



ANNEX 4

Total Cost of Ownership (TCO)

TOTAL COST OF OWNERSHIP (TCO)

The form is dedicated to the Tenderer's response to the financial offer requirements as described in Annex no. 5 (Requirements) of The Specifications, being intended to describe the components of the Total Cost of Ownership (TCO). The form is structured as follows:

Table 1: TCO summary – [the table that aggregates the cost components, detailed in the other tables below in this form, including for a period of 5 years after the warranty period (one-time and recurring costs).]

Note: This table will be completed by the Tenderer separately for each lot and the indicated amounts will be without VAT

Total cost of ownership (TCO)

No	Name	Period under contract	Year 2	Year 3	Year 4	Year 5	Year 6	TOTAL, without VAT (EURO)
1	Licenses for the IT solution for banking operations (CBS), and Digital Banking including 1 year of manufacturer support	267,088.17 €	n/a	n/a	n/a	n/a	n/a	267,088.17 €
2	Standard support from the manufacturer for offered software licenses, after the first year of warranty period**	n/a	52,016.52 €	56,177.84 €	60,672.06 €	65,525.83 €	70,767.89 €	305,160.14 €

3	Complementary licenses for running CBS - Database, Weblogic and ESB (excluding operating system licenses), including 1 year of standard support from the manufacturer	158,204.03 €	n/a	n/a	n/a	n/a	n/a	158,204.03 €
4	Support for complementary licenses required to run the offered IT solution after the first year of warranty**	n/a	28,274.94 €	30,536.93 €	32,979.89 €	35,618.28 €	38,467.74 €	165,877.77 €
5	Implementation services of the IT solution for banking operations (CBS), Digital Bnaking, technology software and ESB	1,473,029.20 €	n/a	n/a	n/a	n/a	n/a	1,473,029.20 €
6	Training services		n/a	n/a	n/a	n/a	n/a	

7	Warranty services (maintenance and support) related to the IT solution for banking operations including 3 months of post go live support	235,630.85 €	n/a	n/a	n/a	n/a	n/a	235,630.85 €
8	Services for additional developments and change requests during the implementation and warranty period (Lot I – 2000 man-hours	127,177.18 €	n/a	n/a	n/a	n/a	n/a	127,177.18 €
9	Integration services	111,774.10 €	n/a	n/a	n/a	n/a	n/a	111,774.10 €
10	Out of pocket expenses	73,950.00 €	n/a	n/a	n/a	n/a	n/a	73,950.00 €
TOTAL COSTS, without VAT		2,446,853.53 €	80,291.45 €	86,714.77 €	93,651.95 €	101,144.11 €	109,235.63 €	2,917,891.44 €

** Proposed licenses are perpetual.*

*** If the Tenderer is unable to specify the cost of the support offered by the manufacturer at the time of submission of the tender, he shall indicate the cost/percentage value to be applied annually for the next 5 years to the list cost of the licenses offered by the Manufacturer.*

TOTAL, without VAT, of which (total amount and % rate - 6 years):	EUR/MDL/USD	%
- Licenses for the offered IT solution (r1+2)	EUR/MDL/USD	n/a
- Complementary licenses required to run the offered IT solution (r3+4)	EUR/MDL/USD	n/a
- Implementation, training and warranty services (r5)+(r6)+(r7)+(r8)	EUR/MDL/USD	n/a
- Post-warranty services and development during the post-warranty period (r9)+(r10)	EUR/MDL/USD	n/a

Table 2: Licenses for the offered software solution

[All licenses delivered will include in their cost one year of support and maintenance]

Note: The Tenderer must present the cost of the licenses related to the solution in a licensing agreement model, which provides the applicable price for a license offered in this tender. When changing the number of licenses, caused by changes in the NBM activity (+/-10% of the licenses), the same unit price will be applied for new users (if the number increases) and remaining users (if the number decreases). The licensing agreement will be valid for the entire period indicated in the TCO (the 6-year period after the final acceptance of the solution). All amounts will be indicated in EUR/MDL/USD, excluding VAT.

Goods	Q-ty	Period	Price per unit	License price	Support and maintenance		Discount for licenses		Discount for support and maintenance		TOTAL LICENCES (EUR/MDL/USD)	TOTAL SUPPORT AND MAINTENANCE	
					%	EUR/MDL/USD	%	EUR/MDL/USD	%	EUR/MDL/USD		(EUR/MDL/USD)	
1. Licenses for software solution*													
Licenses for the production environment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Please list the application/system module E.g. Accounting module	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Licenses for the testing environment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
...	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Licenses for the back-up environment													
....													
TOTAL				0		0		0		0		0	0

Table 3: Complementary licenses required to run the offered IT solution

[The Tenderer will include in the tender price all the costs of the licenses necessary to run the offered IT solution, except for the licenses necessary for the operating systems. All amounts will be indicated in EUR/MDL/USD, excluding VAT.]

Specifying the name, type, purpose of the complementary license	Q-ty	Period	Price per unit	License price	Support and maintenance		Discount for licenses		Discount for support and maintenance		TOTAL LICENCES (EUR/MDL/USD)	TOTAL SUPPORT AND MAINTENANCE
												(EUR/MDL/USD)
					%	EUR/MDL/USD	%	EUR/MDL/USD	%	EUR/MDL/USD		
Complementary licenses required to run the IT solution*												
Licenses for the production environment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
E.g. Application Server Licenses	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
E.g. DBMS (Database) Licenses	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

...	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Licenses for development and testing environment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Licenses for the back-up environment	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTAL				0		0		0		0	0	0

* All licenses delivered will include in their cost one year of support and maintenance.

Table 4: Implementation services and warranty services (for 12 months)

All amounts will be indicated in EUR/MDL/USD, excluding VAT.

Type of service	% in total services	Cost, EUR/MDL/USD
I. Implementation services	Please refer the Table 1: TCO Summary for details	
Personnel expenses		
Expenses related to risk provision		
II. Training services		
...		
III. Warranty services (12 months))		
Warranty services (maintenance and support)		
IV. Services for additional developments and change requests during the implementation and warranty period		

Lot I – 2000 man-hours

Table 5: Requirements for infrastructure specifications [Infrastructure specifications will be indicated for each lot separately. **All amounts will be indicated in EUR/MDL/USD, excluding VAT**]

The component	Recommended	Suggested quantity
Name and description of the required infrastructure component	Recommended model for the component, recommended features	Suggested quantity for the component (number of units)
Please refer the attached annex 23 for sizing details.		

*Note: If the Tenderer considers it necessary to present its offer in another structure, it will **additionally** present another table with the structure it considers representative. At the same time, the tables presented in Annex no. 3 „Details of the financial tender for implementation services” of „The Specifications” are to be completed in **fully on a mandatory manner**.*

Signed:

Naman

JMR INFOTECH MIDDLE EAST (FZC)
LICENSE NO. 02-04-04605
P.O. BOX 120894
SAIFZ, SHARJAH - U.A.E

Name: Naman Jain

Position: EVP & Head – Global Sales and Business Development

Tenderer: JMR Infotech Middle East FZC

Address: P.O Box 120894, Q3-219 SAIF Zone, Sharjah, UAE