

**Karnataka Bank Ltd.**

Your Family Bank. Across India.



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

Phone : 080-24413700
E-Mail : it@ktkbank.com
Website : www.karnatakabank.com
CIN : L85110KA1924PLC001128

INFORMATION TECHNOLOGY DEPARTMENT**HO/IT/PO/01/2024-25****01-04-2025**

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

Kind attention: Ms. Deepthi

Madam/Dear Sir,

Sub: Purchase order for AMC of C3650 switches – Smart net Support with hands and feet support.

Ref: Your Proposal Ref No CS-SQ-BLR-2024-25-001556 dtd 29-03-2024.

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 Catalyst 3650 L2 Switches 24/48 Port (42 No's)	01-04-2025 to 31-10-2026	17,70,497.72
Total: Rupees Seventeen Lakhs Seventy Thousand Four Hundred Ninety Seven paise Seventy Two only			17,70,497.72

Terms & Conditions:

Order Value: Total order value is **Rs. 17,70,497.72/- (Rupees Seventeen Lakhs Seventy Thousand Four Hundred Ninety Seven paise Seventy Two only)** towards the cost of partner support charges for CISCO Catalyst 3650 L2 Switches 24/48 Port (42 No's) from 01-04-2025 to 31.10.2026. 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.

1. Other terms and conditions such as deliverables, SOW, SLA etc., are as per your AMC proposal CS-SQ-BLR-2024-25-001556.

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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

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.
- 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.

Name:

Designation:

Date:

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Annexure I

No.	Product	Product Description	Serial Numbers	Service start date	Service end date
1	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO1920E0B4	1-Apr-25	31-Oct-26
2	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO1920E0BE	1-Apr-25	31-Oct-26
3	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO1920E0BQ	1-Apr-25	31-Oct-26
4	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO1919E0CJ	1-Apr-25	31-Oct-26
5	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO1919E0CE	1-Apr-25	31-Oct-26
6	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2051E3A4	1-Apr-25	31-Oct-26
7	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2051E0R8	1-Apr-25	31-Oct-26
8	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E26T	1-Apr-25	31-Oct-26
9	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E268	1-Apr-25	31-Oct-26
10	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E26G	1-Apr-25	31-Oct-26
11	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E271	1-Apr-25	31-Oct-26
12	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E26E	1-Apr-25	31-Oct-26
13	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052Q10G	1-Apr-25	31-Oct-26
14	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E264	1-Apr-25	31-Oct-26
15	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E26A	1-Apr-25	31-Oct-26
16	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E265	1-Apr-25	31-Oct-26
17	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052Q10W	1-Apr-25	31-Oct-26
18	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E275	1-Apr-25	31-Oct-26
19	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E26V	1-Apr-25	31-Oct-26
20	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E26L	1-Apr-25	31-Oct-26
21	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E26B	1-Apr-25	31-Oct-26
22	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052Q10Z	1-Apr-25	31-Oct-26
23	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2052E27A	1-Apr-25	31-Oct-26
24	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2131E0ZR	1-Apr-25	31-Oct-26
25	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2205Q1H7	1-Apr-25	31-Oct-26
26	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2205E1T3	1-Apr-25	31-Oct-26
27	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2205Q1HB	1-Apr-25	31-Oct-26
28	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2204Q1X4	1-Apr-25	31-Oct-26

29	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2204E21E	1-Apr-25	31-Oct-26
30	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2204Q1XS	1-Apr-25	31-Oct-26
31	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2204Q1U9	1-Apr-25	31-Oct-26
32	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2204Q1XX	1-Apr-25	31-Oct-26
33	CON-SNT-WSC3652TS	SNTC 8X5XNBD	FDO2205I14U	1-Apr-25	31-Oct-26
34	CON-SNT-WSC36TSL	SNTC 8X5XNBD	FDO2233I058	1-Apr-25	31-Oct-26
35	CON-SNT-WSC365BU	SNTC 8X5XNBD	FDO2233E08R	3-Oct-25	31-Oct-26
36	CON-SNT-WSC365BU	SNTC 8X5XNBD	FDO2233E083	3-Oct-25	31-Oct-26
37	CON-SNT-WSC365BU	SNTC 8X5XNBD	FDO2233E07T	3-Oct-25	31-Oct-26
38	CON-SNT-WSC365BU	SNTC 8X5XNBD	FDO2233E084	3-Oct-25	31-Oct-26
39	CON-SNT-WSC365BU	SNTC 8X5XNBD	FDO2233Q071	3-Oct-25	31-Oct-26
40	CON-SNT-WSC365BU	SNTC 8X5XNBD	FDO2232E1AC	3-Oct-25	31-Oct-26
41	CON-SNT-WSC36TSL	SNTC-8X5XNBD Cisco Catalyst 3650 48 Port Data 4x1G Up	FDO1919E50M	1-Apr-25	31-Oct-26
42	CON-SNT-WSC36TSL	SNTC-8X5XNBD Cisco Catalyst 3650 48 Port Data 4x1G Up	FDO1919E50D	1-Apr-25	31-Oct-26



