

Section 1 - Bid Schedule and Address

Clause 13.13 – Submission of Bids and 13.14 Bid Opening

Sl.No	Description of Information/ Requirement	Amendment
1.	Tender Reference Number	OGB/RFP/ITD/CBS/02/2019-20
2.	Date of Issue of RFP	4 th May 2019
5.	Bid Submission Mode.	Through manual Tendering process
6.	Last Date and Time and place for submission of bids along with supporting documents, original Demand Draft towards cost of document, EMD / Bank Guarantee	28 th June 2019 (Friday) on or before 17:00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted to the contact officials in person).
7.	Date, time and venue for opening the technical bid.	29 th June 2019 (Saturday) at 11:00 hours at the Bank's Information Technology Department, Bhubaneswar.
8.	Date, time and venue for opening the commercial bid	Will be intimated to technically short-listed bidders.

Note: Bids will be opened in the presence of the Bidders' representatives who choose to attend.

Annexure 8 R- Technical Bid Covering Letter Format

The General Manager,
 Odisha Gramya Bank,
 Head Office, IT Department
 J/1, Gandamunda, PO: Khandagiri
 Bhubaneswar -751030 (Odisha)

Dear Sir,

Ref: **Your RFP for Selection of System Integrator for Maintenance of Finacle Core Banking Solution (7.0.18), Allied Applications and Delivery Channels at Data Center, Disaster Recovery Center.**

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Technical Bid/Specification: -

S.No.	Particulars	Details to be furnished by the Bidder
1	Name of the Bidder	
2	E-mail address, Contact Nos of contact persons	
3	Details of: Description of business and business background Service profile & Client profile	
4	Approach and methodology for the proposed scope of work along with illustrative deliverables.	
5	Details of similar assignments executed by the Bidder during the last three years in India (Name of the Bank, time taken for execution of the assignments and documentary proof from the Bank are to be furnished)	
6	List of applicant's major customers in last 3 years and details as below may be taken: i) Name and complete postal Address of the Customer. ii) Name, designation, Telephone, Fax, Nos., e-mails and address of the contact person(customer) iii) Whether reference letter enclosed.	
7	Details of inputs/requirements required by the Bidder to execute this assignment.	
8	Conformity to the obtaining of various certificates/bench mark testing standards for	
9	The items quoted to meet the intent of the RFP	

10	Conformity regarding back to back arrangements with third party hardware software for providing continuous and un- interrupted support to meet SLA obligations as per RFP Terms.	
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Declaration:

- a. We confirm that we will abide by all the terms and conditions contained in the RFP.
- b. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.
- c. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
- d. We confirm that we have noted the contents of the RFP and have ensured that there is no assumption / exclusion in filing our response to the RFP & scope and that the Bank reserves the right to accept or reject the bid based on satisfaction of its requirements.

Date:

Signature with Seal

Name:.....

Designation :.....

Annexure 12 R – Compliance Statement

Ref: Your RFP Selection of System Integrator for Maintenance of Finacle Core Banking Solution (7.0.18), Allied Applications and Delivery Channels at Data Center, Disaster Recovery Center.

DECLARATION

We understand that any deviations, assumptions or exclusions mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Compliance	Compliance (Yes / No)	Deviations	Remarks
Terms and Conditions			
Technical Specifications			
Scope of Work			
Function and Technical			
Addendums			
SLA			
Payment terms			
Project Timelines			
All annexures			

All deviations must be mentioned above.

(If left blank it will be construed that there is no deviation from the specifications given above)

Date:

Signature with Seal

.....

Name:

.....

Designation :

Annexure 17R - Commercial Bid Format
(Company letter head)

Ref: OGB/RFP/ITD/CBS/02/2019-20 dated 04.05.2019

Name of Bidder :
Address of Corporate Office :

***All prices are in INR including all taxes and duties excluding applicable Goods and Service Tax.**

Section: 1 – Annual Maintenance Contract (AMC)

Table 1: AMC for Desktops

SL No	Description	Type	Location	Count	Yr1	Yr2	Y3	Total
1	HP COMPAQ Pro 4300 with HP V192 Monitor, TVS Gold KBD & Mouse	PC	DC-Chennai	5				
2	HP COMPAQ Pro 4300 with HP V192 Monitor, TVS Gold KBD & Mouse	PC	DR-Hyderabad	3				
	----	----	Total	----				

Table 2: AMC for Servers

SL No	Description	Type	Location	Count	Yr1	Yr2	Yr3
1	HP –Blade System c7000 Enclosure G3	Blade Enclosure	DC -Chennai	1			
2	HP –Blade System c7000 Enclosure G3	Blade Enclosure	DR - Hyderabad	1			
3	HP Integrity BL860c i4	HP Unix Server	DC -Chennai	5			
4	HP Integrity BL860c i4	HP Unix Server	DR - Hyderabad	3			
5	HP -ProLiant DL320e Gen8	3PAR Management Server (SP)	DC -Chennai	1			
6	HP -ProLiant DL320e Gen8	3PAR Management Server (SP)	DR - Hyderabad	1			
7	HP -ProLiant DL360p Gen8	Windows - Server	DC -Chennai	1			
8	HP -ProLiant DL360p Gen8	Windows - Server	DR - Hyderabad	1			
9	HP -ProLiant DL380p Gen8	Windows - Server	DC -Chennai	1			
10	HP -ProLiant DL380p Gen8	Windows - Server	DR - Hyderabad	1			
11	HP -ProLiant DL385p Gen8	Windows - Server	DC -Chennai	4			
12	HP -ProLiant DL385p Gen8	Windows - Server	DR - Hyderabad	4			
13	HP 3PAR Storage 7200	Storage	DC -Chennai	1			
14	HP 3PAR Storage 7200	Storage	DR - Hyderabad	1			
15	HP Storage Work 8/24 FC Switch Brocade 6505	SAN Switch	DC -Chennai	2			
16	HP Storage Work 8/24 FC Switch Brocade 6505	SAN Switch	DR - Hyderabad	2			
17	HP MSL4048 Tape Library	Tape Library	DC -Chennai	1			
18	HP MSL4048 Tape Library	Tape Library	DR - Hyderabad	1			
				Total			

Table 3 – Security Operation Centre (Optional) **

SL No	Description	Location	Yr1	Yr2	Y3	Total Price
1	Service name	DC- DRC				
2	Service name	DC- DRC				
3	Service name	DC- DRC				
4	Service name	DC- DRC				
5	Service name	DC- DRC				

(The price quoted under table 3 shall not be included in TCO)**

Section: 2 – ATS for Software
Table 1: ATS for ORACLE RDBMS (CSI NUMBER 19365665)

SL No	Description	Location	Count	Yr1	Yr2	Y3	Total Price
1	Oracle License Standard edition (NUP)	DC-Chennai	75				
2	Oracle Database Enterprise EE(Perpetual)	DC-Chennai	5				
3	Oracle Database Enterprise EE(Perpetual)	DR-Hyderabad	5				
	----	----	Total				

Table 2: ATS for e-KYC

SL No	Description	ATS/ AMC	Location	Count	Yr1	Yr2	Y3	Total Price
1	ATS for e-KYC	ATS						
--		--	--	Total				

Table 3: AMC for Microfocus Tools license

SNo	Short Description	Quantity	Termed SKU	Y1	Y2	Y3	Total
1	HP BAC SAM 501-2K Pt SW E-LTU	501	TB195BAE				
2	HP BAC-SLM f/SAM 501-2K Pt SW E-LTU	501	TB210BAE				
3	HP SiteScope OracleDB Sol Tmpl SW E-LTU	1	H7U20BAE				
4	HP SiS OS Solution Templates SW E-LTU	1					
5	HP SiteScope Web Script AppMntr SW E-LTU	1					
6	HP SM Ent Ste w C-It Flt User SW E-LTU	1	P8E58AAE				

Table 4 Data Protector AMC

License	Cust. Acct. Ref(CAR)	Qty	Yr1	Yr2	Yr3
Data Prt drive ext UNIX/NAS/SAN E-LTU (B6953AAE)	ODISHAGRAMYABANK.LTU	2			
DP On-line Back up for UNIX E-LTU (B6955BAE)	ODISHAGRAMYABANK.LTU	1			
Data Prot Starter Pack Windows E-LTU (6961BAE)	ODISHAGRAMYABANK.LTU	1			
DP On-line Backup for Windows E-LTU (B6965BAE)	ODISHAGRAMYABANK.LTU	2			
Data Prt drive ext UNIX/NAS/SAN E-LTU(B6953AAE)	ODISHAGRAMYABANK.E.LTU	4			
DP On-line Backup for UNIX E-LTU (B6955BAE)	ODISHAGRAMYABANK.E.LTU	2			
Data Prot Starter Pack Windows E-LTU(B6961BAE)	ODISHAGRAMYABANK.E.LTU	1			
DP On-line Backup for Windows E-LTU (B6965BAE)	ODISHAGRAMYABANK.E.LTU	4			

Table 5 Anti Virus Solution

SL No	Description		Location	Count	Yr1	Yr2	Y3	Total Price
1	Antivirus license Server Enterprise edition	License for windows servers	DC-Chennai	6				
2	Antivirus license Server Enterprise edition	License for windows servers	DR-Hyderabad	6				
--	--	--	--	Total				

Section: 3 Support
Table 1: Cost of Support Resources

SL No	Description	Location	Man/ Month Rate	Count	Yr1	Yr2	Y3	Total Price
1	Support and Governance at Bhubaneswar							
1	L 2 Support	Bhubaneswar		5				
2	L 2 Support (Customization)	Bhubaneswar		2				
3	Project Director	Bhubaneswar		1				
			Sub-Total(1A)					
1B Support and Management at DC & DRC								
1	Infra Support *	DC-Chennai		1				

SL No	Description	Location	Man/ Month Rate	Count	Yr1	Yr2	Y3	Total Price
2	Infra Support	DRC-Hyderabad		1				
3	DBA	DC-Chennai		1				
--	--	--	Sub-Total(1B)					
			Total(1A+1B)					

(*) Coverage for Infra Support at Dc-Chennai (1B .1) required for 2 shifts

Section: 4 – Total Cost

Section	Table Number	Total cost of Table
Section: 1 – Annual Maintenance Contract (AMC)	Table 1: AMC for Desktop	
	Table 2: AMC for Servers	
Section: 2 – ATS for Software	Table 1: ATS for Oracle RDBMS	
	Table 2: ATS for e-KYC	
	Table 3: AMC for Tools licenses	
	Table 4: AMC for Data Protector	
	Table 5: Antivirus Solution for Servers	
Section: 3 – Support Resources	Table 1: (1A+1B) Cost of Support Resources	
	Total cost of project	

***The total cost of the project under “Section:4-Total cost” will be used for the section of L1 bidder.**

We certify that price quoted are all-inclusive (excluding applicable Government Tax component) as per clauses mentioned in the RFP No “OGB/RFP/ITD/CBS/02/2019-20” dated 04.05.2019

We also confirm that the price quoted meets all the specifications and scope of work mentioned in the RFP No. “OGB/RFP/ITD/CBS/02/2019-20” dated 04.05.2019

Authorised Signatory:

Name and Designation:

Office Seal:

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SI No	Page	Section	Clause	Amendments
1	63	Annexure 8 - Technical Bid Covering Letter Format	Declaration (d) We confirm that we have noted the contents of the RFP and have ensured that there is no deviation / assumption / exclusion in filing our response to the RFP & scope and that the Bank will have the right to disqualify us in case of any such deviations / assumption / exclusion.	Please refer to Annexure - 8 R and Annexure - 12 R
2	77	AMC for Desktop and Periperal	Table 1(Line Item 2, 3, 4, 6,7,8)	Please refer to Annexure - 17 R
3	22	10.8 Software License Management	The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed Products	The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed Products at DC-DR within the scope of bidder.
4	43	14.3 Liquidated Damages	However, In case there is a loss due to data corruption, the amount shall be recovered in full for the damage if it is attributable to the bidder. Data corruption implies, data which can neither be read nor retrieved for Bank's use.	However, In case there is a loss due to data corruption, i.e. data which can not be accessed from Finacle CBS due to logical / physical corruption, the amount shall be recovered in full for the damage if it is attributable to the bidder.
5	46-47	17.1 Order Cancellation/ Termination of Contract	The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances: 1. The selected Bidder commits a breach of any of the terms and conditions of the contract.	The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances: 1. The selected Bidder commits a material breach of any of the terms and conditions of the contract and it remains uncured after 30 days' cure notice period.
6	49	17.7(3)	Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project	No change. To be added in SOW

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SI No	Page	Section	Clause	Amendments
7	50	17.13 Force Majeure	5. Similarly if a situation is created by any Government order for which the requirements undergo changes or new requirements get created, the Successful Bidder will have to comply with the Government instructions since it goes beyond the control of the Bank. The Bank will have to notify the Successful Bidder in writing informing them of the Government decision and request them to comply with the Government instructions	5. Similarly if a situation is created by any Government order for which the requirements undergo changes or new requirements get created, the Successful Bidder will have to comply with the Government instructions since it goes beyond the control of the Bank. The Bank will have to notify the Successful Bidder in writing informing them of the Government decision and request them to comply with the Government instructions through Change Management Process.
8	49	17.10 Guarantees	In the case of software, the Bidder should guarantee that the software supplied to the Bank includes all latest patches, upgrades/ updates etc., and the same are licensed and legally obtained.	In the case of software, the Bidder should ensure that the software supplied to the Bank includes all latest patches, upgrades/ updates etc., and the same are licensed to Bank and legally obtained.
9	13	Section 9 Scope of Work , Point 9	9. SI needs to perform Performance assessment periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. The processor usage has to be tracked on regular basis and at no point of time other than batch processing should exceed 60 % except EOD where it can go up to 70 %. SI and bank needs to analyze the report and fix all the gaps, issues, bugs, problems reported. It will be the responsibility of the SI to coordinate resolve the issues reported. SI needs to close the issues within 15 days once the same is reported to the bank. The Servers, storage and database performance assessment needs to be done on a quarterly basis	9. SI needs to perform Performance assessment periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. The processor usage has to be tracked on regular basis and at no point of time other than batch processing should exceed 60 % except EOD where it can go up to 70 %. SI and bank needs to analyze the report and fix all the gaps, issues, bugs, problems reported. It will be the responsibility of the SI to coordinate resolve the issues reported. SI needs to close the issues within 15 days once the same is reported to the bank. The Servers, storage and database performance assessment needs to be done on a quarterly basis. In case upgradation or addition of any hardware spare item is warranted to maintain the desired utilisation level the same shall be proposed by the bidder to be carried out through Change Management Process.

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SI No	Page	Section	Clause	Amendments
10	23	Section 10.10	Bidder will be responsible for deployment of Antivirus Solution at all the Servers and Firewalls at Data Centre and DRC. The solution should have all standard features of a server enterprise edition. Bidder should procure and provide the same. Bidder needs to carry out necessary installations & updates/patches for the newly procured licenses.	Bidder will be responsible for deployment of Antivirus Solution at 6 windows Servers at DC and 6 Windows Server at DRC. The solution should have all standard features of a server enterprise edition. Bidder should procure and provide the same. Bidder needs to carry out necessary installations & updates/patches for the newly procured licenses.
11	23	Section 10.10	Bidder will be responsible for deployment of Antivirus Solution at all the Servers and Firewalls at Data Centre and DRC. The solution should have all standard features of a server enterprise edition. Bidder should procure and provide the same. Bidder needs to carry out necessary installations & updates/patches for the newly procured licenses.	Please refer to Annexure - 17 R
12	33	Section 12.4	Hardware (Servers, Storage Devices) downtime that does not have application level impact - 99.9%	SI No 7 stands deleted
13	44	Other Services (Installation / Implementation / Upgrade Services) delivered by the Bidder	3. Bank may foreclose the bank guarantee without any notice:	3. Bank may foreclose the bank guarantee with 30 days notice period:
14	37	13.10 Part C - Commercial Bid point No 6.	The entire benefits/advantages arising out of fall in Prices, Taxes, Duties or any other reason, must be passed on to Bank	The entire benefits/advantages arising out of reduction of taxes, must be passed on to Bank and the revised invoices are to be submitted accordingly. In case of downward revision of ATS by OEM the benefit must be passed on to the Bank.

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SI No	Page	Section	Clause	Amendments
15	46-47	17.1 Order Cancellation/ Termination of Contract	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 15 days cure period to the Bidder however the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 15 days cure period. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract. This clause is applicable if for any reason the contract is cancelled.	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 30 days cure period to the Bidder however the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 30 days cure period. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract. This clause is applicable if for any reason the contract is cancelled.
16	31	Section 11.4	10. The Bidder has to provide all customization source codes and Documentation to the bank. The relevant IPR related to customization will be with Bank.	10. The Bidder has to provide source codes and documentation for all customisations delivered to the Bank.
17	13	Section 9	The SI is to provide interfaces for any new applications as and when required by the Bank without charging any extra cost to the Bank.	The S.I. is to provide interfaces for any new application required by Government or regulatory in nature without any additional cost to Bank
18	23	Section 10.9	The OEM may from time to time release Updates/ Upgrades/New releases/New versions and notify the Bank about the same. The Bidder agrees that all such Updates/minor Upgrades (dot version)/ new minor releases (dot version)/Minor new versions (dot version), as and when released during the term of warranty, AMC and ATS will be implemented without any additional cost to the bank.	Finacle version 7.0.25 and above shall be considered as major upgradation. For Oracle upgradation to 11 g shall not be considered as major upgradation if Infosys certifies the same as fully compatible with Finacle 7.0.18. The OEM may from time to time release Updates/ Upgrades/New releases/New versions and notify the Bank about the same. The Bidder agrees that all such Updates/minor Upgrades (dot version)/ new minor releases (dot version)/Minor new versions (dot version), as and when released during the term of warranty, will be implemented without any additional cost to the bank.

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SI No	Page	Section	Clause	Amendments
19	23	Section 10.9	Bidder needs to test all these upgrades and releases along with existing customisations in Non-production environment first and once sign off by the bank Bidder needs to move these upgrades and updates in production through proper change management cycle. In case some changes are required to be made to the existing customizations, the same should be carried out at no additional cost to the Bank. It should be possible to roll back at a short notice and in a short time in case of any problem due to the change.	Bidder needs to test all these upgrades and releases along with existing customisations in Non-production environment first and once sign off by the bank Bidder needs to move these upgrades and updates in production through proper change management cycle. In case some changes are required to be made to the existing customizations, the same should be carried out at no additional cost to the Bank. The S.I. is to ensure smooth running of system.
20	23	10.11	Bidder needs to do Performance assessment Periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. Bidder and bank needs to analyze the report and fix all the issues, bugs, problems reported in the report. It will be the responsibility of the Bidder to coordinate between OEM and third party to resolve the issues reported. Bidder needs to close the issues within 30 days once the same is reported by the bank otherwise penalty will be applicable.	Bidder needs to do Performance assessment Periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. Bidder and bank needs to analyze the report and fix all the issues, bugs, problems reported in the report. It will be the responsibility of the Bidder to coordinate between OEM and third party to resolve the issues reported. Bidder needs to close the issues within 30 days once the same is reported by the bank otherwise penalty will be applicable if the reason of delay is attributable to the bidder.
21	30	11.4	4. Successful Bidder will be solely responsible for any delay in integration with Bank' business applications	Successful Bidder will be solely responsible for any delay in integration with Bank' business applications if the same is attributable to the bidder.
22	30	11.4.9	To provide and apply all upgrades and patches free of cost during the warranty / ATS / AMC period. Such minor upgrades / patches/ updates should be applied immediately after release and shall assist the Bank in upgrading without impacting the services during the period of contract at no cost to the Bank.	To provide and apply all upgrades and patches of Finacle 7.0.18 and Oracle free of cost during the warranty / ATS / AMC period. Such minor upgrades / patches/ updates should be applied immediately after release and shall assist the Bank in upgrading without impacting the services during the period of contract at no cost to the Bank.

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SI No	Page	Section	Clause	Amendments
23	43	14.1	<p>1. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.</p> <p>2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.</p>	<p>1. Failure on the part of the bidder to accept the purchase order shall liable for forfeiture of EMD at the discretion of the Bank. After acceptance of the purchase order the agreement is to be signed within a period of 6 weeks. 2. All obligations mentioned in the contract are to be fulfilled.</p>
24	43	14.3	Cap on overall LD per annum for Uptime related SLAs – Limited to amount not exceeding 10% of the overall project cost per annum.	The cap on overall LD and SLA related penalties combinedly shall not exceed 10 % of the total contract value.
25	46	Section 17 - 17.1	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 15 days cure period to the Bidder however the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 15 days cure period. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract. This clause is applicable if for any reason the contract is cancelled.	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 30 days cure period to the Bidder and the material breach remains after completion of the cure period, the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 30 days cure period. In this event, the selected Bidder is bound to make good the additional expenditure of 50 % of the original cost (actual of original cost + 50 %), which the Bank may have to incur.

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SI No	Page	Section	Clause	Amendments
26	48	17.6	Bidder warrants that the inputs provided/ deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The Bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied	Bidder warrants that the inputs provided/ deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank by the bidder shall not infringe the third party intellectual property rights, if any. The Bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied
27	23		10.10 Antivirus	Please refer to Annexure - 17 R
28			General query on RFP requirements	Please refer to Annexure - 17 R
29	13	Section 9 – Scope of Work 7.	Upgrade of Oracle Database version from 10g to Oracle version compatible with Finacle (version 7.0.18)	Clarified elsewhere
30	13	Section 9 – Scope of Work 7.	Upgrade of Oracle Database version from 10g to Oracle version compatible with Finacle (version 7.0.18)	Clarified elsewhere
31	13	Section 9 – Scope of Work 10.	Conduct periodical DR Drills (a minimum of one in every Calendar Quarter) for all applications viz., Core Banking Solution and non-Core Banking Solutions in consultation with the Bank. The timing and period of the DR Drill will be decided by the bank.	Clarified elsewhere
32		Section 9 – Scope of Work	Monitoring and Management shall be done on 24hours a day basis for all the three layers of Application (including middleware), Database and Hardware using the existing available tools.	Please refer to Annexure - 17 R

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SI No	Page	Section	Clause	Amendments
33		Section 9 – Scope of Work	9. S.I. needs to perform Performance assessment periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. The processor usage has to be tracked on regular basis and at no point of time other than batch processing should exceed 60 % except EOD where it can go up to 70 %. SI and bank needs to analyze the report and fix all the gaps, issues, bugs, problems reported. It will be the responsibility of the SI to coordinate between OEM and third party to resolve the issues reported. SI needs to close the issues within 15 days once the same is reported to the bank. The Servers, storage and database performance assessment needs to	Clarified elsewhere
34		Section 9 – Scope of Work	9.3 IT Infrastructure Management for DC/DR: One resource each at DC and DRC should be deployed to support infra and other related activities.	Please refer to Annexure - 17 R
35		Section 9 – Scope of Work	9.3 IT Infrastructure Management for DC/DR: However, System Integrator will responsible for managing the underlying infrastructure and database administration of Application mentioned in APPENDIX G.	Please refer to Annexure - 17 R
36		Section 9 – Scope of Work	9.4.6. Any usage of Processors in the server beyond 60% during working hours and beyond 70% during Day end processes must be brought to the notice of the Bank immediately.	Please refer to Annexure - 17 R

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SI No	Page	Section	Clause	Amendments
37		Section 9 – Scope of Work	10.5.2 Help Desk & Support Staff: The successful Bidder is expected to staff the helpdesk with agents for achieving the service levels required. For all the banking services provided by Bank, necessary seating space and infrastructure shall be provided at Bank's Head Office premises at Bhubaneswar for the same.	Clarified elsewhere
38		Section 9 – Scope of Work	Monitoring and Management shall be done on 24hours a day basis for all the three layers of Application (including middleware), Database and Hardware using the existing available tools.	Clarified elsewhere
39		Section 9 – Scope of Work	9.4.7. Bidder has to leverage functionality of the EMS tool to provide call response time of L2 team	Clarified elsewhere
40				
41	General	General	Bidder/Eligibility Criteria: Request to allow consortium bidding	No amendment
42	General	General	General	No amendment
43	48	17.7	Indemnity	No amendment
44	51	12	Any effort/attempt by a Bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.	No amendment