

Corrigendum-1 to GeM Bid ref no. GEM/2023/B/4355205 dated 19/12/2023 for Selection of vendor for end-to-end implementation of comprehensive AML solution for 5 years:

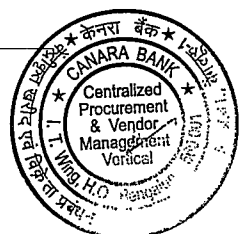
It is decided to amend the following in respect of the above GeM bid:

a. GeM bid document (Bid End Date / Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	11/01/2024, 15:00:00	<u>22/01/2024, 15:00:00</u>
Bid Opening Date/Time	11/01/2024, 15:30:00	<u>22/01/2024, 15:30:00</u>

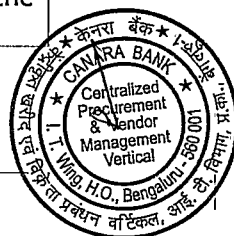
b.

Sl No.	Section/Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1	<u>Annexure 2: Pre-Qualification Criteria</u>	Existing Annexure 2: Pre-Qualification Criteria	Existing Annexure 2: Pre-Qualification Criteria	Modified Annexure 2: Pre-Qualification Criteria
2	<u>Annexure-6: List of Major Customers of the bidder in last 3 Years and references in providing AML/CFT related Services.</u>	Existing Annexure-6: List of Major Customers of the bidder in last 3 Years and references in providing AML/CFT related Services.	Existing Annexure-6: List of Major Customers of the bidder in last 3 Years and references in providing AML/CFT related Services.	Modified Annexure-6: List of Major Customers of the bidder in last 3 Years and references in providing AML/CFT related Services.
3	<u>Annexure-10 Technical Evaluation Criteria</u>	Existing Annexure-10: Technical Evaluation Criteria	Existing Annexure-10: Technical Evaluation Criteria	Modified Annexure-10: Technical Evaluation Criteria
4	<u>SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS</u> 6. Penalties/Liquidated Damages	Existing 6. Penalties/Liquidated Damages	Existing 6. Penalties/Liquidated Damages	Modified 6. Penalties/Liquidated Damages:
5	<u>SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS</u>	Existing 1. Project Timelines	Existing 1. Project Timelines	Modified 1. Project Timelines



6	<u>SECTION F - OWNERSHIP &amp; AWARDING OF CONTRACT</u>	<u>Fixed Price</u>	The prices quoted in the tender response will be fixed for the period of the contract. The price should be exclusive of all taxes and levies which will be paid by the Bank at actual.	The prices quoted in the tender response will be fixed for the period of the contract.
7	<u>Annexure-17 Bill of Material</u>	Existing Bill of Material	Existing Bill of Material	Modified Bill of Material
8	<u>SECTION G - GENERAL CONDITIONS</u>	23. Indemnity	Existing Indemnity	Modified Indemnity
9	<u>Annexure-8 Scope of work</u>	Existing Annexure-8 Scope of Work	Existing Annexure-8: Scope of Work	Amended Annexure-8: Scope of Work
10	<u>SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS</u>	9. Warranty	Existing Warranty Clause	Amended Warranty clause is attached with this corrigendum as 9. Amended Warranty
11	<u>SECTION B - INTRODUCTION</u>	5. <u>Requirement Details</u>	5.2 The term of contract will be for a period of five (05) years. However, Bank reserves the right to have an annual review on completion of 12 months the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services.	5.2The contract period will be from the date of acceptance of PO. The support/maintenance period for the AML Solution will be for a period of five (05) years from date of Go-Live. However, Bank reserves the right to have an annual review on completion of 12 months the date of acceptance of purchase order. If the services are found to be unsatisfactory Bank reserves the right to discontinue the Services.

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12	<u>SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS</u>	<u>10. Annual Maintenance Contract (AMC) / Annual Technical Support (ATS)</u>	10.4. Support for maintenance of solution (including Hardware, Software, OS and software license) supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period.	10.4. Support for maintenance of Hardware, Software, OS supplied should be available for a minimum period of Two (2) years, covering all parts, maintenance and support, after expiry of warranty period(3 Years).
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All the other instructions and terms & conditions of the above GeM Bid shall remain unchanged.

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

Date: 10/01/2024

Place: Bengaluru

Deputy General Manager

Internal



**Annexure-2**  
**Pre-Qualification Criteria**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

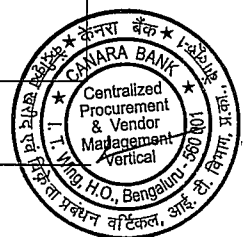
**SUB: Selection of vendor for end-to-end implementation of comprehensive AML solution for 5 years.**

**Ref: GEM/2023/B/4355205 dated 19/12/2023.**

We have carefully gone through the contents of the above referred RFP along with replies to Prebid queries & amendment, if any and furnish the following information relating to Pre-Qualification Criteria.

Sl. No.	Pre-Qualification Criteria	Documents to be submitted In compliance with Pre-Qualification Criteria	Bidders Response
1.	Signing of Pre-Contract Integrity Pact	The bidder should submit signed Pre-Contract integrity pact on Non-Judicial Stamp Paper of Rs.200/- or more (as per respective state Stamp Act) as per Appendix-F.	
2.	The bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-5 as applicable.	
3.	Any bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: 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 citizen of such a country; or g. A consortium or joint venture where any member of the consortium	A declaration stating "We have read the clause 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 hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head.  [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]	

Internal





	or joint venture falls under any of the above.		
4.	The bidder should provide confirmation that any person/ Partnership/ LLP/ Company including any subsidiary or holding company/ proprietorship connected to bidder directly or indirectly has not participated in the bid process.	The bidder should submit letter of confirmation on the Company's letter head to this effect.	
5.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013	Copy of Certificate of LLP registration. (OR) 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.	
6.	Bidder should be the Original Equipment Manufacturer (OEM)/ Original Software Owner (OSO)/ Original Software Developer (OSD) of Solution.  (OR)  An authorized dealer/distributor of the proposed Solution	If the applicant is OSD/OSO, an Undertaking Letter has to submit in this effect. (OR) If the bidder is an authorized dealer/ distributor, an authorization letter from their OEM and OSO/ OSD to deal/market their product in India and it should be valid for entire contract period from the date of submission of the bid.	
7.	The bidder/OEM should have implemented and maintaining AML in any organization in BFSI sector with minimum 750 branches in India as on RFP date.	The bidder should submit satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution along with copy of purchase Order /Contract Agreement/ Work Order to this effect.	
8.	The bidder should have a Average annual turnover of Rs.50 Crores during last 3 financial years (i.e., 2020-21, 2021-22 & 2022-23) from Indian operations. This must be the individual company turnover and not of any group of companies.	Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2020-21, 2021-22 & 2022-23 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
9.	The bidder should have positive Net Worth in the last three financial years (i.e., 2020-21, 2021-22 & 2022-23) and also should have not been eroded	The bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	

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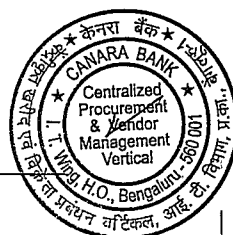
	more than 30% in the last three financial years ending on 31/03/2023.		
10.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	The bidder should submit self-declaration on the Company's letter head to this effect.	
11.	The bidder should have support office in Bengaluru or Mumbai for 24x7 supports	The Bidder should submit the details viz., address, phone no., email id and contact person Name & Mobile no. etc.,	
12.	Authorization Certificate - Whether the Bid is authenticated by authorized person.	Bidder to submit a copy of the Power of Attorney or the Board Resolution and KYC documents evidencing the authority delegated to the authorized signatory.	

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. All documentary evidence / certificates confirming compliance to Pre-Qualification Criteria should be part of the RFP.

Date:  
Place:

Signature with seal  
Name:  
Designation:

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Canara Bank

Annexure-6

List of Major Customers of the bidder in last 3 Years and references in providing AML/CFT related Services

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of vendor for end to end implementation of comprehensive AML solution for 5 years.

Ref: GEM/2023/B/4355205 dated 19/12/2023

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Nature and Description of the business during last 3 years	Satisfactory Letter from customer to be Enclosed or Purchase Orders to be enclosed
1	2	3	4	5

(Enclose necessary documentary proof)

Place:

Date:

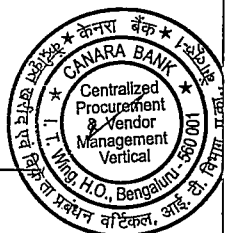
[Signature of Authorized Signatory of Bidder]

Name:

Designation:

Seal

Internal



Annexure-10

Technical Evaluation Criteria

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Selection of vendor for end-to-end implementation of comprehensive AML solution for 5 years.

Ref: GEM/2023/B/4355205 dated 19/12/2023.

The technical evaluation of the bidder will be carried as per the details furnished below:

Sl. No	Evaluation Parameters	Documents to be submitted	Max marks	Marks Obtained
1.	<p>Implementation experience of AML /CFT Solution by the Bidder</p> <ul style="list-style-type: none"> <li>Scheduled Commercial Banks in India: 5 Marks</li> <li>NBFCs /Small finance Banks in India: 3 Marks</li> <li>Insurance companies in India: 1 Marks</li> </ul> <p>Note: Bank will accept maximum of two implementation under each category for scoring and at least 1 artifact in the last three years.</p>	<p>satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution along with copy of purchase Order /Contract Agreement/ Work Order to this effect.</p>	10	
2.	<p>Compliance to Functional and Technical Requirements</p> <p>As per Functional &amp; Technical Compliance based on the responses from the Bidder as per the Section-1 of Annexure-9 and demonstrable at Presentation Demo and assessed by Bank.</p> <p>Bidder to note that all features must be available for demonstration during Presentation/ Product Demonstration. During evaluation, if any of the criteria mentioned as compliant is not found in the solution, marking will be modified in the respective category as evaluated by the Bank &amp; Bank's decision shall be binding on the bidders. It is mandatory for Bidders to have all functionalities listed. Any non-compliance may lead to bidder's disqualification at the sole discretion of Bank.</p>	<p>As per Section-1 of Annexure-9 submission by bidder.</p>	30	

Internal







3.	<p>Implementation experience of AML /CFT Solution by the OEM.</p> <p>The proposed AML should have been implemented in any BFSI sector Organizations having at least 750 branches in India.</p> <p>Implementation Experience</p> <ul style="list-style-type: none"> <li>4 or more implementations - 30 marks</li> <li>3 implementations - 22 marks</li> <li>2 implementation - 15 marks</li> </ul> <p>Of the above, at least 2 implementations should be in a Scheduled Commercial Bank with at least 750 branches. It is mandatory for the OEM to submit past experience/ credentials.</p>	<p>satisfactory performance letter/reference letter from the customer duly mentioning the details of the solution along with copy of purchase Order /Contract Agreement/ Work Order to this effect.</p>	30	✓
4.	<p><b>Presentation by the Bidder:</b></p> <p>Note: The Presentation is as per the technical &amp; functional requirement/scope of work/other terms as mentioned in RFP to the Bank.</p> <p>Technical presentation will be evaluated on the following parameters:</p> <ul style="list-style-type: none"> <li>Proposed Solution</li> <li>IT architecture, Approach and Methodology</li> <li>Project Governance</li> <li>Security Aspects</li> <li>Any Other features as per RFP Document.</li> </ul>		30	
5.	<b>Total Marks</b>		<b>100</b>	

**Note:** The bidder should score minimum 75% marks (i.e., 75 Marks out of 100 marks) total marks for qualifying under Technical Evaluation. The bidders qualified under Technical Proposal Evaluation will be eligible for commercial opening.

**Declaration:** We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this RFP is liable for rejection.

Date:

Place:

Signature with seal

Name:

Designation:



**6. Penalties/Liquidated Damages**

**6.1. Penalties/Liquidated damages for delay in Delivery, Installation, Integration, Implementation and Go-Live of Solution would be as under:**

- 6.1.1. Non-compliance of the delivery of Hardware & Other items (including OS) as per clause 1.3.2 will result in imposing penalty of 0.50% of the total cost mentioned in Table-A on delay in delivery per week or part thereof by the Bank.
- 6.1.2. Non-compliance of the Installation, Integration and Commissioning of Hardware & Other Items (including OS) at each ordered locations as per clause 1.3.3 will result in imposing penalty of 0.50% of the total cost mentioned in Table-A on delay in installation per week or part thereof by the Bank.
- 6.1.3. However, the total Penalty/LD to be recovered under clause 6.1.1 and 6.1.2 shall be restricted to 10% of the total cost mentioned in Table-A.
- 6.1.4. Non-compliance of the delivery of Enterprise Licenses for AML Solution, installation, integration, implementation and go-live as per clause 1.3.4 will result in imposing penalty of 0.50% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs on delay in delivery and implementation per week or part thereof by the Bank.
- 6.1.5. However, the total Penalty/LD to be recovered under clause 6.1.4 shall be restricted to 10% of the total cost of AML Solution excluding AMC/ATS, Additional requirement /customization Cost, Onsite resource costs.

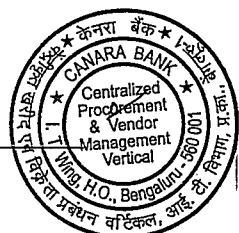
**6.2. Penalties/liquidated damages for Onsite resources:** In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular month. The Bank shall also impose a penalty of 0.5% of the monthly resource cost for the respective Resident resource for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the monthly Resident resource charges payable to the selected bidder.

**6.3. Penalties/Liquidated damages for not maintaining uptime:**

- 6.3.1. If the selected bidder fails to maintain the guaranteed monthly uptime of 99.50% for the solution as per Scope of Work (Annexure-8) & Functional and Technical requirements (Annexure-9) during Warranty and AMC/ATS period, the penalty for monthly Uptime will be deducted as under:

Level of availability calculated on monthly basis	Penalty Amount
99.50% and above	No penalty

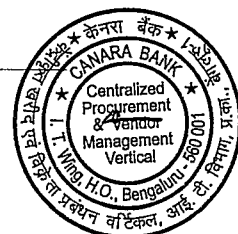
Internal



Above 98.90% and up to 99.50%	0.10% of contract price* for every hour or part thereof.
Above 97.90% and up to 98.90%	0.20% of contract price * for every hour or part thereof.
Above 96.90% and up to 97.90%	0.30% of contract price * for every hour or part thereof.
Above 95.00% and up to 96.90%	0.50% of contract price * for every hour or part thereof.
Less than 95.00%	1.00% of contract price * for every hour or part thereof.

\*contract price excluding onsite resources charges, any additional requirements/ customization/ enhancement man-days charges.

- 6.3.2. The maximum penalty levied under above clause 6.3.1 shall not be more than 10% of the total contract value.
- 6.3.3. If in any month during the contract period, the uptime is less than 95%, the Bank shall levy penalty as above and shall have full right to terminate the contract under this RFP and invoke Performance security. The right of termination shall be in addition to the penalty. The above penalty shall be deducted from any payments due to the selected bidder during contract period.
- 6.4. **Penalties/Liquidated Damages for non-performance:** If the selected bidder does not meet the specifications/terms of the RFP during various tests/stages, the selected bidder shall rectify the same at bidders cost to comply with the specifications/terms of the RFP immediately to ensure the committed uptime/terms, failing which the Bank reserves its right to withhold the payment, impose penalty and invoke the Bank Guarantee/ nullify the contract.
- 6.5. The selected bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 6.6. If any act or failure by the selected bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 6.7. If the selected bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 6.8. Any financial loss to the Bank on account of fraud taking place due to selected bidder, its employee or their services provider's negligence shall be recoverable from the selected bidder along with damages if any with regard to the Bank's reputation and goodwill.
- 6.9. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions attributable to the staff of the selected bidder.



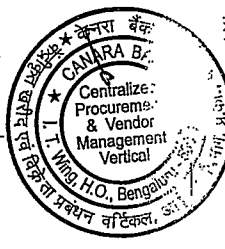
- 6.10. The liquidated damages shall be deducted / recovered by the Bank from any money due or becoming due to the selected bidder under this purchase contract or may be recovered by invoking of Performance Security or otherwise from selected bidder or from any other amount payable to the selected bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 6.11. All the above LDs are independent of each other and are applicable separately and concurrently.
- 6.12. LD is not applicable for the reasons attributable to the Bank and Force Majeure.

### 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 the proposed AML Solution while placing the order.
- 1.2. The vendor shall submit the acceptance of the Purchase Order within seven (7) days from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.
- 1.3. Delivery, Installation, Integration, Implementation and Go-Live
- 1.3.1. The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed AML Solution within **Thirty (30) weeks** from the date of acceptance of the Purchase Order or within **Thirty-One (31) weeks** from the date of issue of Purchase Order.
- 1.3.2. Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within **Seven (7) weeks** from the date of acceptance of Purchase Order or **Eight (8) weeks** from the date of issue of Purchase Order.
- 1.3.3. Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC, DRC & UAT Locations: The selected bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware and other items at the bank branch/office within **Three (3) weeks** from the date of delivery of all the materials for each ordered locations.
- 1.3.4. Delivery of Enterprise Licenses for AML Solution, Installation, Integration, Implementation and Go-Live of the proposed solution at DC, DRC & UAT Locations: The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within **twenty (20) weeks** from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.
- 1.4. 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

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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 as mutually agreed. The Warranty/ATS/AMC and all RFP terms should be applicable to the altered locations also.

- 1.5. 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.
- 1.6. 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.
- 1.7. 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.
- 1.8. End to End implementation of the solution will be deemed as complete only when the same is accepted by the Bank and sign off given in accordance with the terms & conditions of this RFP and satisfactory working of the solution.

## 9. Warranty

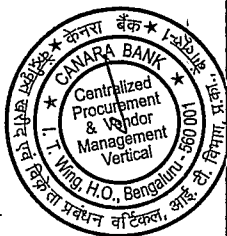
- 9.1. The selected bidder warrants that the Hardware & Software will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Hardware & Software ("Warranty Period").
- 9.2. The selected bidder has to provide comprehensive On-site warranty for the period of Three (3) years from the date of installation for the Hardware, Software, OS, licenses etc. supplied.
- 9.3. The hardware deployed for this project shall be under Comprehensive Onsite Replacement Warranty covering update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of Three years from the date of acceptance of the Solution.
- 9.4. If the Solution does not perform in accordance with the Contract during the Warranty Period, then the selected bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the selected bidder's expense and shall include all media, parts, labour, freight and insurance to and from the Department's site.

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- 9.5. Warranty service may be provided by a third party, provided such third party is authorized to perform warranty service by the selected bidder or, if the selected bidder is not the Manufacturer, by the Manufacturer prior to the RFP closing date and time.
- 9.6. If any defect in the Solution is not rectified by the selected bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Bank: a) the defect has been corrected; and b) the Solution functions in accordance with the Contract for a reasonable period of time.
- 9.7. Despite any other provision, the Bank, may return a defective Hardware/ Software to the selected bidder within Ninety (90) days of delivery of the Hardware/ Software and the selected bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Software that are not the most current version at the time of shipping.
- 9.8. After the warranty commences for all Hardware & Software components, the selected bidder shall provide all necessary support including telephonic/ online/ onsite support, to the Bank during 24X7X365 for the uninterrupted operation of the Solution.
- 9.9. The selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. The selected bidder must warrant all components, accessories, spare parts etc., against any manufacturing defects during the warranty period.

Internal



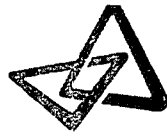
**SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS**

**1. Project Timelines**

- 1.1. Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of the proposed AML Solution while placing the order.
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- 1.3. **Delivery, Installation, Integration, Implementation and Go-Live**
  - 1.3.1. The selected bidder should complete the Delivery, Installation, Integration, Implementation and Go-Live of the entire proposed AML Solution within **Thirty (30) weeks** from the date of acceptance of the Purchase Order or within **Thirty-One (31) weeks** from the date of issue of Purchase Order.
  - 1.3.2. **Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations:** Within **Seven (7) weeks** from the date of acceptance of Purchase Order or **Eight (8) weeks** from the date of issue of Purchase Order.
  - 1.3.3. **Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC, DRC & UAT Locations:** The selected bidder should ensure installation, configuration, Integration and commissioning of the delivered Hardware and other items at the bank branch/office within **Three (3) weeks** from the date of delivery of all the materials for each ordered locations.
  - 1.3.4. **Delivery of Enterprise Licenses for AML Solution, Installation, Integration, Implementation and Go-Live of the proposed solution at DC, DRC & UAT Locations:** The selected bidder should ensure delivery of the Enterprise Licenses for AML Solution, installation, integration, implementation and go-live of the proposed AML Solution within **twenty (20) weeks** from the date of installation (as per clause no. 1.3.3) of AML Solution for each ordered locations.
- 1.4. 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 as mutually agreed. The Warranty/ATS/AMC and all RFP terms should be applicable to the altered locations also.
- 1.5. 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

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be accepted. The installation will be accepted only after complete commissioning of Solution.

- 1.6. 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.
- 1.7. 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.
- 1.8. End to End implementation of the solution will be deemed as complete only when the same is accepted by the Bank and sign off given in accordance with the terms & conditions of this RFP and satisfactory working of the solution.

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**Annexure-17**  
**Bill of Material**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

**SUB: Selection of vendor for end to end implementation of comprehensive AML solution for 5 years.**

**Ref: GEM/2023/B/4355205 dated 19/12/2023.**

**Notes**

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. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

**Table - A**

**Cost of Hardware & other Items for implementation of comprehensive AML Solution**  
**[Amount in Rupees]**

Sl. No.	Requirement Details	Unit Price with Three years Comprehensive onsite warranty and support (Excl. of Tax)	Qty.	Total Cost with Three Year Comprehensive Onsite Warranty (Excl. of tax)	Tax for Column c		Total Cost with Three Year Comprehensive Onsite Warranty (Incl. of tax)
		a		c= a*b	% of tax	Tax Amt.	f= c+e
1.	Hardware/ Appliance including OS for DC	App Server					
		Web Server					
		Data base Server					
		Any other (add more rows of required)					
2.	Hardware/ Appliance including OS for DRC	App Server					
		Web Server					
		Data base Server					
		Any other (add more rows of required)					

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3.	Hardware/Appliance including OS for UAT	App Server					
		Web Server					
		Data base Server					
		Any other (add more rows of required)					
4.	Cost of Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)						
5.	Any other Software/ Licenses						
6.	Total Cost of Hardware & other Items (Including OS & Licenses) for implementing AML Solution (Sum of column F of rows 1,2,3,4 and 5)						

Note: 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 for the entire contract period as mentioned in the RFP document. In future if any additional Hardwares/Softwares are required for the smooth functioning of the solution the same has to be provided by the bidder at no cost to the Bank.

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 a separate sheet.

**Table - B**  
**Enterprise License cost for the proposed AML Solution**

[Amount in Indian Rupees]

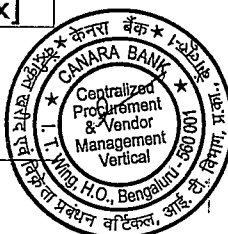
Sl. No.	Requirement Details	Price details (Excl. of Tax)					Total cost (Excl. of Taxes)	Tax for Column f		Total Cost of License s (Incl. of tax)
		1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year	4 <sup>th</sup> Year	5 <sup>th</sup> Year		% of tax	Tax Amt.	
		a	b	c	d	e	f=a+b+c+d+e	g	h	i=f+h
1.	Enterprise License cost subscription with Comprehensive Technical Support.									

Note: Enterprise License should be valid till the end date of the Contract Period.

**Table-C**  
**One-time Implementation Charge**

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost [excl. of tax]	Tax for Column a	Total Cost [incl. of tax]
---------	---------	---------------------------	------------------	---------------------------





			% tax	Tax Amt.	
		a	b	c	d=a+c
1.	One time installation & commissioning Charges for DC, DRC & UAT infrastructure				

Table - D

AMC/ATS cost for items mentioned in Table-A &amp; Table-B

[Amount in Indian Rupees]

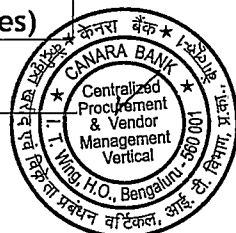
Sl. No.	Description	Post Warranty AMC/ATS Charges year wise							
		AMC/ATS Charges (Excl. of tax)				Total AMC /ATS for two Years (Excl. of Tax)	Tax for Column e		Total AMC/ATS for two Years (Incl. of Tax)
		2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year		% tax	Tax Amt.	
		a	b	c	d	e=a+b+c+d	f	g	h=e+g
1.	Hardware/ Appliance including OS & other software for AML Solution for DC	NA	NA						
2.	Hardware/ Appliance including OS & other software for AML Solution for DR	NA	NA						
3.	Hardware/ Appliance including OS & other software for AML Solution for UAT	NA	NA						
4.	Database Licenses (In case proposed database is Oracle then, Database cost to be indicated as Zero)	NA	NA						
5.	Any other Software/ Licenses	NA	NA						
6.	Total Cost for AMC/ATS								

Table - E

Charges for Onsite Resources

[Amount in Indian Rupees]

Sl. No.	Requirement Details	Charges Per month per resource (Excl. of tax)	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)
						% tax	Tax Amt.	





		taxes)						
		a	n	b	c=a*b*n	d	e	f=c+e
1.	Project Manager		1	60				
2.	Onsite resources		4	60				
3.	Total Cost of Onsite Resources							

**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.

The price quoted by the bidder is fixed for entire contract period and the quantity mentioned is indicative only. Bank at its discretion may place order on the selected bidder at the rates mentioned above during the contract period.

**Table-F**  
**Cost for any additional requirements /additional customization/ enhancement**

[Amount in Indian Rupees]

Sl. No.	Description	Charge s Per Man day (Excl. of Tax)	Ta x %	Tax Val ue	Charge s Per Man day (Incl. of Tax)	No. of Years	No. of man days#	Total Cost (Incl. of Tax)
		a	b	c	d=(a+c)	e	f	g=(d*e*f )
1.	Cost for any additional requirements/ additional customization/ enhancement					5	200	

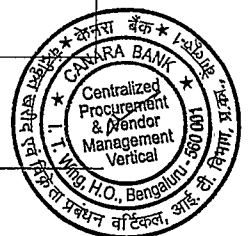
# The price quoted by the bidder is fixed for entire contract period and number of man days mentioned above is indicative only. However, the no. of man-days may vary from time to time in total.

**Table-G**  
**Total Cost for 5 Years Contract Period**

[Amount in Indian Rupees]

Sl. No.	Details	Total Cost (inclusive of taxes)
1.	Total Hardware & Software Cost for implementation of comprehensive AML Solution as per Table-A	
2.	Total License cost for the proposed AML Solution as per Table-B	
3.	Total One time implementation cost as per Table-C	

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4.	Total AMC/ATS cost as per Table-D	
5.	Total Charges for Onsite/Offsite Resources as per Table-E	
6.	Total Cost for any additional requirements/additional customization/enhancement as per Table-F	
7.	Total Cost of Ownership	

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 RFP 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 RFP.

Date:  
Place:  
Designation

Signature with seal  
Name:

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**23. Indemnity**

- 23.1.** The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:
- 23.1.1.** The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;
- 23.1.2.** Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;
- 23.2.** The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of service provided by them.
- 23.2.1.** All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.
- 23.2.2.** All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.
- 23.3.** Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.

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Annexure-8  
Scope of Work

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

**SUB: Selection of vendor for end to end implementation of comprehensive AML solution for 5 years.**

**Ref: GEM/2023/B/4355205 dated 19/12/2023**

1. The proposed AML-CFT Solution is expected to be an end-to-end comprehensive Solution, covering the complete suite of functionalities and processes designed to systematically identify, analyse, and mitigate risks related to money laundering, terrorist financing, and other financial crimes.
2. The AML-CFT Solution should provide the AML Software, corresponding Databases and all kind of Hardware assets including but not restricted to Servers, Storage, Network Switches, Racks etc. and skilled resources required to support the complete Solution.
3. The Proposed Solution should be also available at our Disaster Recovery Site (DRC) with same infrastructure as in Primary Data Site (PDC) to support Business Continuity by Switch over in case of any Disaster at primary Site and conduct regular drill as per our Policy or as and when required. There should be mechanism to replicate the Database between PDC & DRC as per our Recovery Time Objective (RTO).
4. The proposed Solution should work in high availability or fault tolerant modes at both DC and DR for Software, Hardware, and database.
5. The initial contract would be valid for a period of 5 years from the date of commencement of contract post deployment of the solution as per the detailed requirement. Upon completion of initial contract period, Bank may extend the contract further based on satisfactory service experience and mutual agreement on the terms of renewal.
6. As part of the Facility Management Services, the proposed Solution must be completely managed by the vendor, which covers the Software, Operating System, Database, or any other software, and hardware provided as part of the solution.
7. The Facility Management Services, must be provided Onsite for Application and Database support and other services may be provided offsite.
8. All these services must also be available physically at our Operating Office or Data Center or Disaster Recovery Site on call basis as the need arises.
9. The Onsite/Offsite engineer must perform Trouble-shooting, Debugging, UAT Testing, attend to audit observations, and implement any other Change Request requirement along with regular day to day activities.
10. The AML solution must adapt to changing needs, handle increasing data volumes, transaction velocity and provide timely insights to detect and prevent financial crimes effectively.
11. The Solution should adhere to data privacy regulations and implement robust security measures to protect sensitive customer information.

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12. The Solution must be designed to accommodate increasing transaction volumes without compromising system performance, Timely alert generation and system responsiveness.
13. The Solution should stay up-to-date with current AML regulations and ensure the system aligns with the latest compliance requirements.
14. The Solution must provide Robust security measures to safeguard sensitive financial data and ensure compliance with data privacy regulations.
15. The proposed solution would need to be integrated with all business channels of the Bank, and other third-party solutions if any and all-Watch list portals subscribed by the bank, etc. and the integration with all such channels should facilitate STP (Straight Through Processing) without any manual intervention.

15.1. Some of the channels currently being used are as follows.

- 15.1.1. Core Banking Solution (CBS),
- 15.1.2. SWIFT
- 15.1.3. Remit Money, International UPI
- 15.1.4. All Digital Channels (Mobile Banking, Internet Banking, UPI, AEPS, NEFT, RTGS, IMPS, BBPS, Debit Card, Credit Card, Pre-Paid Cards, ATM Switch, CBDC etc.)
- 15.1.5. API Banking

15.2. The solution should adapt to introduction of any new channel by the Bank

16. The AML Solution with license and hardware must be scaled based on the following data:

	FY 2021-22	FY 2022-23	YoY% Change
No. of Transactions	391.72 crores	585.95 crores	49.58% ▲
No. of Customers	10.62 crores	10.90 crores	2.64% ▲

No. of branches (as on October 2023) - 9518

Average No. of Daily Customer screening requests - 1.5 Lakhs

17. The following are some of the broad functionalities expected to be in the proposed AML-CFT Solution:

#### 17.1. Customer Screening

This module must be able to identify and prevent financial transactions involving individuals, entities, or groups that are sanctioned by regulatory authorities or suspected of terrorist activities, thereby ensuring compliance with international regulations and mitigation of MLTF risks. The module should be capable of customer screening against Watchlists utilizing Fuzzy logic and other advanced technologies.

#### 17.2. Suspicious Transaction Monitoring

This module should focus on identifying and analysing financial transactions for potential signs of money laundering, terrorist financing and other illicit activities. This module must employ advanced AI/ML based algorithms, rule-

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based detection, and data analysis techniques to proactively detect suspicious patterns and anomalies within transactions.

### 17.3. Integrated Case Management

The Case Management functionality must enable efficient investigation, tracking, and resolution of suspicious activities detected through transaction monitoring or other AML processes. This module must streamline the process of handling alerts generated by the system, referring to the branches if required, e.g., for conduct of EDD, getting feedback ensuring that suspicious transactions are thoroughly examined and appropriate actions are taken.

### 17.4. Reporting and Documentation

The AML Solution must encompass the process of submission of accurate and timely reports (e.g., STRs, CTRs, NTRs, CBWTRs, CCRs, etc.) to the regulators and the Bank's top management as per guidelines and practices in place.

### 17.5. Artificial Intelligence and Machine Learning

The AI/ML module within the AML Solution should leverage advanced AI techniques such as Predictive Analytics, Adaptive Learning, Natural Language Processing, Behavioural Analytics, etc. to enhance the detection, investigation and prevention of money laundering and terrorist financing.

### 17.6. AML Online Screening

17.6.1. AML sanctions and terrorist name screening must be able to identify and prevent financial/ non-financial transactions involving individuals, entities, or groups that are sanctioned by regulatory authorities or suspected of terrorist activities, thereby ensuring compliance with international regulations.

17.6.2. The AI/ML module within the AML Solution should leverage advanced AI techniques such as Predictive Analytics, Adaptive Learning, Natural Language Processing, Behavioral Analytics, false positive, fuzzy logic etc. to enhance the detection, investigation and prevention of money laundering and terrorist financing.

17.6.3. The Solution should expose their API to integrate with Bank's various applications, and must be able to call Bank's API for integration.

17.6.4. Turnaround Time for integration of any channels like CBS, SWIFT, API Banking, and International UPI must not take a lot of time.

17.6.5. Application should have support for various connectors like

17.6.5.1. Name Checker

17.6.5.2. Java API

17.6.5.3. C API

17.6.5.4. MQ Connector

17.6.5.5. MQ Monitor

17.6.5.6. File Scanner

17.6.5.7. SAA Detect

17.6.5.8. SAA Monitor

17.6.5.9. DB Connector

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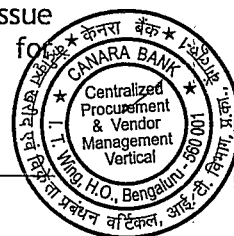


- 17.6.6. Faster screening services keeping in mind integration with various applications through API which expects results in fraction of seconds.
- 17.6.7. Must support screening of SWIFT ISO 20022 CBPR+ messages.
- 17.6.8. Application support in case of any issues in application as per banks requirements.
- 17.6.9. Monitoring of online screening and application uptime for 24/7.
- 17.6.10. Rectification of any VAPT observations raised during periodic audit of applications by bank team within stipulated provided timelines.

## 18. Onsite Resources

- 18.1. The selected bidder should provide four (4) dedicated onsite resources 24x7 during contract period post go-live. However, charges for onsite resources will be paid from the date of acceptance of the solution of the Bank. The cost agreed upon for the resource will be frozen during the contract period.
- 18.2. Bank may take additional resource/s as per frozen price through this RFP process. Cost of one onsite resource will be derived proportionately from the respective line item of Bill of Material of the selected bidder.
- 18.3. In case the resources go 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 is not hampered.
- 18.4. Bank reserves the right to claim change in resource based on the performance of the resources.
- 18.5. Any customization requiring efforts up to 20 man days should be done by onsite resources and Bank will not pay separately for this customization. No ATS/AMC is payable on such customizations.
- 18.6. The onsite resource will also be responsible for complete day-to-day activities such as end to end management including attending complaints, incident, security threat, signature updates, daily updates, product related issues, any other issues etc., to the Bank as per SOW/SLA at no extra cost during contract period.
- 18.7. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.
- 18.8. The billing of onsite support will be commenced after successful project sign-off/acceptance. However, selected bidder has to ensure that onsite resource should be part of the project implementation team.
- 18.9. The selected bidder is responsible for providing practical solution for resolution of the issues and implementation of the same. If the issue requires OEMs technical person's/ product developer's etc., intervention, the selected bidder should take up suitability with the appropriate level at OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, the selected bidder should submit the same for

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further analysis in consultation with the Bank. However, penalty shall be applicable as per uptime clause.

**18.10. Response Time and Meantime to Restore [MTTR]**

**18.10.1.** Response Time shall be 2 hours and MTTR shall be 4 hours.

**18.10.2.** Time specified above is from lodging of complaint.

**18.11. The selected bidder should submit following KYC documents for onsite resource:**

**18.11.1.** Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.

**18.11.2.** Address Proof (Local and Permanent) - Duly attested photocopy by candidate and selected bidder HR.

**18.11.3.** Aadhaar Card - Duly attested photocopy by candidate and selected bidder HR.

**18.11.4.** Passport - Duly attested photocopy by candidate and selected bidder HR.

**18.11.5.** Background Police Verification report - Duly attested photocopy by candidate and selected bidder HR.

**18.11.6.** The Skill Set for the Resources should be as follows:

Sl. No.	Resource Type	Educational Qualification, Knowledge & Experience and Certification (if applicable)	Years of Experience
1.	Onsite Resources	<p>Graduate in Engineering /MCA/ B.E/B.Tech or equivalent or higher qualification</p> <p>Experience and knowledge Should have experience in proposed AML Solution.</p> <p>a. The resource must have adequate knowledge of the proposed platform.</p> <p>b. Basic understanding of banking domain and the financial services industry is essential.</p> <p>c. Ability to work with databases, design schemas, and use SQL to query data.</p> <p>d. Knowledge of security principles and best practices for designing and implementing the proposed AML/CFT Solution.</p> <p>e. Ability to create clear and concise documentation for the proposed AML/CFT Solution.</p>	2+ Years

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		<p>f. Ability to communicate effectively with cross-functional teams, stakeholders, and client.</p> <p>g. Ability to troubleshoot issues and identify solutions for technical problems</p>	
2.	<b>Project Manager</b>	<p>Graduate in Engineering/MBA /MCA/ B.E. / B.Tech. or equivalent or higher qualification</p> <p><b>Experience and knowledge</b> Should have experience and well versed in the proposed AML Solution.</p> <p>a. The Project Manager should understand the project requirements as per the proposed scope and technical details mentioned in the RFP document &amp; provide input on design and implementation. This may involve regular meetings and communication with project stakeholders and clients.</p> <p>b. The Project Manager should be PMP certified.</p> <p>c. 5+ years of proven working experience with AML solution project implementation in banking industry.</p> <p>d. Corporate banking experience preferred.</p> <p>e. Track record of successful AML project execution and implementation</p> <p>f. Strong project management skills.</p> <p>g. Experience with FircoSoft, Actimize of SAS AML solution is ideal.</p> <p>h. Ability to make sound decisions and use independent judgement, understand and cascade the business vision; is risk averse and has high level of awareness.</p> <p>i. Team player / contributor with strong communication, presentation, analytical and problem-solving skills.</p> <p>j. Strong stakeholder management skill to negotiate and create win-win scenarios.</p> <p>k. Proactive and able to rise to challenges</p>	<b>5+ Years</b>

19. The guidelines contained in Master Direction on Outsourcing of IT Services of RBI are applicable on the selected bidder.
20. The selected bidder should comply with the provisions of Digital Data Protection Bill, whenever finalized.
21. Backup solution to be provided by Bidder and solution should be Disk to disk for onsite Backups. The offsite Backup should be on tape through tape library.
22. The system should be capable of keeping 6 years of data, out of which online data must be available in production for 01 year. Thereafter, the system should provide regular purging of production & archival of data through front-end. All reports must be available online during the contract period.

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23. The response time at server end should be always less than 3 second. During the agreement period, if at any stage, it is found that the solution provided by the Vendor is not able to give the requisite performance as per the sizing parameters (i.e. up time above 99.5% and response time < 3 second) the Vendor shall have to provide additional hardware, software without any additional cost to the Bank.
24. The performance of the hardware proposed for the solution (as part of this RFP) should not exceed 70% of CPU(s), Memory(s), Hard Disk(s) utilization levels at any given point in time during the TCO Period.
25. The selected Vendor must carry out migration of Customer Master Data and at least 6 months of Bank's Transaction Data from the existing AML systems to the proposed new Solution necessary for various AML functionalities.

We hereby comply with the above Scope of Work without any deviations.

Date:

Place:

Signature with seal

Name:

Designation:

