
ADDENDUM-6 DATED 08-10-2021

FOR

**SELECTION OF SYSTEM INTEGRATOR FOR SUPPLY, INSTALLATION OF AD MANAGER & MIGRATION
OF ACTIVE DIRECTORY**

REF NO: PSB/HO IT/RFP/163/2021-22 DATE: 30/07/2021



**Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003**

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Introduction

Bank has published the RFP vide tender No: PSB/HO IT/RFP/163/2021-22 DATE: 30/07/2021 for SELECTION OF SYSTEM INTEGRATOR FOR SUPPLY, INSTALLATION OF AD MANAGER & MIGRATION OF ACTIVE DIRECTORY. Following amendments have been made in the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Addendum as an integral part of the RFP documents issued.

Addendum-6 for SELECTION OF SYSTEM INTEGRATOR FOR SUPPLY, INSTALLATION OF AD MANAGER & MIGRATION OF ACTIVE DIRECTORY

With reference to the aforesaid RFP, all are advised to note following:

Section 1: Modification in RFP Dates:

S.No.	Pg.	RFP Section	Original Date	Revised Date
1.	7	Key Information Sheet: Last Date and Time for receipts of tender bids	11/10/2021 at 15:00 Hrs.	14/10/2021 at 15:00 Hrs.
2.	7	Key Information Sheet: Opening of Eligibility & Technical bids	11/10/2021 at 15:30 Hrs.	14/10/2021 at 15:30 Hrs.

Section 2: Modification in RFP Clauses:

S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
1.	Part III-Functional and technical specification Auditing software 4.5 Customization	35	The predefined reports should be customizable and entirely new set of custom reports should be created using just point and click actions	The predefined reports should be customizable and entirely new set of custom reports should be created using GUI driven (point and click) interface.



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause																		
2.	Part III-Functional and technical specification General and compliance requirement 6.17	39	All the reports provided by the proposed solution should be in HTML, CSV, TXT and PDF formats	All the reports provided by the proposed solution should be in HTML, CSV and PDF formats																		
3.	Annexure – B Eligibility Criteria Compliance	51	Bidder should have experience of implementation of Active directory and proposed Active directory management solution in a Scheduled commercial Bank/Government Organization/PSU customer in India for minimum 5000 users	Bidder should have experience of implementation of Active directory and Active directory management solution in a Scheduled commercial Bank/Government Organization/PSU customer in India for minimum 5000 users																		
4.	2.1.3 Application Deployment Details:	11	<table border="1"> <thead> <tr> <th>Sno.</th> <th>Solution</th> <th>Sizing</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Active Directory Management Solution</td> <td>1. *HA at DC and DR. (minimum 2 servers at DC and DR each.) 2. Non-Production (Development/Test/Training) should be 10% of the Production environment. 3. RPO- 30 mins. 4. RTO- 120 mins.</td> </tr> <tr> <td>2.</td> <td>Active Directory Solution</td> <td>1. *HA at DC and DR. (minimum 2 servers at DC and DR each.) 2. Non-Production (Development/Test/Training) should be 10% of the Production environment. 3. RPO- 120 mins 4.RTO-240 mins</td> </tr> </tbody> </table>	Sno.	Solution	Sizing	1.	Active Directory Management Solution	1. *HA at DC and DR. (minimum 2 servers at DC and DR each.) 2. Non-Production (Development/Test/Training) should be 10% of the Production environment. 3. RPO- 30 mins. 4. RTO- 120 mins.	2.	Active Directory Solution	1. *HA at DC and DR. (minimum 2 servers at DC and DR each.) 2. Non-Production (Development/Test/Training) should be 10% of the Production environment. 3. RPO- 120 mins 4.RTO-240 mins	<table border="1"> <thead> <tr> <th>Sno.</th> <th>Solution</th> <th>Sizing</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Active Directory Management Solution</td> <td>1. *HA at DC and DR. (minimum 2 servers at DC and DR each.) 2. Non-Production (Development/Test/Training) should be 10% of the Production environment. 3. RPO- 30 mins. 4. RTO- 120 mins.</td> </tr> <tr> <td>2.</td> <td>Active Directory Solution</td> <td>1. *HA at DC and DR. (minimum 2 servers at DC and DR each.) 2. Non-Production (Development/Test/Training) should be 10% of the Production environment.</td> </tr> </tbody> </table>	Sno.	Solution	Sizing	1.	Active Directory Management Solution	1. *HA at DC and DR. (minimum 2 servers at DC and DR each.) 2. Non-Production (Development/Test/Training) should be 10% of the Production environment. 3. RPO- 30 mins. 4. RTO- 120 mins.	2.	Active Directory Solution	1. *HA at DC and DR. (minimum 2 servers at DC and DR each.) 2. Non-Production (Development/Test/Training) should be 10% of the Production environment.
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				<p>3. RPO- 120 mins 4.RTO-240 mins</p> <p>DC: Services required One Primary Domain controller, one additional domain controller , One read only domain controller ,ADFS , DNS,NTP, File Server, 3 months online archival of logs . Backup solution along with latest LTO technology tape drive to cater the requirement of offline backup of both AD and AD management solution as per banks policy</p> <p>DR: Services required: Two additional domain controller , One read only domain controller ,ADFS , NTP, DNS, File Server, 3 months online archival of logs . Backup solution along with latest LTO technology tape drive to cater the requirement of offline backup of both AD and AD management solution as per banks policy.</p> <p>Note:</p> <ul style="list-style-type: none"> Hardware for both the Solutions should be sized in such a way that the daily peak utilization of CPU RAM, NIC and Hard disk etc. of the specific hardware should not exceeds 70% at any given point of



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
				<p>time. Both Solutions should be implemented in such a way so that there is no single point of failure, in case of one instance/node is deployed in server 1 then the second instance/node of the same environment of the solution should not be deployed in the same physical server.</p> <ul style="list-style-type: none"> • The Hardware/Servers provisioned should be having minimum 10G Fiber Ports along with SFPs required for smooth implementation of the Solution. • All servers should have SSD drives.
5.	Annexure – B Eligibility Criteria Compliance S.No 3	14	Bidder should have experience of implementation of Active directory and proposed Active directory management solution in a Scheduled commercial Bank/Government Organization/PSU customer in India for minimum 5000 users.	Bidder should have experience of implementation of Active directory and Active directory management solution in a Scheduled commercial Bank/Government Organization/PSU customer in India for minimum 5000 users.
6.	2.1 Broad Scope of Work:	9	Required Network infrastructure and Bandwidth, DC/DR hosting space, rack space for implementation of the Active Directory solution and Management Solution will be provided by the Bank. The hardware, cabling, connectors, patch panels, LIU, SFP (at both end i.e Network rack and Server rack), storage (If required), software & OS licenses for configuring the complete solution will be supplied by the bidder	Required Network infrastructure and Bandwidth, DC/DR hosting space, rack space for implementation of the Active Directory solution and Management Solution will be provided by the Bank, however bidder has to provide details of space requirement, power provisioning, cooling requirements has to be specified in the technical bid. The hardware, cabling, connectors, patch panels, LIU, SFP (at



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
				<p>both end i.e. Network rack and Server rack), aggregator L3 Device, storage (If required), software & OS licenses for configuring the complete solution will be supplied by the bidder. Bidder should bring all the tools and equipment (Including Fiber Cable, copper cables or any other cables required) for successful commissioning of hardware and software for successful implementation of Solution at DC/DR. Bidder shall be responsible for performing all the adequate cabling activity (including laying of the cables) related to Server, appliances, Storage (SAN), LAN, Inter-rack cabling, SFP modules, Patch Panels etc. of PSB for successful commissioning of hardware, software.</p> <p>The Hardware/Servers provisioned should be having minimum 10G Fiber Ports along with SFPs required for smooth implementation of the Solution.</p>
8.	2.1 Broad Scope of Work	10	Integration of the solution with BMC/EMS Tool/Email (on premise/on cloud) and other applications as well as network devices (including NAC) as per Bank's requirement.	Integration of the solution with BMC/EMS Tool/Email (on premise/on cloud), Digital rights management, Micro focus IDAM (Identity and Access Management Solution), Decoy and other applications as well as network devices (including NAC) as per Bank's requirement.
9.	2.2 Onsite Support	12	<p>2.2 Onsite Support:</p> <p>The bidder has to provide 24x7x365 onsite technical support and maintenance for the entire period of the project at Bank's premises in Delhi/NCR/Gurugram.</p> <p>Service Provider to propose total no. of 6 resources split between L1 and L2 (L1: 4, L2: 2) having following qualifications:</p>	<p>2.2 Onsite Support:</p> <p>The bidder has to provide 24x7x365 onsite technical support and maintenance for the entire period of the project at Bank's premises in Delhi/NCR/Gurugram/DC/DR location.</p> <p>Service Provider to propose total no. of 3 resources split between L1 and L2 (L1:2, L2:1) having following qualifications:</p>



S. No.	RFP Section	RFP Page Number	Original Clause				Revised Clause			
			Type	Role	Total required experience	Minimum qualifications	Type	Role	Total required experience	Minimum qualifications
			L1	Managing the AD Solution as per the RFP including support to users.	2	Any degree (Graduate) with valid certification from Microsoft for Active Directory Management.	L1	Managing the AD Solution as per the RFP including support to users.	2	Any degree (Graduate) with valid certification from Microsoft for Active Directory Management.
			L2	Managing the AD Solution as per the RFP including support to users. Carry out upgrade/patching of solution as and when required. Ensure that the application is up and running 24x7x365.	5	BE/BTech/MCA/MSC Computer Science. MCSE with Exam 70-414, Implementing an Advanced Server Infrastructure	L2	Managing the AD Solution as per the RFP including support to users. Carry out upgrade/patching of solution as and when required. Ensure that the application is up and running 24x7x365.	5	BE/BTech/MCA/MSC Computer Science. Any latest Microsoft equivalent exam to MCSE with Exam 70-414, (Implementing an Advanced Server Infrastructure)



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
			<p>L3 Resource(s)/OEM to be engaged by the bidder as and when required for support.</p> <p>Service Provider to prepare the roaster in such a way so that multiple/single resources are available during peak banking, off peak business hours and lean business hours according to empirical experience of Service Provider gathered from past experience and industry insight.</p> <p>Service Provider is required to make available required resources that may be required for the successful completion. In case the resource goes on leave / absent/being replaced, Bank should be intimated prior and suitable replacements/backup should be arranged by the Service Provider to ensure that regular functioning of the offices/locations does not get hampered. Service Provider has to provide the resumes of new resources. Bank may interview the proposed resource and confirm their acceptability. In any event if a resource is found unfit by the bank, Service Provider agrees to change the same and provide bank with a replacement within reasonable time so as to not affect the services/project timelines.</p> <p>Broad scope of work for onsite engineers:</p> <ul style="list-style-type: none"> Maintaining Active Directory setup of the Bank which includes Domain controllers, internal DNS, Users & computers connected to Domain, Group Policy Management, Computer management for enabling users and access to end user systems, backup and restore of AD. 	<p>L3 resource (s)/OEM to be engaged by the bidder as and when required for support.</p> <p>Service Provider to prepare the roaster in such a way so that multiple/single resources are available during peak banking, off peak business hours and lean business hours according to empirical experience of Service Provider gathered from past experience and industry insight.</p> <p>Service Provider is required to make available required resources that may be required for the successful completion. In case the resource goes on leave / absent/being replaced, Bank should be intimated prior and suitable replacements/backup should be arranged by the Service Provider to ensure that regular functioning of the offices/locations does not get hampered. Service Provider has to provide the resumes of new resources. Bank may interview the proposed resource and confirm their acceptability. In any event if a resource is found unfit by the bank, Service Provider agrees to change the same and provide bank with a replacement within reasonable time so as to not affect the services/project timelines.</p> <p>Broad scope of work for onsite engineers:</p> <ul style="list-style-type: none"> Maintaining Active Directory setup of the Bank which includes Domain controllers, internal DNS, Users & computers connected to Domain, Group Policy Management, Computer management for enabling users and access to end user systems, backup and restore of AD.



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
			<ul style="list-style-type: none"> • Performing common responsibilities such as domain controller promotion and demotion, organizational unit setup, delegation of administration, group policy creation & modification, administration of Active Directory Sites, subnets and schema changes. • Creation of cluster objects and assignment of specific roles as per the requirement of the Bank and its other vendors. • Certificate Installation & Management for Active Directory and applications integrated with Active Directory. • DNS entry creation & Modification as per the requirement of the Bank. • Ensure security and compliance of the Active Directory environment. • Dashboard for day to day activities, reports and Domain health check-up. • Automated User provisioning and Bulk User management. • Automation of moving Inactive AD accounts to disable state. • Reviewer-Approver facility for Role based access and Real time notifications for the Administrative activities. • Tracking the changes in Active Directory Objects. • Managing the Self-service portal for allowing end user to change password and Auditing of User/Admin activities. • AD Integration for external applications/ databases and internal applications like HRMS, SOC, NAC, CBS applications, internally developed applications and cloud services like mail messaging etc. 	<ul style="list-style-type: none"> • Performing common responsibilities such as domain controller promotion and demotion, organizational unit setup, delegation of administration, group policy creation & modification, administration of Active Directory Sites, subnets and schema changes. • Creation of cluster objects and assignment of specific roles as per the requirement of the Bank and its other vendors. • Certificate Installation & Management for Active Directory and applications integrated with Active Directory. • DNS entry creation & Modification as per the requirement of the Bank. • Ensure security and compliance of the Active Directory environment. • Dashboard for day to day activities, reports and Domain health check-up. • Automated User provisioning and Bulk User management. • Automation of moving Inactive AD accounts to disable state. • Reviewer-Approver facility for Role based access and Real time notifications for the Administrative activities. • Tracking the changes in Active Directory Objects. • Managing the Self-service portal for allowing end user to change password and Auditing of User/Admin activities. • AD Integration for external applications/ databases and internal applications like HRMS, SOC, NAC, CBS



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
			<ul style="list-style-type: none"> • Manage Service Desk which includes attending calls from users and resolve the service tickets raised for issues related to Active Directory. • Project documentation along with SOP for each activity in detail should be submitted. • Onsite team will be responsible for remediating the issues related to AD/ AD Manager in strict timelines by themselves or raising the issue with the next level of technical support. • Daily report need to be shared as per bank requirement along with input like health status of AD, Number of User added and deleted. • Monthly report to be shared as per bank requirement with details like AD inactive user list, Health status, number of request received etc. • Provide Onsite Support for DR drill activities without affecting functioning of end users. • Provide active support for closure of the audit related observations raised by various authorities for AD/AD Manager by carrying out the necessary activities for compliance. • Onsite support should be capable of handling all the activities as listed in the Scope of Work and should have expert knowledge of all equipment's/software. No outsourcing of FM resources (or) third party contract employees of the Supplier will be entertained. • The Level 2 Engineer posted at Bank's Premises would be the single point of contact for the Bank (SPOC) for day to day operational issues. • Vendor has to ensure that the Engineers continue to work for at least one year in the bank premises. The exceptions are to be notified to the bank and suitable 	<p>applications, internally developed applications and cloud services like mail messaging etc.</p> <ul style="list-style-type: none"> • Manage Service Desk which includes attending calls from users and resolve the service tickets raised for issues related to Active Directory. • Project documentation along with SOP for each activity in detail should be submitted. • Onsite team will be responsible for remediating the issues related to AD/ AD Manager in strict timelines by themselves or raising the issue with the next level of technical support. • Daily report need to be shared as per bank requirement along with input like health status of AD, Number of User added and deleted. • Monthly report to be shared as per bank requirement with details like AD inactive user list, Health status, number of request received etc. • Provide Onsite Support for DR drill activities without affecting functioning of end users. • Provide active support for closure of the audit related observations raised by various authorities for AD/AD Manager by carrying out the necessary activities for compliance. • Onsite support should be capable of handling all the activities as listed in the Scope of Work and should have expert knowledge of all equipment's/software. No outsourcing of FM resources (or) third party contract employees of the Supplier will be entertained. • The Level 2 Engineer posted at Bank's Premises would be the single point of contact for the Bank (SPOC) for day to day operational issues.



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
			<p>replacements must be provided. The substitute Engineer must be provided a handoff of 1-month duration in Bank's setup.</p> <ul style="list-style-type: none"> All the Engineers must possess the required qualifications as specified in the RFP. Bank reserves the right to shift these support staff to other locations of the Bank, as per its requirement. Resident Engineers as prescribed above should be provided exclusively for coordinating and sorting out any issues pertaining to Branches/Offices of Bank with regard to up-gradation/update of the proposed Solutions/Services over remote. Any software required for seamless remote support to the User will be provided by the Bidder. All of them should be stationed at Delhi/Gurugram/NCR and they should be available as prescribed above on all Bank working days. 	<ul style="list-style-type: none"> Vendor has to ensure that the Engineers continue to work for at least one year in the bank premises. The exceptions are to be notified to the bank and suitable replacements must be provided. The substitute Engineer must be provided a handoff of 1-month duration in Bank's setup. All the Engineers must possess the required qualifications as specified in the RFP. Bank will review the requirement of resources and accordingly enhance the resources as per the Commercial Bid Format. The Bank may reduce the resources after one year as per its requirement. Also bank reserves the right to shift these support staff to other locations of the Bank, as per its requirement. Resident Engineers as prescribed above should be provided exclusively for coordinating and sorting out any issues pertaining to Branches/Offices of Bank with regard to up-gradation/update of the proposed Solutions/Services over remote. Any software required for seamless remote support to the User will be provided by the Bidder. All of them should be stationed at Delhi/Gurugram/NCR/DC/DR and they should be available as prescribed above on all Bank working days.
10.	2.1 Broad Scope of Work	10	Vendor should have to perform/configure backup for all the supplied solutions/applications as per bank's policy/requirement.	Bidder has to supply Backup solution along with latest LTO technology tape drive to cater the requirement of offline backup of both AD and AD management solution as per banks policy and should have to perform/configure



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
				backup for all the supplied solutions/applications as per bank's policy/requirement
11.	Part III-Functional and technical specification (3.) TECHNICAL SPECIFICATIONS — Self-Service portal.	34	Movement of users from one Organizational unit to another OU.	Clause Deleted
12.	Part III-Functional and technical specification 1. TECHNICAL SPECIFICATIONS — Active Directory Management Solution Make of Software (1.) User and Administrator 1.12 Total Users	31	Approximately 15000 user accounts to be managed. However the software should be provided for managing unlimited.	Approximately 10,500 user accounts to be managed. However the solution should be capable to handle 20,000 user accounts.
13.	Part III-Functional and technical specification 1. TECHNICAL SPECIFICATIONS — Active Directory Management Solution Make of Software (1.) User and Administrator 1.13 Administrator	31	<ul style="list-style-type: none"> Minimum 15 concurrent Administrators with various roles should be configurable to administer the system. 	<ul style="list-style-type: none"> Minimum 35 concurrent Administrators with various roles should be configurable to administer the system.



S. No.	RFP Section	RFP Page Number	Original Clause	Revised Clause
14.	2.1 Broad Scope of Work	10	Addition	<ul style="list-style-type: none"> Bank is already having Micro focus IDAM solution. Bidders has to provide all the functionality mentioned in the functional and technical specification (Part III) which should co-exist with existing IDAM solution and work seamlessly as per requirement of bank. Bidder has to provide MAF from OEM of offered servers
15.	4. Technical Specification- Auditing Software, clause 4.6, Logging	35	Should log the activities for three years	Should log the activities for ten years. Solution should maintain 3 months online archival of logs. Backup solution should be supplied along with latest LTO technology tape drive to cater the requirement of offline backup of both AD and AD management solution as per banks policy.

Specification and Sizing sheet (To be filled by Bidders):

S.No.	Description	Specification	Quantity	DC / DR	Remark
1	Servers				
2	Operating system				
3	Database				
4	Storage				
5	Software licenses				
5	Any other please specify				

Annexure D
Commercial Bid Format

- **Summary:**

S.no.	Description	Total price (In Rs.)
1.	Hardware and Software cost (I)	
2.	Implementation Cost (II)	
3.	AMC/ATS Cost (III)	
4.	FM Cost for 5 years (IV)	
5.	Training Cost (V)	
6.	Rate Card (VI)	
Total		

- **Hardware and Software (I)**

S.no	Item Description	Total Price (In Rs.)
A.	Hardware	Total Price (In Rs.)
1.	Total cost Providing Active Directory Solution hardware for DC and DR and maintaining Active Directory with one year warranty (Lump Sum)	
2	Total cost Providing Active Directory management Solution hardware for DC and DR and maintaining Active Directory with one year warranty (Lump Sum)	
3	Any Other, Please specify (Lump Sum).	



Sub Total (A.)		
B.	Software	
1.	Total cost Providing Active Directory solution (Perpetual Server licences and maintaining Active Directory with one year warranty.) (Lump Sum)	
2.	Total cost Providing Active Directory Management solution (Perpetual Server licences and maintaining Active Directory management solution with one year warranty (Lump Sum).	
3.	Any Other, Please specify (Lump Sum).	
Sub Total (B.)		
Total (C = A. + B.)		

- **Implementation Cost (II):**

S.no	Item Description		Total Price (In Rs.)
1.	One Time Implementation	One Time	

- **AMC/ATS Cost (III):**

S.no	Item Description	Service Duration (In Years) (a)	Yearly Cost (b)	Total Price (a*b)
1.	AMC of hardware for 2 nd , 3 rd , 4 th and 5 th year.	For 4 years after warranty of 1 year.		
2.	ATS of OS and software for 2 nd , 3 rd , 4 th and 5 th year.	For 4 years after warranty of 1 year.		
Sub Total				

- **FM Cost(IV):**

Sno.	Description	Service Duration (a)	No of Resources (b)	Yearly Cost for 1 resource (c)	Total Price (a*bx*c)
1.	L1 Resources	5 years	2		
2.	L2 Resources	5 years	1		
Sub Total					



- **Training Cost (V):**

Sno.	Description	Duration	Location	Number of Trainees per Batch	Rate Per Batch	Total Amount
1.	Training	2 Days	Delhi/NCR	10		

- **Rate Card (VI):**

Description	Quantity	Yearly recurring charges	Total Amount for 5 Years (INR)
User Licenses for AD Management Solution	500		

Note:

1. In case of discrepancy between figures and words, the amount in words shall prevail.
2. Bidders should strictly quote in the format and for periods as mentioned above. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
3. The Bidder is expected to quote prices in Indian Rupees (without decimal places) for all components (hardware, software etc.) and services on a fixed price basis as part of the commercial Bid inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank. The entire benefits /advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The bank will not pay any out of pocket expense.