/failures • Develop Standard Operating Procedures (SOPs) as per best practices and requirements of the Bank • Ensure implementation of policies as per regulatory requirements issued from time to time | | |
| 6. Onsite Resource/Support: | | | |
| a. | The Onsite support resource should have certification on the proposed RPA solution along with minimum Graduate Qualification. L1 resource should have at least 2-3 years' experience in the proposed RPA solution. (Experience Certificate, Graduation / Post Graduation Certificate and Professional Course Completion Certificate on the proposed RPA solution have to submit with this Annexure). | | |
| b. | The Onsite support resource should have certification on the proposed RPA solution along with minimum Graduate Qualification. L2 resource should have at least 4-5 years' experience in the proposed RPA solution. (Experience Certificate, Graduation / Post Graduation Certificate and Advanced Professional Course Completion Certificate on the proposed RPA solution have to submit with this Annexure). | | |
| c. | Any later substitution / replacement of resources is to be done in compliance to these minimum requisites. These are the minimum qualification and experience stipulated by the Bank. However, the bidder may depute onsite personnel with higher qualifications / experience. | | |
| d. | The Bidder should provide 24x7 (8 hours per shift) dedicated onsite L1 support for the operations, monitoring, maintenance, support and bug fixes of the proposed RPA Solution including automated processes at the Bank's IT Headquarters at Bangalore. At least one L1 support resource should be available onsite at any point of time during the contract period. | | |
| e. | The successful Bidder should arrange two (2) L2 resources at our Office in Bangalore during office hours (10 AM to 7 PM) on all Bank working days for onsite requirement gathering, development, testing, deployment, operations, maintenance, enhancement, support and bug fixes of RPA Solution including automated processes, at no extra cost to Bank. | | |
| f. | L1 onsite resource should assist L2 resource for requirement gathering, designing, enhancing, developing, testing, etc. | | |
| g. | The alternate resource(s) for L1 and L2 with similar skill will be made available to the Bank if assigned resource(s) goes on leave (Experience Certificate, Graduation / Post Graduation Certificate and Professional/Advanced Course | | |



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| | Completion Certificate on the proposed RPA solution have to be submitted for alternate resource(s)). | | |
| h. | Onsite resource shall be fully responsible for the installation, re-installation, configuration, upgradation, backup, maintenance, troubleshooting, support and other day-to-day activities of the RPA Setup. | | |
| i. | Resources should develop and support the Bank for implementation of RPA processes as per requirement of Bank from time to time using the features offered by RPA solution. | | |
| j. | Resources should also support existing RPA processes for any modifications. | | |
| k. | Resources have to study ongoing requirements, prepare and submit detailed step-by-step scope document for sign off before implementing the RPA smoothly without gaps and with minimum manual intervention and implement the same in production, development and test environments. | | |
| l. | The resources should submit procedural documents related to the day-to-day operations, failure of deployed processes with reason and action taken, backup, periodic restorations, etc. of the RPA Solution. | | |
| m. | Resources have to submit monthly progress reports along with timelines regarding process identification, development, enhancement, and deployment with outcome benefit from automation as per Bank's format. | | |
| n. | Onsite resource should provide best practice approaches for process design, configuration, deployment, etc. | | |
| o. | Use agile development methodology and focus on ensuring operational efficiency, quality and cost efficiency of the solution. | | |
| p. | Creating and managing environments for Integration Testing and User Acceptance Testing. | | |
| q. | If the performance of any Onsite Resources is not satisfactory, Bidder has to replace such resources within 30 days from the date of communication from the Bank. | | |
| r. | Bidder has to mandatorily comply with the specifications/requirement mentioned in Annexure-10. Bidder has to provide their response in Annexure-10 basing on which, bank will provide marks. | | |
| s. | Solution's license requirements and associated infrastructure including HW/OS/DB/ storage requirements and other information is captured in Annexure 9 (A) - Sizing. | | |
| t. | A Process Design Document (PDD) is a document that captures the flow of a business process to be developed within RPA. On-site resource shall submit Monthly Process Design Document (PDD) for developed processes during the contract period. | | |
| 7. Knowledge Transfer: | | | |
| a. | The Bidder shall provide basic knowledge on the operation, functionalities, maintenance, etc. of the proposed RPA solution to the designated officials of the Bank, through the OEM's Authorized person, at Bangalore. | | |
| b. | During contract period If Bank requires any knowledge | | |



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| | transfer to Bank's empanelled / authorised partner, Bidder should arrange knowledge transfer session at the Bank's IT Headquarters, Bangalore at no extra cost to the Bank. | | |
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Date

Signature with seal
Name:
Designation:



SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

1. Project Timelines

1.1. Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of Robotic Process Automation Solution while placing the order.

1.1.1. Supply, Installation, Implementation and Roll Out of the Solution should be completed **within Eight (8) weeks** from the date of acceptance of the Purchase Order or **within Nine (9) weeks** from the date of issue of Purchase Order whichever is earlier.

| Sl. No. | Phases | Timeline |
|---------|--|--|
| 1. | Phase-I Supply of Hardware & other Items (including OS) and RPA Solution. | Within Eight (8) weeks from the date of acceptance of Purchase Order or Nine (9) weeks from the date of issue of Purchase Order whichever is earlier |
| 2. | Phase-II DC & DRC implementation and Go Live of RPA Solution. | Within Twelve (12) weeks from the date of acceptance of Purchase Order or Thirteen (13) Weeks from the date of issue of purchase order |

1.2. Delivery Schedule is as follows:

1.2.1. **Supply of Hardware & other Items (including OS):** Within **Eight (8) weeks** from the date of acceptance of Purchase Order or **Nine (9) weeks** from the date of issue of Purchase Order whichever is earlier.

1.2.2. **Supply of Robotic Process Automation Software Solution:** Within **Eight (8) weeks** from the date of acceptance of Purchase Order or **Nine (9) weeks** from the date of issue of Purchase Order whichever is earlier.

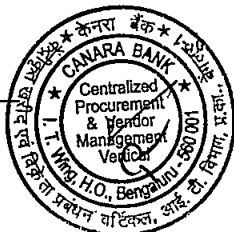
1.3. Installation Schedule:

1.3.1. **Installation, Configuration, Integration and Commissioning of Hardware & Other Items (including OS):** The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware and other items at DC & DRC within **3 weeks** from the date of delivery of all the materials for each ordered locations.

1.3.2. **Installation, Configuration, Integration and Commissioning of Robotic Process Automation Software Solution:** The successful bidder should ensure installation, configuration, Integration and commissioning of the delivered Robotic Process Automation Solution at DC & DRC within **4 weeks** from the date of delivery of Robotic Process Automation Solution for each ordered locations.

1.4. Phase-I (Delivery of HW/SW/OS/DB/Other Item):

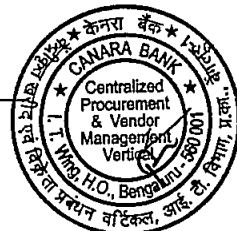
The selected bidder has to ensure delivery of the Hardware & Software with OS & Middleware Licenses at DC & DRC Locations within **Eight (8) weeks** from the date of acceptance of Purchase Order or **Nine (9) Weeks** from the Date of issue of purchase order whichever is earlier.



1.5. Phase-II (DC & DRC implementation and Go Live):

After successful delivery/ supply of HW/SW/OS/DB/Other Item under phase I, the selected bidder should implement the entire solution in the DC & DRC setup of the bank **within Twelve (12) weeks** from the date of acceptance of Purchase Order or **Thirteen (13) Weeks** from the Date of issue of purchase order whichever is earlier. The selected bidder has to complete the implementation of all the functionalities defined elsewhere in the GeM bid.

- 1.6. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.
- 1.7. The Installation will be deemed as incomplete if any component of the Solution is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. The installation will be accepted only after complete commissioning of Solution.
- 1.8. The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.
- 1.9. Commissioning of the solution will be deemed as complete only when the same is accepted by the Bank in accordance with the terms & conditions of this GeM bid.
- 1.10. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.
- 1.11. The solution will be accepted after complete integration and satisfactory working of the solution.



SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

12. Escrow arrangement:

Submission of Source code to Bank

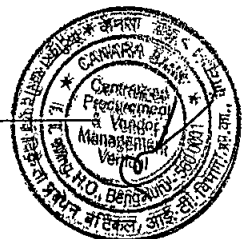
- 12.1. The selected Bidder shall inform the Bank about the software/automation processes, if any developed by the selected Bidder and customized to the requirements of the Bank.
- 12.2. The selected Bidder will place the Source Code for newly developed / any change request process along-with flow diagrams and technical write up for the Software/automation processes, within Thirty (30) days of implementation and submit the same to the bank.
- 12.3. The source code will be used by the Bank in the event of the Contract being terminated for either default or Insolvency of the selected Bidder or if the selected Bidder ceases, or gives notice of intention to cease to provide maintenance or technical support services for the software as required by the contract.
- 12.4. The Bidder shall submit a signed monthly report of the processes developed and the source-code submission status to the bank.
- 12.5. A Process Design Document (PDD) is a document that captures the flow of a business process to be developed within RPA. The Bidder shall submit Monthly Process Design Document (PDD) for developed processes during the contract period.



SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS

6. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)

- 6.1. At the time of submission of bids, the bidder has to quote AMC for Hardware or any infrastructure components for two (2) years after completion of three (3) years warranty period, in the commercial Bid separately for comprehensive maintenance contract.
- 6.2. At the time of submission of bids, the bidder has to quote ATS for Software or any other licensed Items per year for the entire contract period, in the commercial Bid separately for comprehensive maintenance contract."
- 6.3. The Bank, at its discretion may enter into Annual Maintenance Contract (AMC)/ Annual Technical Support (ATS) of hardware, software, database, any other licensed items supplied with the bidder after completion of respective warranty periods.
- 6.4. Support for maintenance of solution (including Hardware, Software, OS and software license) and other items supplied should be available for a minimum period of two (2) years, covering all parts, maintenance and support, after expiry of warranty period. In the case of devices Licenses, warranty will start from the date of implementation of RPA solution for that particular location.
- 6.5. The AMC/ATS charges for Solution (including hardware, software OS and license) will be applicable after the end of warranty period i.e. three years. Such payment shall be released quarterly in arrears for hardware after satisfactory completion of service during the period and submission of reports and invoices and yearly in advance for Software Licenses/Subscription (OS & Middleware) & OEM Software for RPA Solution after bank team confirmation only & submission of Proof of entitlement with support start date and end date validity and invoices. Therefore, bidder need to take confirmation from bank team before renewing the support for 4th and 5th years.
- 6.6. During the Warranty and AMC/ATS (if contracted) period, the bidder should extend On Site service and support whenever and wherever required. The scope of Warranty and AMC (if contracted) shall include:
 - Rectification of Bugs/defects if any.
 - Ensuring uptime of 99.50%.
 - Preventive Maintenance.
 - Maintenance of Hardware/Software/License supplied during warranty and AMC period.
- 6.7. During AMC/ATS Period (if contracted) Bank may, by written notice of not less than 30 days to modify or delete either any location or all locations, either partial items or all items of the contract.
- 6.8. Preventive maintenance shall be done annually once/ as and when required by bank during the contract period.



Annexure-15
Bill of Material

SUB: RFP for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Robotic Process Automation Solution in Canara Bank for 5 years

Ref: GEM/2023/B/3840617 dated 17/08/2023.

| <u>Notes</u> |
|---|
| 1. These details should be on the letterhead of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company. |
| 2. The base location for the project execution would be Bangalore. |
| 3. The consultant will have to work as per the timings of the Bank. |
| 4. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting. |
| 5. Do not change the structure of the format nor add any extra items. |
| 6. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid. |

Table -A
Price details for Hardware/Software for Robotic Process Automation Solution in Canara Bank

| [Amount in Indian Rupees] | | | | | | | |
|---------------------------|--|--|----------|--|-------------------|------------------|--|
| Sl. No. | Requirement Details | Unit Price with three year Comprehensive onsite warranty and support (Excl. of Tax) for RPA Solution | Quantity | Total Cost with three year Comprehensive onsite warranty and support (Excl. of Tax) for RPA Solution | Tax for Column C | | Total Cost with three year Comprehensive onsite warranty and support (Incl. of tax) for RPA Solution |
| | | a | b | c=a*b | d % ta x | e Tax Amt. | f=c+e |
| 1. | Hardware/ Appliance including OS & other software for RPA Solution for DC (specify the list of items serially) | | | | | | |
| 2. | Hardware/ Appliance including OS & other software for RPA Solution for DR (specify the list | | | | | | |



| | | | | | | | | |
|----|--|--|--|--|--|--|--|--|
| | of items serially) | | | | | | | |
| 3. | Cost of Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero) | | | | | | | |
| 4. | Any other Software / Licenses | | | | | | | |
| 5. | Total Cost for Hardware/Software including licenses etc. for Robotic Process Automation Solution (Sum of column f of rows 1,2,3,4) | | | | | | | |

Bidder has to provide the adequate quantity of items in Column-b of Table-A as required to cover the entire Scope of Work and Technical Requirements as mentioned in the document.

Bidder has to provide the details of all items quoted such as Hardware, Storage, Software, Middleware, Database, Operating System, Licenses, etc. along with its specification details in the as per Annexure-9(A).

Table -B
Post Warranty AMC/ATS Calculation Table

[Amount in Indian Rupees]

| Sl. No. | Description | Post Warranty AMC/ATS Charges year wise | | | | | | |
|---------|--|---|----------------------|--|------------------|------------|--|--|
| | | AMC/ATS Charges (Excl. of tax) | | Total AMC/ATS for two Years (Excl. of Tax) | Tax for Column C | | Total AMC/ATS for two Years (Incl. of Tax) | |
| | | 4 th Year | 5 th Year | | d % tax | e Tax Amt. | | |
| | | a | b | c=a+b | | | f=c+e | |
| 1. | Hardware/ Appliance including OS & other software for RPA Solution for DC (specify the list of items serially) | | | | | | | |
| 2. | Hardware/ Appliance including OS & other software for RPA Solution for DR (specify the list of items serially) | | | | | | | |
| 3. | Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero) | | | | | | | |
| 4. | Any other Software/ Licenses | | | | | | | |
| 5. | Total Cost for AMC/ATS (Sum of column f of rows 1,2,3 and 4) | | | | | | | |

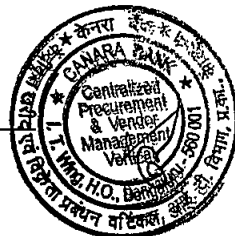
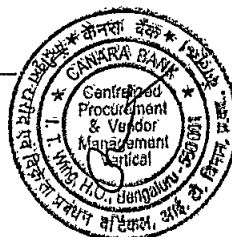


Table -C
Enterprise License Cost of proposed RPA Solution for 5 years contract period for Annual Subscription

[Amount in Indian Rupees]

| Sl. No. | Requirement Details (Component of RPA solution at DC and DR with enterprise wide licenses as per Annexure-9 and Annexure-10) | Unit Price first year | Unit Price second year | Unit Price third year | Unit Price fourth year | Unit Price fifth year | Qty. | Total cost for 5 years (excl. of tax) | Tax for Column g | | Total cost for 5 years (Inclusive of taxes) j=g+i |
|---------|---|-----------------------|------------------------|-----------------------|------------------------|-----------------------|------|---------------------------------------|------------------|-----------|--|
| | | [Excl. of taxes] a | [Excl. of taxes] b | [Excl. of taxes] c | [Excl. of taxes] d | [Excl. of taxes] e | | | h (% tax) | i Tax Amt | |
| 1. | Assignment, execution, monitoring utility / Control room/ Orchestrator | DC | | | | | 1 | | | | |
| | | DR | | | | | 1 | | | | |
| 2. | Bot Design/ Creator/ Development Studio | DC | | | | | 3 | | | | |
| 3. | Unattended Bot | DC | | | | | 6 | | | | |
| | | DR | | | | | 6 | | | | |
| 4. | Attended Bot | DC | | | | | 1 | | | | |
| | | DR | | | | | 1 | | | | |



| | | | | | | | | | | | | |
|----|--|---|--|--|--|--|--|-------|--|--|--|--|
| 5. | Any Other# | D | | | | | | | | | | |
| | | C | | | | | | | | | | |
| 6. | AI/ML License cost for Min Unit* | D | | | | | | 10000 | | | | |
| | | C | | | | | | | | | | |
| 7. | Document Understanding License cost for Min Unit* | D | | | | | | 10000 | | | | |
| | | C | | | | | | | | | | |
| 8. | Total Cost of Enterprise Licenses of proposed RPA Solution (Sum of column j of rows 1,2,3,4,5,6 and 7) | D | | | | | | | | | | |
| | | R | | | | | | | | | | |

mention item wise details

Note: Please mention quantity and unit price of each item DC-DR wise whenever required. The addition/ deletion of license (optional) will be availed by the Bank based on the requirement of licenses during the contract period of five years. Bank shall intimate the same as and when the requirement arises. In case of any license additions/ deletions between contract period, the pro-rated payments for such licenses cost quoted above will be released on its acceptance sign-off, from the month of such resources addition/ deletion till the remaining period. In case of surrender, Bank will stop the renewal from next renewal due date. The bidder shall raise invoice for renewal of licenses, as per the usage, on bank's confirmation.

* The price quoted for AI/ML License cost and Document understanding license cost to be supplied is fixed for contract period and the quantity mentioned above for all is indicative only. The selected bidder should supply the AI/ML License cost and Document understanding license cost at the price quoted above during the contract period on the request of Bank.

Bank at its own discretion may or may not include AI/ML License cost and Document understanding license cost mentioned in the line-item number of BOM Table-C (Serial number 6,7) while issuing the purchase order. Decision of the Bank will be final and binding to the successful Bidder.



Table -D
Charges for Onsite Resources

[Amount in Indian Rupees]

| Sl. No. | Requirement Details | Charges Per month per resource [Excl. of taxes] | No. of Resources | No. of Months | Charges for 60 months [Excl. of taxes] | Tax for Column C | | Total Charges for 60 Months [Incl. of taxes] | |
|---------|---|---|------------------|---------------|--|------------------|------------|--|--|
| | | a | n | b | c=a*b*n | d % tax | e Tax Amt. | f=c+e | |
| 1. | 24x7 , L1 Onsite Resource at Bangalore for Robotic Process Automation Solution from go-live date (One resource per 8 hours shift) | | 3 | 60 | | | | | |
| 2. | L2 resources as per annexure at Bangalore for Robotic Process Automation Solution from go-live date | | 2 | 60 | | | | | |
| 3. | Total Cost of Onsite Resources (Sum of column f of rows 1 and 2) | | | | | | | | |

Note: The addition/ deletion of resource (optional) will be availed by the Bank based on the requirement of resources during the contract period of five years. Bank shall intimate the same as and when the requirement arises. In case of any resource addition/ deletion between contract period, the pro-rated payments for such resources cost quoted above will be released on its acceptance sign-off, from the month of such resources addition/ deletion till the remaining period.

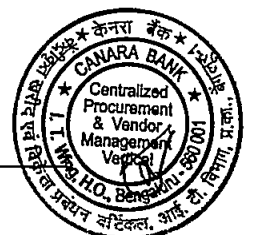


Table-E
One-time Implementation Charge

| Sl. No. | Details | Total Cost [exclusive of tax] a | Tax for Column a | | Total Cost [inclusive of tax] d=a+c |
|---------|--|---------------------------------|------------------|---------------|-------------------------------------|
| | | | b % tax | c Tax Amt. | |
| 1. | One time installation & commissioning Charges for DC and DR infrastructure | | | | |

Table-F
Premium Support from OEM

[Amount in Indian Rupees]

| Sl. No. | Details | Total Cost [exclusive of tax] a | Tax for Column a | | Total Cost [inclusive of tax] d=a+c |
|---------|---|---------------------------------|------------------|------------|-------------------------------------|
| | | | b % tax | c % tax | |
| 1. | Total Cost for premium support from OEM | | | | |

Table-G
Total Cost of Ownership for 5 years Contract Period

[Amount in Indian Rupees]

| Sl. No. | Details | Total Cost of Ownership [inclusive of tax] |
|---------|---|--|
| 1. | Total Cost for Hardware/Software including licenses etc. for Robotic Process Automation Solution as per Table-A [Total of Column f] | |
| 2. | Total Cost for AMC/ATS as per Table-B [Total of Column f] | |
| 3. | Total Cost of Enterprise Licenses of proposed RPA Solution as per Table-C [Total of Column j] | |
| 4. | Total Cost of Onsite Resources as per Table-D [Total of Column f] | |
| 5. | Total Cost of One-time Implementation Charge as per Table-E [Total of Column d] | |
| 6. | Total Cost for premium support from OEM as per Table-F [Total of Column d] | |
| 7. | Total Cost of Ownership for RPA Solution [Sum of row 1, 2, 3,4, 5 and 6 of the Table-G] | |



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 GeM bid 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 GeM bid.
- vi. The bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.

Date

Signature with seal
Name:
Designation :

