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**Request for Quotation [RFP]
For**

**"SELECTION OF VENDOR FOR CONDUCTING PERFORMANCE TESTING OF
CBS FINACLE 10.2.25 APPLICATION"**

For

**Karnataka Gramin Bank & Kerala Gramin Bank
Sponsored by Canara Bank**

Ref: KaGB/Project Office/RFP/02/2023-24 dated 03.11.2023

Issued By:

General Manager

Karnataka Gramin Bank
Canara Bank RRBs CBS Project Office,
19-19/1, III Floor,
Above Canara Bank Regional Office,
Southend Road, Basavanagudi
Bengaluru-560004

Bid Details in Brief

Sl. No.	Description	Details
1.	RFP No. and Date	KaGB/Project Office/RFP/02/2023-24 dated 03.11.2023
2.	Brief Description of the RFP	Selection of Vendor for Conducting Performance Testing of CBS FINACLE 10.2.25 Application
3.	Bank's Address for Communication and Submission of Bid	General Manager Karnataka Gramin Bank Canara Bank RRBs CBS Project Office, 19-19/1, III Floor, Above Canara Bank Regional Office, South end Road, Basavanagudi, Bengaluru - 560 004
4.	Bank Contact Details	Mr. S N Satheesh Kumar, Manager, KaGB Mob: 79898 66250 Mr. A Ajithnath, Asst. Project Director, KaGB Mob: 9448567596 Tel: 080-26087547 E-mail: apmgroupp@kgbk.in
5.	Date of Issue	03-11-2023
6.	Last Date for Submission of Pre-Bid Queries	08-11-2023 till 03:00 PM
7.	Last Date of Submission of Bids	17-11-2023 at 03:00 PM
8.	Date and time of Opening of Eligibility Bid	17-11-2023 at 03:30 PM
9.	Date and time of Opening of Technical Bid	Will be informed to the eligible bidders
10.	Date and time of opening of Part B-Commercial Bid	Will be informed to the eligible bidders
11.	Earnest Money Deposit (Refundable)	Rs.50,000/-
12.	Website for RFP	https://karnatakagraminbank.com/ https://keralagbank.com/ https://canarabank.com/

List of Annexures & Appendices:

<u>Sl. No</u>	<u>Annexures</u>	
1.	Annexure-1	Broad Scope of Work
2.	Annexure-2	Eligibility Criteria
3.	Annexure-3	Compliance to Technical Requirements
4.	Annexure-4	Commercial Bill of Material
5.	Annexure-5	Bidder's Profile
6.	Annexure- 6	Conformity Letter
7.	Annexure- 7	Authorization Letter Format
8.	Annexure-8	Non-Disclosure Agreement
9.	Annexure-9	Testing Parameters
<u>Sl. No</u>	<u>Appendices</u>	
1.	Appendix-A	Proforma of Bank Guarantee in lieu of EMD
2.	Appendix-B	Proforma of Performance Bank Guarantee
3.	Appendix-C	Bid Security Declaration

1. Notice Inviting Offers for Conducting CBS Finacle 10.2.25 Performance Testing:

Two RRBs sponsored by Canara Bank viz., 1) Karnataka Gramin Bank with Head Office at Ballari having its area of operation in 22 districts of Karnataka and 2) Kerala Gramin Bank with Head Office at Malappuram having area of operation in entire Kerala, share common IT Infrastructure managed by the Project Office located at Bangalore. The Data Centre is at Bengaluru and Disaster Recovery Centre at Mumbai. Karnataka Gramin Bank is the coordinating Bank for implementation/management of common Projects.

Here 'Bank', unless excluded by and repugnant to context or the meaning thereof, shall mean 'Karnataka Gramin Bank', and which has invited bids under this Request for Quotation on behalf of both KaGB and KGB and shall be deemed to include its successors and permitted assigns. KaGB and KGB are hereinafter collectively referred as the "BANKS".

2. Requirements:

Both Karnataka Gramin Bank and Kerala Gramin Bank are currently using CBS Finacle 7.0.18 version. Banks have initiated steps and are in migration path towards CBS Finacle 10.2.25 version. Banks have intended to conduct CBS Application Performance Testing before going Live. Hence, we are inviting quotes from the bidders for conducting Application Performance testing and the details are as under:

Sr. No	Item Description	Place of Audit	Last Date and time for bid submission
1	Conducting Performance Testing of CBS FINACLE 10.2.25 Application	Canara Bank RRBs CBS Project Office, Basavanagudi, Bangalore.	17.11.2023 03:00 PM

The detailed Scope of Work is furnished in Annexure-1 & Testing Parameters are attached as Annexure-9. Bidders are requested to refer the same and submit their response.

3. Clarifications to RFP and Pre-Bid Queries:

3.1. The bidder should carefully examine and understand the requirements, terms and conditions of the RFP and may seek clarifications, if required. The intending bidders in all such cases should seek clarification in writing through email to apmgroupp@kgbk.in on or before 03:00 PM on 08.11.2023.

- 3.2. No queries will be entertained from the bidders after the above date and time.
- 3.3. No oral or individual consultation will be entertained.
- 3.4. The Bank will consolidate all the written queries raised by the bidders and the replies for the queries shall be made available to the bidders through email. No individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the RFP and it will be binding on the bidders.

4. Bid System Offer:

- 4.1. The bids shall be submitted with the following documents in the same sequence without which the tender will be summarily rejected. All the pages in the respective bids should be serially numbered and signed by the authorized person.
- 4.2. Both the eligibility & technical bids should be submitted in "Hard copy" physically and "Soft Copy" in pen drive. Commercial Bids should be submitted in Hard Copy only.
- 4.3. **Conformity to Eligibility Criteria:** Indicating their compliance to eligibility criteria.
- 4.4. **Technical Proposal:** Indicating the response to the technical compliance of the proposed solution.
- 4.5. **Commercial Bid:** Furnishing all relevant information as required as per Commercial Bill of Material is as per Annexure-4.
- 4.6. The three parts as stated above, should be placed in three separate envelopes superscribed with 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, all the three envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be superscribed as "Offer for Selection of Vendor for Conducting Performance Testing of CBS Finacle 10.2.25 Application for Karnataka Gramin Bank and Kerala Gramin Bank, in response to RFP ref: KaGB/Project Office/RFP/02/2023-24 dated 03.11.2023 (includes separately sealed 'Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid'" on the top of the envelope.

5. Bid Submission & Opening:

- 5.1. Address for communications:

**The General Manager
Karnataka Gramin Bank
Canara Bank RRB CBS Project Office,
No. 19-19/1, III rd Floor,
Above Canara Bank Regional Office Bangalore South,
Southend Road, Basavanagudi,
Bengaluru - 560 004.**

- 5.2. The Name and address of the Bidder, RFP No. and due date of the RFP are to be specifically mentioned on the top of each of the envelope containing bid.
- 5.3. The bid/s properly superscribed in the manner prescribed in earlier clauses of this RFP should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned “Bid Details in brief” table.
- 5.4. If the last day of submission of bids is declared as a holiday under NI Act by the Government after issuance of RFP, the next working day will be deemed to be the last day for submission of the bids. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 5.5. Bids sent through post/courier/email or any other mode (other than Bid Submission in Tender Box) will not be accepted/ evaluated. Bids should be deposited in the tender box.
- 5.6. If the envelopes, including the outer envelope is not sealed and not marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 5.7. Sealed covers containing the bid documents (All Annexures & Appendices) duly signed by the authorized representative should be submitted within the timelines stipulated as above.
- 5.8. Eligibility Criteria Bid submitted by the bidder will be evaluated based on the Eligibility Criteria stipulated in RFP document. Technical Proposal of only those bidders who qualified in Eligibility Criteria will be opened with due communication by the Bank.
- 5.9. The Commercial Bid of only those bidders who are qualified in Technical Proposal will be opened.
- 5.10. Post the technical evaluation the shortlisted bidders would be intimated of the date on which Bank would conduct commercial bid opening.

5.11. Under no circumstances the commercial bid documents should be kept in eligibility/ technical bid covers. The placement of commercial bid in eligibility bid or technical bid covers will make the bid liable for rejection.

6. Eligibility Criteria:

6.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and provide quotes for Conducting Performance Testing of CBS FINACLE 10.2.25 Application for Karnataka Gramin Bank and Kerala Gramin Bank, shall hereinafter be referred as "Solution".

6.2. Only those bidders who fulfill the eligibility criteria as mentioned in Annexure-2 are eligible to submit response to this RFP.

6.3. The bidder is required to provide factually correct responses to the RFP. Adequate justification for the response (including the technical and other requirements) should be provided as part of the response. In case the Bank finds any response to be inadequate, the Bank has the right to ask for additional explanation/justification. In the event of any discrepancy in the response submitted by the bidder, the Bank reserves the right to disqualify/blacklist the bidder.

6.4. Bank reserves the right to change or relax the eligibility criteria to ensure inclusivity.

6.5. Bank reserves the right to verify/ evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

6.6. The bidder can submit only one bid.

7. Bid Security/Declaration:

7.1. Bidders are required to submit an Earnest Money Deposit for ₹ 50,000 /- by way of Demand Draft/Bank Guarantee in lieu of EMD (Appendix A - Proforma for Bank Guarantee in lieu of EMD) drawn at Bengaluru, payable to "Karnataka Gramin Bank" along with Eligibility Bid. The Bank Guarantee should be of a Scheduled Commercial Bank other than Karnataka Gramin Bank and Kerala Gramin Bank.

7.2. The Bank Guarantee in lieu of EMD should be valid for six months from date of bid opening. This should be issued by a Scheduled Commercial Bank. This must be extended in case requested by the Bank.

7.3. Offers made without the Earnest Money Deposit will be rejected.

7.4. The amount of Earnest Money Deposit would be forfeited in the following scenarios:

7.4.1 In case the Bidder withdraws the bid prior to validity period of the bid for any reason whatsoever;

7.4.2 In case the successful bidder fails to accept the Purchase Order for any reason whatsoever; or

7.4.3 In case the successful bidder fails to provide the performance guarantee within 7 days from the date of acceptance of the purchase order by the selected bidder.

7.4.4 The amount of Earnest Money Deposit will be returned to the unsuccessful Bidders only after receiving acceptance of the "Purchase Order" by the successful bidder.

7.4.5 The Bidders, who seek exemption from submission of EMD under MSE category, necessarily have to submit Bid Security Declaration as per Appendix-C.

8. Micro & Small Enterprises (MSE's)

8.1. MSEs are exempted from paying EMD.

8.2. MSEs should submit the relevant documentary proof along with valid MSME certification for claiming the exemptions.

8.3. MSEs shall have basic required qualification under eligibility criteria specified in the RFP and the MSE Policy will be applicable to those qualifying Bidders only.

8.4. The Bidders, who seek exemption from submission of EMD under MSE category, necessarily have to submit Bid Security Declaration as per Appendix-C.

9. Security Deposit / Performance Bank Guarantee

9.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 10 % on total value of the order Exclusive of Taxes within 7 days from the date of acceptance of the Order.

9.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the total cost of the order will be deducted for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value.

- 9.3. Security Deposit should be submitted by way of DD drawn on Karnataka Gramin Bank payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks (other than Karnataka Gramin Bank & Kerala Gramin Bank). However, it should be as per the Appendix-B.
- 9.4. Security Deposit/Performance Bank Guarantee should be valid for Six Months from the date of acceptance of the purchase order. The guarantee should also contain a claim period of three months from the last date of validity.
- 9.5. The selected bidder shall be responsible for extending the validity date and claim period of the Bank Guarantees as and when it is due, on account of incompleteness of the project.
- 9.6. The security deposit/ bank guarantee will be returned to the selected bidder on completion of claim period.
- 9.7. The Bank shall invoke the Bank Guarantee before the expiry of validity, if Scope of work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract or any data breaches/ harm/ data loss/ damages happened in our system. The Bank shall notify the selected bidder in writing before invoking the Bank Guarantee.

10. Award of Contract:

- 10.1. Bidders to submit the quote for “Conducting Performance Testing of CBS FINACLE 10.2.25 Application” based on the Broad Scope of Work / Specifications detailed under Annexure - 1.
- 10.2. The lowest quote as per the offer letter will be selected as L1 bidder and Bank will notify the name of the selected bidder through Email/Letter/Purchase Order.
- 10.3. The contract shall be awarded and order shall be issued to the selected successful bidder.
- 10.4. The selected bidder shall submit the acceptance of the order within Three working days from the date of receipt of order. No conditional or qualified acceptance shall be permitted.

11. Payment Terms:

- 11.1. As a coordinating Bank KaGB shall issue Purchase Order and the selected bidder shall raise invoices either on Karnataka Gramin Bank (KaGB) or

Kerala Gramin Bank (KGB) or on both the banks at the ratios indicated by coordinating bank at the time of issuing purchase order or at the time of raising the invoices., GST number and address to which invoice has to be raised will be informed to the selected bidder.

- 11.2. The selected bidder shall submit invoices and other documents like test reports with recommendations, if any as per the terms duly authenticating on each document along with the request letter for payment including Bank Signoff with Banks designated official's signature.
- 11.3. 100 % of the payment will be released after completing Performance Testing and on submission of report with recommendations to the Bank.
- 11.4. Payment will be released after deducting applicable TDS.
- 11.5. The Payments will be released through NEFT /RTGS and the selected Bidder has to provide Bank details like Account No., Bank Name, Branch and IFS Code etc.

12. General Terms & Conditions:

- 12.1. The offer submitted and prices quoted therein shall be valid for a period of 60 days from the date of submitting the Bid. Bid valid for any shorter period shall be rejected by the Bank.
- 12.2. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work or service or other performance required of the vendor under the contract without prior written consent from the Bank.
- 12.3. The selected bidder shall manage the activities of its personnel or others engaged in the project and shall be accountable for all the personnel deployed / engaged in the project.
- 12.4. The selected bidder shall submit signed copy of Non - Disclosure Agreement as per Annexure- 8.
- 12.5. The selected bidder shall Conduct Performance Testing of CBS FINACLE 10.2.25 Application. The selected bidder has to complete the Performance Testing process and submit the report/ and recommendations to Bank within Six Weeks from the date of acceptance of Purchase Order.

- 12.6. Non completion of Performance Testing of CBS FINACLE 10.2.25 Application and submission of reports /and recommendations within Six Weeks from the date of acceptance of Purchase Order will attract Penalty at 0.50% of the total order value per week or part thereof subject to a maximum of 5% of the total order value. The Bank reserves the right to cancel the Purchase Order either fully or partly if there is inordinate delay in execution of any of the part of the Assignment.
- 12.7. All incidental expenses like TA, DA, HA and Transportation etc., should be borne by the Bidder.
- 12.8. No additional costs will be paid other than ones mentioned in this document.
- 12.9. Please note that submission of bid does not automatically entitle for the contract work. Bank reserves the right to reject any or all offers without assigning any reason whatsoever. Decision of the Bank is final and binding.
- 12.10. All the hardware required for deploying the solution required for conducting performance testing will be provided by the Bank.
- 12.11. All the required Software and Tools if any for conducting the performance testing to be provided by the selected bidder without any additional cost to the Bank.
- 12.12. All the pre requisites covering the entire Scope of Work to be provided along with technical bid. If not submitted, it is the responsibility of the bidder to provide the same without any additional cost to the Bank.

13. Erasure or Alterations:

The Offers containing erasures or alterations, or overwriting may not be considered. There should be no hand-written material, corrections, or alterations in the offer. Technical details must be filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "Ok", "Accepted", "Noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

14. Acceptance of Offer:

- 14.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- 14.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.

- 14.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.
- 14.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify /withdraw the tender.

15. Intellectual Property Rights:

- 15.1. Bidder warrants that the inputs provided shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third-party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third-party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.
- 15.2. In the event that the deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; (b) replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or (c) if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse Bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case

service levels are not met because of inability of the Bank to use the proposed solution.

- 15.3. The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.
- 15.4. The bidder acknowledges that business logics, workflows, delegation and decision-making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software.

16. Indemnity:

- 16.1. 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:
- a) The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder.
 - b) Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;
- 16.2. 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 solution supplied by them.
- a) All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

- b) The limits specified in the above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.
- c) 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 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.

16.3. Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project.

17. Confidentiality and Non- Disclosure:

- 17.1. The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in Annexure-8.
- 17.2. No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.

18. Force Majeure:

- 18.1. The selected bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the selected bidder, i.e., Force Majeure.
- 18.2. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the selected bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the selected bidder, resulting in such a situation.

18.3. In the event of any such intervening Force Majeure, the selected bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the selected bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

18.4. In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of one month, the Banks and the selected bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the selected bidder.

19. Resolution of Disputes:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Bengaluru, India.

General Manager

Annexure - 1
Scope of Work

Broad Scope for Conducting performance Testing of CBS Finacle 10.2.25 Application is as follows:

- The Bidder should perform all the performance activity by using the standardized testing tools suitable to A) Application- Finacle CBS version 10.2.25, Internet/Mobile Banking, UPI, RTGS, etc., CBS Application (Finacle Version 10.2.25) in Integration with alternate delivery channels like Internet Banking, NEFT, RTGS, UPI, Mobile Banking, ATM and all surround applications like Biometric, CKYC, Signcap, in related operating systems, Database and middleware. It should be ensured that the tool shouldn't harm the normal functioning of our systems during the testing period.
- The Bidder should supply necessary tools required to perform performance testing with appropriate licenses.
- Bank will not provide "root or Administrator" privilege to perform performance testing until otherwise warranted and accordingly appropriate tool should be used.
- The performance testing should be capable of evaluating application output, processing speed, data transfer velocity, network bandwidth usage, maximum concurrent users, memory utilization, workload efficiency and command response time.
- Most of the Application performance Metrics like Committed memory, Disk queue length, Disk utilization, Hit ratios, Hits per second, Interrupts per second, Memory utilization, Network queue length, Network utilization, Page faults per second, Pages per second, Processor utilization, Response time Throughput, etc., should be considered during performance testing and report should be submitted.
- The Bidder should carry out the following performance testing broadly like load Test, stress Test, Soak/endurance Test, spike Test and dependency tests, or any other tests which is required for providing above requirements, etc., as mentioned below:
 - 1) **Load test-** It should gather the information of measuring data movement, throughput, Maximum acceptable Load with a certain number of simultaneous/concurrent users. Further it should also ensure to gather the information of key performance metrics, such as data throughput per second or disk access per second, acceptable multiple users engage with the

application in a normal manner and to check the application's ability to perform under anticipated user loads for identify performance bottlenecks.

- 2) **Stress test-** It should gather the information of high-traffic or data-processing conditions till tolerable load conditions without affecting Application fails.
 - 3) **Soak Test/Endurance tests-** It should verify that the Application performance characteristics like memory hole, any flaw on functionality, etc., should not change over time during above tests.
 - 4) **Spike test-** It should be capable of ascertaining the behavior of Application incase any erratic and unpredictable user load change or any other sudden change occurs.
 - 5) **Dependency test-** Our CBS Application relies on interoperability with other applications, such as middleware or back-end applications, Payment Systems, API Interface with other Applications including databases of customer or any other intermediary. Dependency tests should evaluate performance under a load with other dependencies mentioned above and provide information on behavior of Application and response if relies on above said intermediary.
 - 6) **Volume Test-** It should observe and report overall application system behavior when a large volume of data is populated in the database.
 - 7) **Minimum and Long Load time** - The bidder should provide the details of initial time of application during start and capture minimum and long load time.
 - 8) **Poor response time and Quick Response Time** - The bidder should capture response time when a user inputs data into the application until the application outputs a response to that input and should capture poor response time and quick response time.
- Performance Test activities in scope:
1. Round 1 - Load Test execution across a maximum of 5 load cycles.
 2. Round 2 - Rerun of last Load Cycle
 3. CBS Batch Jobs testing
 4. Surround application Batch Jobs testing.
 5. Work flow testing

- The Bidder should carry out performance test cases in our CBS environment which will be shared with selected L1 bidder and provide results of the same.
- Few Samples cases are given below for reference.
 1. Application response time should not exceed four seconds with a peak load of 3,000 simultaneous users for Kerala Gramin Bank and 4000 for Karnataka Gramin Bank.
 2. Keep Application response time within two seconds when network connectivity is slow.
 3. Verify the Application can support a peak load of 3,000 simultaneous users for Kerala Gramin Bank and 4000 for Karnataka Gramin Bank without malfunctioning.
 4. Document the response times of the software under low, average and heavy load conditions.
 5. Stress test the Application to determine the total number of concurrent users or the traffic level at which the software will malfunction.
 6. Document the Application's processor load and memory usage under peak load conditions of 3,000 simultaneous users for Kerala Gramin Bank and 4000 for Karnataka Gramin Bank..
 7. Evaluate the database response time when the Application reads or writes upto 4,000 records simultaneously.
 8. End to end responses of Gold Loan Module, KCC Module, etc.
 9. End to end responses of Payment Systems, APIs, Delivery channels, surround applications etc.
- Actual test cases will be decided along with CBS OEM and SI of CBS. The bidder should be in readiness for all kinds of test cases and should support Bank's CBS OEM and SI of CBS.
- The bidder should perform End-user experience test and analyze the probable root causes of any problem for accessing application and provide early warning to future issues that may impact the end user. Detailed behavior of requests like Normal, Slow, Stalled/Failed, and Errors/Timed Out should be captured. The bidder should also perform testing of Compatibility of Browsers & OS of our CBS applications, TCP Handshaking, Web page requests & Response, application errors & exceptions, etc.
- The bidder should also carry out the following as part of performance testing and appropriate analysis should be done and report should be submitted.

- a) Verify & Validate scalability and robustness of the implemented CBS application/s.
- b) Validate the maximum business load and volumes processing against benchmarks defined.
- c) Identify bottlenecks if any and suggest for corrections/fine tunings.
- d) Stress Testing (Load Testing) of Finacle 10.2.25 CBS application to be performed with migrated Database on the hardware to ensure no deterioration happened in the performance due to version upgradation.
- e) Performance testing with respect to business transactions to be achieved using multiple load cycles along with the required analysis.
- f) The analysis must be carried out on all servers indicating Resource utilizations like CPU/memory/swapping Benchmark testing application & hardware Transaction loads Success/Failure analysis Response time measurements Network throughput, etc.
- g) The CBS application must be thoroughly tested on performance parameters of load, stress through concurrency etc. using reliable testing tools. The said test results shall be submitted to the Bank indicating the outer boundary of load and performance.
- h) Simulate the targeted load with the agreed load profile from the front end using the testing tool and measure performance of the application and its systems under test.
- i) Validate the application system stability and ensure there is no memory leaks and degradation over time when exposed to prolonged peak user/targeted transaction load.
- j) Validate the server hardware capacity to handle current and future workload (peak hourly and daily user/transaction load).
- k) Bidder shall put Load on Front End branch module with help of Load simulator tool.
- l) All other channel transaction/s to be tested by hitting ISO Packets & other message format.
- m) Performance should be monitored during EOD & BOD process.

Report Submission:

- The Bidder should provide Result analysis & reports including Summaries of observations, concerns, and recommendations.
- The bidder should submit a comprehensive report for all the Performance Test Cases & results, not limited below:

- i. Load Test Scenarios & Results
- ii. Load Time
- iii. Response Time
- iv. Throughput (transaction per sec)
- v. Resource Utilization report like Bandwidth and CPU utilization
- vi. Average Response time with concurrent users statistics results
- vii. Suggestions on Code Optimization:-
 - a. Database Optimization i.ro Indexing, Correction in table structure, Correction in SP queries, etc.
 - b. Code behind Optimization i.r.o Caching, Correction in search functionality, Remove unnecessary code, Change existing code as per optimization purpose, verification of hard coding of variable values in code behind files unless very essentials, Method Commenting with Input parameters data type & usage, Method Call commenting, Checking of Variable Scoping, verification of Single Resource or Class file, etc.
 - c. UI-Design Optimization i.r.o Remove unnecessary design code, Replace “TABLE, TR, TD” with div, Page caching, Design of CSS (CLAF) etc.
 - d. GUI & Cross Browser testing for verifying general ‘Look and Feel’ of the application and Cross browser testing, Compatibility testing for verifying application compatibility issues with different browser.
- viii. Report test results against various performance parameters as defined in this document.
- ix. Test Scripts
- x. Test Data Generation Scripts
- xi. Network bandwidth utilization reports
- xii. Server Utilization reports covering CPU, Memory, DISK I/O
- xiii. Overall performance report covering - Response time, Throughput, Request failure rate and Errors.

Selected L1 Bidder should submit a PERT Chart covering all the activities / mile stone of Performance Testing like:

- i. Applications understanding / clarifications
- ii. Performance Testing Tools installations & configuration
- iii. Performance Test Script and Build and Test
- iv. User and Transaction Data Preparation
- v. Test Execution - Base line tests, Load testing cycles, Fixes, Return testing, Preparation and Signoff.

Selected L1 Bidder should complete the entire Performance Testing in Six Weeks from the date of acceptance of Purchase order.

Pre-Bid Query Format (To be provide strictly in Excel format):

Name of the Vendor	Sr. No & Page no of RFP & Clause no	Clause as per RFP	Pre-Bid Query against Clause	Remarks

Annexure-2
Compliance to Technical Requirements

Date: DD/MM/YY

To
General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office, South end Road,
Basavanagudi, Bengaluru -560 004.

Dear Sir,

SUB: RFP for Selection of Vendor for Conducting Performance Testing of CBS FINACLE 10.2.25 Application for Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP KaGB: Project Office: RFP/02/2023-24 dated 03.11.2023.

We hereby confirm that, we shall comply with all the scope of work along with technical requirement given in the RFP.

We also note that any modification/deviations/conditional compliance will not taken into account by the Bank while evaluating the bid.

Date:

Signature:

Name:

Designation:

Annexure-3
Eligibility Criteria

Date: DD/MM/YY

To
General Manager,
Karnataka Gramin Bank,
Canara Bank RRBs CBS Project Office, 19-19/1,
III Floor, Above Canara Bank Regional Office, South end Road,
Basavanagudi, Bengaluru -560 004.

Dear Sir,

SUB: RFP for Selection of Vendor for Conducting Performance Testing of CBS FINACLE 10.2.25 Application for Karnataka Gramin Bank and Kerala Gramin Bank.

Ref: Your RFP KaGB: Project Office: RFP/02/2023-24 dated 03.11.2023.

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria:

Eligibility Criteria:

Sl. No	Eligibility Criteria	Document Support	Compliance (Yes/No)
1.	The Bidder should be an Indian Company/Organization registered under Indian Companies act 2013 or Indian Companies Act 1956.	Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company; or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
2.	The Bidder organization should have a minimum turnover of INR One (1) Crore per annum during the last two financial years (2021-22, 2022-23).	i.) Copy of the Audited balance sheets for FY 2021-22 & 2022-23. ii.) A certificate from chartered accountant to this effect with Unique Document Identification Number (UDIN).	
3.	Bidder should have experience in Conducting Performance Testing of Finacle 10.x Application in at least one Scheduled Commercial Bank having minimum 100 Branches in the	Certificate of engagement/ Copy of Purchase Order either from Bank where the Application Performance	

	last three years as on bid submission date.	Testing had been done or from respective Bank CBS SI should be submitted to the Bank at the time of bid submission.	
4.	Bidder should have conducted Performance Testing of any type of CBS application in at least two Scheduled Commercial Banks in the last five years as on bid submission date.	Certificate of engagement/ Copy of Purchase Order either from Bank where the Application Performance Testing had been done or from respective Bank CBS SI should be submitted to the Bank at the time of bid submission.	
5.	Neither the Bidder nor their promoters/Directors should be defaulter to / debarred / backlisted by any financial institution / regulatory authorities. There should be no reports or investigations commenced or pending against the Bidder by any Government Institution or PSU or Public Sector Bank for any malpractice, fraud, poor service, etc.	Bidder has to submit duly filled self- declaration document in their letter head signed by 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.

Signature with seal:

Name :

Designation:

Annexure - 4
Commercial Bill of Material

Date: DD/MM/YY

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

Dear Sir,

SUB: Conducting Performance Testing of CBS FINACLE 10.2.25 Application.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2023-24 dtd 03.11.2023.

Note:

- These details should be submitted on the letter head of the Bidder and should be signed by the Authorized signatory with name seal of the Company.
- Do not change the structure of the format nor add any extra items.
- No counter condition / assumption in response to commercial bid will be accepted. Bank has right to reject such Bid.

(Amount in Excluding GST)

Sl No	Item Description	Charges
1	Professional charges for conducting Performance Testing of CBS Finacle 10.2.25 in Karnataka Gramin Bank	
2	Professional charges for conducting Performance Testing of CBS Finacle 10.2.25 in Kerala Gramin Bank	
Grand Total		
Amount in Words:		

NOTE:

1. We are agreeable to the payment schedule as per Payment terms of this RFP.
2. Charges quoted for the line items above are for Conducting Performance Testing of CBS FINACLE 10.2.25 Application.
3. Bank shall pay all applicable taxes, the present GST being 18%.
4. If there is a discrepancy between words and figures, the rate/ amount in words shall prevail.

Date:

Signature:

Name:

Designation:

Annexure - 5
Bidders Profile

Date: DD/MM/YY

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

Dear Sir,

SUB: RFP for Selection of Vendor for Conducting Performance Testing of CBS Finacle 10.2.25 Application.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2023-24 dtd 03.11.2023.

Particulars	Details
Name of the Bidder Firm/Company	
Constitution (Ltd./ Pvt. Ltd/Firm)	
Date of certificate of Incorporation and / or Commencement of Business	
Address of Corporate Office	
Address of the Registered Office	
Particulars of the Primary Contact Person (Authorized Signatory of the Bidder)	Name
	Designation
	Address for Correspondence

	Phone Number (Landline)	
	Mobile Number	
	Email address	
Firm / Company Website address		
Firm/Company PAN number Firm/Company GST Number <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Bank Account (Current/OD/OCC etc.) IFSC Code Beneficiary Bank Name & Branch address		

Date:

Signature:

Name:

Designation:

Annexure - 6
Conformity Letter

To,

Date: DD/MM/YY

**General Manager
Karnataka Gramin Bank
Canara RRBs CBS Project Office, 19-19/1,
IIIrd Floor, Above Canara Bank Regional Office, Southend Road, Basavanagudi,
Bengaluru - 560 004**

Dear Sir,

Sub: Our conformity letter to your RFP No.: KaGB: Project Office: RFP: 02/2023-24 dated 03.11.2023.

Further to our proposal dated _____, in response to the Request for Quotation issued by Bank, we hereby covenant, warrant and confirm as follows:

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

We also hereby confirm that our prices as specified in the Annexure - 4 Commercial Bill of Materials and adhere to the Payment terms specified in the RFP.

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

Yours faithfully,

Authorized Signatory
Designation
Bidder's corporate name

Annexure - 7
Authorization Letter Format

(To be presented by the authorized person at the time of Opening of Bid/s on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No:

Date:

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

Dear Sir,

SUB: RFP for Selection of Vendor for Conducting Performance Testing of CBS Finacle 10.2.25 Application.

Ref: Your RFP ref no: KaGB: Project Office: RFP/02/2023-24 dtd 03.11.2023.

This has reference to your above RFP.

Mr./Miss/Mrs. _____ is hereby authorized to attend the bid opening of the above RFP on _____ on behalf of our organization. The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name and Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person and shall not be placed inside any of the bid covers.

Annexure -8
Non-Disclosure Agreement

(To be given on the Company's Letter Head)

WHEREAS, we, _____, having Registered Office at _____, herein after referred to as the Bidder, agreeable to Conduct Performance Testing of CBS FINACLE 10.2.25 Application of Karnataka Gramin Bank having its Head Office at 32, Sanganakal Road, Gandhinagar Ballari and Kerala Gramin Bank having its Head Office at Malappuram, Kerala hereinafter referred to as the BANKS and,

WHEREAS to Conduct Performance Testing of CBS FINACLE 10.2.25 Application and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANKS; NOW THEREFORE, inconsideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANKS to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANKS, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memorandum and other data shared by the BANKS or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANKS for the said solution, will not be disclosed during or subsequent to submission of the offer to the BANKS, to anyone outside the BANKS.

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

Date:

Signature:

Name:

Designation:

Annexure-9
Testing Parameters

Testing Parameters for Karnataka Gramin Bank:

Concurrent Users	Front end Menus	Type	Fore ground / Back ground	Number of concurrent Transactions
1500	CIF Creation in CRM - New Entity	Core	F	1500
2000	HOAACSB	Core	F	2000
1000	HOAACTD	Core	F	1000
2000	HOAACLA	Core	F	2000
2000	HOAACCC	Core	F	2000
	Bulk CIF Creation	Core	F	
	Bulk Account Opening	Core	F	
1000	CIF Creation	Customized	F	1000
1000	Account Opening	Customized	F	1000
2000	Signature Upload and View - SVS	Core	F	2000
4000	HTM - Transactions	Core	F	4000
1	HTTUM - Bulk Transactions	Core	F	50000
1	H2H (ACHUPLD, APBS, MMSUPLD)	Customized	F	50000
1000	Account Closure	Core	F	1000
1	Batch jobs - Yearly Viz., Interest Applications, Asset Classifications, SMS Charges collection	Core & Customized	F	All applicable accounts (1 Crore approx)
4000	HACLINQ - Account Ledger Inquiry	Core	F	4000
1000	EOD Operations	Core	F	1000
1	PFMS	Customized	B	1000
100	Mobile Banking application - IMPS	ISO	B	100
5000	UPI	ISO	B	5000
100	ATM	ISO	B	100
1	Anti-Money Laundering System	Fetching the result using set of Queries	B	

SELECTION OF VENDOR FOR CONDUCTING PERFORMANCE TESTING OF CBS FINACLE 10.2.25 APPLICATION

100	NEFT (National Electronic Fund Transfer)	IFN	B	100
100	RTGS (Real time gross settlement system)	IFN	B	100
4000	Bio Metric		B	4000
500	KCC LMS	Fetching the result using set of Queries	B	500
2000	AePS	ISO	B	2000
2000	CKYC	Fetching the result using set of Queries	B	2000
	SMS Engine from CBS		B	
200	Miss Call alert	Execution of Stored Procedure	B	200

Testing Parameters for Kerala Gramin Bank:

Concurrent Users	Front end Menus	Type	Fore ground / Back ground	Number of concurrent Transactions
1500	CIF Creation in CRM - New Entity	Core	F	1500
2000	HOAACSB	Core	F	2000
1000	HOAACTD	Core	F	1000
2000	HOAACLA	Core	F	2000
2000	HOAACCC	Core	F	2000
1000	CIF Creation	Customized	F	1000
1000	Account Opening	Customized	F	1000
1500	Signature Upload and View - SVS	Core	F	1500
3000	HTM - Transactions	Core	F	3000
1	HTTUM - Bulk Transactions	Core	F	50000
1	H2H (ACHUPLD, APBS, MMSUPLD)	Customized	F	50000
1000	Account Closure	Core	F	1000

SELECTION OF VENDOR FOR CONDUCTING PERFORMANCE TESTING OF CBS FINACLE 10.2.25 APPLICATION

1	Batchjobs - Yearly Viz., Interest Applications, Asset Classifications, SMS Charges collection	Core & Customized	F	All applicable accounts (1Crore approx)
4000	HACLINQ - Account Ledger Inquiry	Core	F	3000
1000	EOD Operations	Core	F	600
1	PFMS	Customized	B	1000
100	Mobile Banking application - IMPS	ISO	B	100
5000	UPI	ISO	B	5000
100	ATM	ISO	B	100
1	Anti-Money Laundering System	Fetching the result using set of Queries	B	
100	NEFT (National Electronic Fund Transfer)	IFN	B	100
100	RTGS (Real time gross settlement system)	IFN	B	100
4000	Bio Metric		B	3000
500	LMS	Fetching the result using set of Queries	B	500
2000	AePS	ISO	B	2000
2000	CKYC	Fetching the result using set of Queries	B	2000
1	SMS Engine from CBS		B	
200	Miss Call alert	Execution of Stored Procedure	B	200

Appendix - A
Proforma of Bank Guarantee in lieu of EMD

DD/MM/YYYY

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

Dear Sir,

WHEREAS.....(Company Name) registered under the Indian Companies Act 1956 and having its Registered Office at India (hereinafter referred to as “the VENDOR”) proposes to tender and offer in response to tender Ref. No. XXXX dated XXXXXX. (hereinafter called the “TENDER”)

AND WHEREAS, in terms of the conditions as stipulated in the TENDER, the VENDOR is required to furnish a Bank Guarantee in lieu of the Earnest Money Deposit (EMD), issued by a scheduled commercial bank in India in your favour to secure the order of the RFP in accordance with the RFP Document (which guarantee is hereinafter called as “BANK GUARANTEE”)

AND WHEREAS the VENDOR has approached us, for providing the BANK GUARANTEE. AND WHEREAS at the request of the VENDOR and in consideration of the proposed TENDER to you, WE,havingOffice at....., India have agreed to issue the BANK GUARANTEE.

THEREFORE, WE,, through our local office at India furnish you the Bank GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We....., undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time to the extent of Rs.....(Rupeesonly) an amount equivalent to the EMD against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the RFP of any of the terms and conditions contained in the RFP and in the event of the VENDOR commits default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the RFP or otherwise in the

observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs.....(Rupees..... only) as may be claimed by you on account of breach on the part of the VENDOR of their obligations in terms of the RFP.

2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the VENDOR has committed any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the VENDOR after expiry of the relative guarantee period of the RFP and after the VENDOR had discharged all his obligations under the RFP and produced a certificate of due completion of work under the said Tender and submitted a “No Demand Certificate “provided always that the guarantee shall in no event remain in force after the day of without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of Bank Guarantee on your request under intimation to the VENDOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without affecting Bank Guarantee from time to time to vary any of the terms and conditions of the Tender or extend the time of performance of the Tender or to postpone any time or from time to time any of your rights or powers against the VENDOR and either to enforce or forbear to enforce any of the terms and conditions of the said RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the VENDOR or any other forbearance, act or omission on your part of or any indulgence by you to the VENDOR or by any variation or modification of the RFP or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs.....(Rupees.....only) as aforesaid or extend the period of the guarantee beyond the said day of unless expressly agreed to by us in writing.

6. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the VENDOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the VENDOR.
7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the VENDOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.
8. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the VENDOR from time to time arising out of or in relation to the said RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.
10. The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees here before given to you by us (whether jointly with others or alone) and now existing uncanceled and that Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
11. The Bank Guarantee shall not be affected by any change in the constitution of the VENDOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.
12. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
13. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the VENDOR.
14. Notwithstanding anything contained herein above;
 - i) our liability under this Guarantee shall not exceed Rs.....(Rupees.....only) ;
 - ii) this Bank Guarantee shall be valid upto and including the date ;
 - iii) we are liable to pay the guaranteed amount or any part thereof under this

and

Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of this guarantee.

15. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

For and on behalf of

Branch Manager

Seal & Address

Appendix - B

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

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

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as "the CONTRACTOR") has undertaken to conduct Performance Testing of CBS FINACLE 10.2.25 Application for Karnataka Gramin Bank and Kerala Gramin Bank as per their purchase order/contract dated _____ with you (hereinafter referred to as "the Contract")

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favor, as per Clause _____ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as "the PERFORMANCE GUARANTEE").

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, .and local office at ,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs _____ (Rupees _____) an amount equivalent to 10% of the Contract Price against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any

breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs (Rupees) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a "No Demand Certificate" provided always that the guarantee shall in no event remain in force after the day of without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from

our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs (Rupees) as aforesaid or extend the period of the guarantee beyond the said day of unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un- cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR. Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. (Rupees _____ only)
- ii. This guarantee shall be valid up to _____ and.
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).

We have the power to issue Performance Guarantee in your favor by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 2023.

For and on behalf of

_____ BRANCH

MANAGER

SEAL

ADDRESS

PLACE

Appendix - C
Bid Security Declaration

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

Dear Sir,

SUB: RFP for Selection of Vendor for Conducting Performance Testing of CBS Finacle 10.2.25 Application.

Ref: Your RFP KaGB: Project Office: RFP/02/2023-24 dated 03.11.2023.

DECLARATION

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance bank guarantee before the deadline defined in the RFP, we note that we will be suspended for the period of 3 years from being eligible to submit Bids for contracts with Bank/s.

Signature of the Authorized Signatory with company seal:

Name of the Authorized Signatory:

Company / Organization:

Designation within Company / Organization:

Address of Company / Organization:

Place:

Date: