

Information Technology Department  
 Technology and Digital HUB  
 Artisan RPS Tech Centre, No 32, 1<sup>st</sup> main  
 3<sup>rd</sup> Phase, J P Nagar, Bengaluru – 560 078

 Phone : 080-24413700  
 E-Mail : [it@ktkbank.com](mailto:it@ktkbank.com)  
 Website : [www.karnatakabank.com](http://www.karnatakabank.com)  
 CIN : L85110KA1924PLC001128

### INFORMATION TECHNOLOGY DEPARTMENT

HO/IT/PO/ 180 /2025-26

01-08-2025

**Connectivity IT Solutions Pvt. Ltd.**  
 # 1877, 3<sup>rd</sup> Floor, "Gangothri",  
 31<sup>st</sup> Cross, 10<sup>th</sup> Main, Banashankari 2<sup>nd</sup> Stage  
 Bengaluru - 560070

**Kind attention: Ms. Deepthi**

Madam/Dear Sir,

**Sub: Purchase order for AMC of ISR-4321 edge routers – Smart net Support with hands and feet support.**

**Ref: Your Proposal Ref No CS-SQ-BLR-2025-26-000382-R1 dtd 30-07-2025.**

With reference to the above and our subsequent negotiations, we are pleased to place purchase order as per the under mentioned terms and conditions.

**Table No.1**

Sl. No.	Description	Partner (Con PSRT) support	Total Payment (in Rs)
1	CISCO ISR-4321 edge routers (59 No's)	24-08-2025 to 30-11-2028	41,00,500/-
<b>Total: Rupees Forty One Lakhs Five Hundred only</b>			41,00,500/-
<b>Payable yearly in advance as below</b>			
1. First Year Services (24-08-2025 to 23-08-2026)- 13,66,833.33			
2. Second Year Service-(24-08-2026 to 23-08-2027)-13,66,833.33			
3. Third Year Service - (24-08-2027 to 30-11-2028)-13,66,833.33			

#### Terms & Conditions:

**Order Value:** Total order value is Rs. 41,00,500/- (Rupees Forty One Lakhs Five Hundred only) towards the cost of Smart Net support charges for CISCO ISR-4321 edge routers (59 No's) from 24-08-2025 to 30-11-2028. The support cost will be paid at the beginning of year as mentioned in Table No.1. TDS if any will be deducted from the payment.

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1. Other terms and conditions such as deliverables, SOW, SLA etc., are as per your AMC proposal CS-SQ-BLR-2025-26-000382-R1 dtd 30-07-2025.
2. Invoices has to be delivered directly to the below location which is also the billing address

**Karnataka Bank Limited,  
Information Technology Department  
Technology and Digital HUB  
Artisane RPS Tech Centre, No 32, 1st main  
3rd Phase, J P Nagar, Bengaluru - 560 078.**

3. Payment:

Payment will be released on submission of

- a) Back to Back backlining with Cisco confirmation.
- b) Original invoices duly accepted by concerned officials of the Bank.
- c) The payment will be released through NEFT/RTGS mode. Necessary documents required for the payment shall be furnished.
- d) Execution of Service Level Agreement (1 year) in the bank approved format for the Smart net support of CISCO Catalyst 3650 L2 Switches 24/48 Port (42 No's).

- e) Bank's GST and PAN Details

GST Number of our Bank as well as your GST number must be invariably.

Cited in the invoices for the release of payment.

Following is the GST/PAN details of the Bank.

**GST No.: 29AABCT5589K1ZL**

**PAN No.: AABCT5589K**

**GST ISD : 29AABCT5589K2ZK**

4. Bank reserves the right to remove equipment's from support and make the payment proportionately on pro-rata basis.
5. Service Delivery:

- a. In case of hardware failure, M/S Connectivity will provide replacement of faulty equipment's at no additional cost.

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- b. All devices will be back lined with CISCO for support except for those models for which CISCO has declared EOS will be supported by M/s Connectivity from its inventory.
- c. M/s Connectivity Systems will coordinate with CISCO for raising problem ticket, technical solution and call closure. M/S Connectivity will take back to back support with CISCO whenever required.
- d. After the TAC is raised on CISCO, M/S Connectivity will share PICA (Partner initiated customer access) with the bank. The details of TAC will be shared with bank for every query raised with CISCO.
- e. This will be Cisco smart net with hands and feet support from Connectivity.

6. In case of any dispute, Bank reserves its right to go by the terms and conditions stipulated in this work order superseding any other agreement signed in connection with the partner support for items mentioned in the Annexure-I

7. Penalty: If in case violation of SLA, 0.5% of the particular line-item value will be charged as penalty by the bank for every extra one-hour delay. However, the maximum cap of the total penalty is 5% of the total contract value.

8. Escalation matrix of Karnataka bank as follows

S.N	Name	Designation	Mobile no
1	Mr. Avinash M S	Officer	9482377043
2	Mr. Srikant Shyamsundar	Sr, Manager	9481732623
3	Ms. Jeet Kumar	Assistant General Manager	9449595687

Kindly acknowledge the acceptance of this order,

Yours faithfully

*Deputy General Manager*



We accept the terms and conditions specified in this work order and acknowledge the same.

For M/s CONNECTIVITY India Pvt Ltd.

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Name:  
Designation:  
Date:

**Annexure I**

SI No	Product Part Code	Service Part Code	Service Description	Serial No.	Contract Start Date	Contract End Date
1	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XJ	24-Aug-2025	30-Nov-2028
2	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XE	24-Aug-2025	30-Nov-2028
3	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0V4	24-Aug-2025	30-Nov-2028
4	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0U9	24-Aug-2025	30-Nov-2028
5	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0WC	24-Aug-2025	30-Nov-2028
6	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0U8	24-Aug-2025	30-Nov-2028
7	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VX	24-Aug-2025	30-Nov-2028
8	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XA	24-Aug-2025	30-Nov-2028
9	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XB	24-Aug-2025	30-Nov-2028
10	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VY	24-Aug-2025	30-Nov-2028
11	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UB	24-Aug-2025	30-Nov-2028
12	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VQ	24-Aug-2025	30-Nov-2028
13	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0Y8	24-Aug-2025	30-Nov-2028
14	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UX	24-Aug-2025	30-Nov-2028
15	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0W5	24-Aug-2025	30-Nov-2028
16	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XR	24-Aug-2025	30-Nov-2028
17	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VM	24-Aug-2025	30-Nov-2028
18	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XG	24-Aug-2025	30-Nov-2028
19	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UZ	24-Aug-2025	30-Nov-2028
20	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UM	24-Aug-2025	30-Nov-2028
21	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VK	24-Aug-2025	30-Nov-2028
22	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XQ	24-Aug-2025	30-Nov-2028
23	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0WA	24-Aug-2025	30-Nov-2028
24	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VA	24-Aug-2025	30-Nov-2028
25	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0V7	24-Aug-2025	30-Nov-2028
26	ISR4321-AX/K9	CON-SNT-	STD 8X5XNBD	FDO2432M0X8	24-Aug-	30-Nov-

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		IS4321AX			2025	2028
27	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0U4	24-Aug-2025	30-Nov-2028
28	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VF	24-Aug-2025	30-Nov-2028
29	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0U5	24-Aug-2025	30-Nov-2028
30	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2751M042	24-Aug-2025	30-Nov-2028
31	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0W1	24-Aug-2025	30-Nov-2028
32	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0YA	24-Aug-2025	30-Nov-2028
33	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0W8	24-Aug-2025	30-Nov-2028
34	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0X7	24-Aug-2025	30-Nov-2028
35	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0V8	24-Aug-2025	30-Nov-2028
36	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0US	24-Aug-2025	30-Nov-2028
37	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VD	24-Aug-2025	30-Nov-2028
38	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0U6	24-Aug-2025	30-Nov-2028
39	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UJ	24-Aug-2025	30-Nov-2028
40	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UN	24-Aug-2025	30-Nov-2028
41	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UK	24-Aug-2025	30-Nov-2028
42	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0W0	24-Aug-2025	30-Nov-2028
43	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VH	24-Aug-2025	30-Nov-2028
44	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VV	24-Aug-2025	30-Nov-2028
45	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VU	24-Aug-2025	30-Nov-2028
46	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0V1	24-Aug-2025	30-Nov-2028
47	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VB	24-Aug-2025	30-Nov-2028
48	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XK	24-Aug-2025	30-Nov-2028
49	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0V0	24-Aug-2025	30-Nov-2028
50	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0VN	24-Aug-2025	30-Nov-2028
51	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XN	24-Aug-2025	30-Nov-2028
52	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UF	24-Aug-2025	30-Nov-2028
53	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UC	24-Aug-2025	30-Nov-2028
54	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XP	24-Aug-2025	30-Nov-2028
55	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0XM	24-Aug-2025	30-Nov-2028
56	ISR4321-AX/K9	CON-SNT-IS4321AX	STD 8X5XNBD	FDO2432M0UR	24-Aug-2025	30-Nov-2028

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57	ISR4321-AX/K9	CON-SNT- IS4321AX	STD 8X5XNBD	FDO2432M0Y9	24-Aug- 2025	30-Nov- 2028
58	ISR4321-AX/K9	CON-SNT- IS4321AX	STD 8X5XNBD	FDO2432M0XS	24-Aug- 2025	30-Nov- 2028
59	ISR4321-AX/K9	CON-SNT- IS4321AX	STD 8X5XNBD	FDO2236A1V5	24-Aug- 2025	30-Nov- 2028

