

CO/ITD/CNW/263/PO2

Date: 11/09/2025

To

M/s. Connectivity IT Solutions Pvt Ltd
No:1877, 3rd floor, Gangotri, 31st cross, 10th main,
Banashankari 2nd stage,
Bangalore, Karnataka - 560070

PURCHASE ORDER

Dear Sir,

Sub: DNS services along with dedicated IP Addresses for hosting of
production and UAT domains under ".bank.in" domain for a period of One
Year.

With reference to the above, we are pleased to place order on M/s Connectivity IT Solutions Pvt Ltd for DNS services along with dedicated IP Addresses for hosting of production and UAT domains under ".bank.in" domain for a period of One Year subject to the following terms and conditions: -

1. Price: The details of price are given below.

S. No.	Item Description	Quantity (B)	Each component Rate per year (C= A*B)(Rs)	Remark
1.	Domain Name/Zones	4	14,35,000.00	4
2.	DNSSEC			Included, DNS DDoS and DNS Protection
3.	Dedicated Public IP Address (minimum 4 IPv4 and 4 IPv6)			Included, 4 Zones to accommodate 4 IPv4 and 4 IPv6 requirement. 8 IPs across 4 zones
4.	Security Controls (WAF/DDoS/Firewall etc)			Included, DNS DDoS and DNS Protection
5.	Additional Components (If Any)			NA
6.	One Time Implementation Cost			Included
7.	OEM Support			Included
Total Cost to the Bank			14,35,000.00	

2. Records to be made available:

- A records



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- Sub-domain A records
- NS records
- CNAME records
- MX records
- TXT records

3. Services to be provided:

- Support for 4 domains
- 8 IP's, 2 for each domain
- DNSSEC
- 1000 Million hits per month
- 1 TB CDN

4. Scope of Work

- 1) Setup should have physical geographical redundancy within India.
- 2) Any number of subdomains can be added under main domains with no additional cost to the bank.
- 3) DNS setup should have 99.999% uptime per month.
- 4) Web portal should be extended to the bank with read and write permission.
- 5) OEM support should have premium support services 24*7*365 with on-call support.
- 6) All the available report should be made readily available to the bank via online web portal.
- 7) Any guideline/observations by regulatory authority to be complied by OEM/bidder.
- 8) Bank may procure additional domains and additional public IP addresses along with DNSSEC at the same cost quoted in this quotation.

5. Bank Guarantee:

- 1) Within 15 days of issue of Purchase Order, the successful bidder shall furnish to the Bank the Performance Security equivalent to **5%** of the contract value in the form of a Bank Guarantee from a scheduled commercial Bank located in India, valid for **15 months** including 3 months claim period, in the format enclosed (Annexure-IV). Relaxation if any, extended by GOI/ competent authorities for furnishing PBG shall be passed on to eligible bidders.
- 2) The performance security submitted by the successful bidder shall be invoked by the Bank as compensation for any loss resulting from the bidder's failure in completing their obligations or any other claim under the Contract.
- 3) The performance security will be discharged by the Bank and returned to the successful bidder not later than thirty (30) days following the date of completion of the successful performance obligations under the Contract.
- 4) Failure of the successful bidder to comply with the requirement of signing of contract and providing performance security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.



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6. Payment Terms

- 1) On Migration of both domain (Production and UAT) with 50 subdomain – 50% of Total Cost
- 2) Remaining 50% will be paid after 6 months from date of migration of domains.

7. Delivery Timeline: -

Migration of both domain (Production and UAT) – Within 10 Days, Post issuance of Purchase Order

8. Liquidated Damage:-

For any delay in migrating domain (Production and UAT) beyond the stipulated period, the Bank reserves the right to charge an LD (Liquidated Damages) at the rate of 0.50% of the total cost of the project, per week for the portion for which there is delay, subject to a maximum of 10% of the total cost of the Project. Part of week will be treated as a week for this purpose.

If the DNS Services could not be migrated for reasons attributable to the Bank, the same should be recorded and submitted to our office in writing. If acceptable to the Bank, the Bank may condone the damages for delay for reasons that can be attributed to Bank. In case, the LD reaches 10% as above, the Bank reserves the right to terminate the contract and invoke all the BGs submitted by the service provider.

9. Penalty

Uptime is calculated on monthly basis and Penalty will be deducted / recovered from the payments of the Service Provider for DNS Service downtime as per the following.

Services	Uptime	Penalty
DNS Services	99.999%	Penalty will be deducted @ 1% of the total monthly charges for every 0.002% downtime.

The uptime shall be computed as under:-

Sum of TH during the month – Sum of DH during the month

Uptime (%) = ----- x 100

Sum of TH during the month

1. TH = Total hours (24*7 for the Link)
2. DH = Down Hours

10. Contract Period:- One Year from the date of creation of domains.



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11. Termination of Services/ Contract

Bank shall serve the notice of termination to the successful bidder at least 30 days prior, of its intention to terminate services. The Bank will be entitled to terminate the services/ contract, without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following:

- a. The successful bidder commits a material breach of any of the terms and conditions of the bid.
- b. The successful bidder goes into liquidation voluntarily or otherwise. In such case, the source code and other developments in software, etc. will become proprietary of the Bank.
- c. An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
- d. The progress regarding the execution of the order accepted by the successful bidder is found to be unsatisfactory or delay in execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the successful bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- e. Non-satisfactory performance of the successful bidder during implementation and operation.
- f. An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
- g. Failure to integrate/implement the Project as per the requirements of the Bank as stated in this RFP.
- h. Material discrepancies in the Deliverables and Services noted in the implementation of the Project. Bank reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the bidder.
- i. Successful bidder is found to be indulged in frauds.
- j. The bank suffers a reputation loss on account of any activity of successful bidder or penalty is levied by regulatory authority.
- k. In the event of subcontract or assignment contrary to the terms of agreement.
- l. In the event of termination of the project specific contract.
- m. If in Half Yearly review, Bank finds sales performance of service provider unsatisfactory.
- n. If in Half Yearly review, Cost-Benefit Analysis is found unfavorable for Bank.

12. Acceptance

Acceptance of this order shall be returned, within five days from the date of this purchase order, duly signed by your authorized signatory, for having accepted the terms and conditions of the order and arrangements shall be made for delivery as per PO within the stipulated time period mentioned herein above. A certificate to the effect that the authorized signatory has authority to bind the vendor/company by his signing the acceptance should also be appended to your acceptance of the purchase order.



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13. Signing of Contract Form & SLA

Within fifteen (15) days of Purchase Order, the successful bidder shall sign the contract form (Annexure-I), Service Level Agreement (SLA) (Annexure-II) & Non-Disclosure Agreement (Annexure- III) and return it to the Bank.

Yours faithfully,

For Indian Bank

Chief Manager (ITD)



Accepted the purchase order and agreed to
Supply & install as per the terms and
conditions stipulated.

Signature of the authorised signatory & seal

Station:

Date:



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Annexure – I
CONTRACT FORM
(To be submitted on Non - Judicial Stamp Paper)

THIS AGREEMENT made theday of.....2025 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter “the Purchaser”) of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called “the Supplier”) of the other part:

WHEREAS the Purchaser invited bids vide RFQ No. for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for (Contract Price in Words and Figures) (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Price Schedule submitted by the Bidder;
 - (b) the Scope of Work;
 - (d) the Terms and Conditions of Contract;
 - (e) the Purchaser’s Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

Particulars	Amount in Rs.

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.



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Signed, Sealed and Delivered by the
said (For Indian Bank)
in the presence of:

Signed, Sealed and Delivered by the
said (For the supplier)
in the presence of:



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Annexure – II
SERVICE LEVEL AGREEMENT

THIS AGREEMENT made theday of.....,2025 between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugham Salai, Chennai 600 014 (hereinafter "the Bank") of the one part and the M/s, ("Name of Service Provider") (hereinafter called "The Service Provider") of the other part:

WHEREAS the Bank invited bids vide RFQ. No..... dated..... for services viz,.....(Brief Description of Services)

NOW THIS SERVICE LEVEL AGREEMENT WITNESSETH AS FOLLOWS:

The Service Provider has to provide DNS services along with dedicated IP Addresses for hosting of production and UAT domains under ".bank.in" domain for a period of One Year. The delivery is to be done with-in 10 days from the date of issue of purchase order. The monitoring and maintenance should start from the next day.

The service provider is expected to complete the responsibilities that have been assigned on time. As a deterrent for delays during implementation, Bank would levy penalties for delays attributable to the service provider. Bank reserves the right to charge an LD (Liquidated Damages) at the rate of 0.50% of the total cost of the project, per week for the portion for which there is delay, subject to a maximum of 10% of the total cost of the Project. Part of week will be treated as a week for this purpose.

If the items delivered could not be installed for reasons attributable to the Bank, the same should be recorded and submitted to our office in writing. If acceptable to the Bank, the Bank may condone the damages for delay for reasons that can be attributed to Bank. In case, the LD reaches 10% as above, the Bank reserves the right to terminate the contract and invoke all the BGs submitted by the service provider.

Penalty will be deducted / recovered from the payments of the Service Provider for network downtime as per the following.

Uptime is calculated on monthly basis and Penalty will be deducted / recovered from the payments of the Service Provider for DNS Service downtime as per the following.

Services	Uptime	Penalty
DNS Services	99.999%	Penalty will be deducted @ 1% of the total monthly charges for every 0.002% downtime.

The uptime shall be computed as under:-

Sum of TH during the month – Sum of DH during the month

Uptime (%) = ----- x 100

Sum of TH during the month

1. TH = Total hours (24*7 for the Link)

DH = Down Hours



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Whenever the service is not functioning due to reasons attributable to Bank, the penalty for downtime will not be levied. The provider has to record the above reasons and communicate to Corporate Office then and there. The copy of this communication should be produced along with the invoice for claiming exemption in penalty.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said..... (For Indian Bank)

In the presence of:.....

Signed, Sealed and Delivered by the

said (For Service Provider)

In the presence of:.....

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Annexure – III
NON DISCLOSURE AGREEMENT

THIS AGREEMENT made and entered into at on this the.....day of.....2025 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014, hereinafter called the “**BANK**” which term shall wherever the context so require includes its successors and assigns

AND

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the “**Supplier**” which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is interalia engaged in the business of banking and intends to procure DNS services along with dedicated IP Addresses for hosting of production and UAT domains under “.bank.in” domain for a period of One Year.

M/s..... Limited has been engaged in the business of providing DNS Services.

The parties have entered into agreement dated _____ for Providing DNS services along with dedicated IP Addresses for hosting of production and UAT domains under “.bank.in” domain “(herein after referred to as “purpose”)” and have established business relationship between themselves. In course of the said purpose, it is anticipated that each party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information. The parties have agreed that disclosure and use of such confidential information shall be made and on the terms and conditions of this agreement.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Confidential information

Confidential Information means all information disclosed/ furnished by either party to another party in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Receiving party may use the information solely for and in connection with the Purpose.

2. Use of Confidential Information

Each party agrees not to use the other’s confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement. Between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and



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knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/ provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3.Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented

Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and/ or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or



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application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6. Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (i) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/ or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Dispute resolution mechanism

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/ other legal recourse.

11. Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

12. Indemnity clause

"The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and/ or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants."

13. Governing laws



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The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

Signed, Sealed and Delivered by the

Said..... (For Indian Bank)

In the presence of:

Signed, Sealed and Delivered by the

Said..... (For the Supplier)

In the presence of:



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Annexure-IV
Performance Security Format

Bank Guarantee No.
To,
The Asst. General Manager
Indian Bank, Head Office
Information Technology Department
66 Rajaji Salai,
Chennai 600001.

Date:

WHEREAS (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Contract No.....dated,.....to.....(Description of Goods and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract including Maintenance and Repairs of the entire system including cost of spares during warranty period.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....2025

Signature of Authorized Official with Seal

.....

Date.....2025

Address:

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value

