



ODISHA GRAMYA BANK

Information Technology Department
Head Office, Gandamunda, P.O. Khandagiri, Bhubaneswar-30

RFP Ref No. OGB/RFP/ITD/CBS/009/2021-22 dated 28th October 2021
REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM
FINACLE 7.0.18 TO FINACLE 10.2.25

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder or applicants whether verbally or in documentary form by or on behalf of Odisha Gramya Bank (OGB), is provided to the Bidder on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by OGB to any parties other than the applicants who are qualified to submit the Bids ("Bidders"). The purpose of this RFP document is to provide Bidder with information to assist the formulation of their Proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. OGB makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. OGB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Note: Bids will be opened in the presence of the representatives who are authorized by the bidders to attend the bid opening meeting.



Contents

Contents 2

Checklist..... 8

Abbreviations and Acronyms..... 9

Section 1 - Bid Schedule and Address..... 10

Section 2 - Introduction 11

2.1 About OGB: 11

2.2 Objective of this RFP:..... 11

2.3 Overview of existing infrastructure 11

2.3.1 Data Centers:..... 11

2.3.2 Branches and Offices: 11

2.3.3 ATMs:..... 11

2.3.4 Payment Systems:..... 11

2.3.5 e-KYC..... 13

2.3.6 C-KYC 13

2.3.7 Finacle core: 13

2.3.8 Database:..... 13

2.3.9 Network:..... 13

2.3.10 Hardware:..... 14

2.3.11 Storage: 14

2.3.12 Tools 14

2.3.13 Performance parameter: 15

2.3.14 Operating systems: 15

2.4 Cost of the RFP 15

2.5 Due Diligence 15

2.6 Ownership of this RFP..... 15

2.7 Introduction 15

Section 3 – Scope of Work..... 16

1. Broad Scope: 16

2. SCOPE OF WORK FOR FINACLE MIGRATION (PART A):..... 16

2.1 Finacle Version upgrade (Migration to new version 10.2.25) and data migration. 16

2.2 Finacle Modules 17

2.3 Functional and Technical Training..... 17

2.4 DR site setup support..... 18



2.5	UAT – User Acceptance Testing.....	18
2.6	Customization Retrofits and Interface Porting.	18
2.7	Installation, Integration and Implementation of new modules / Add-on Applications:	21
2.8	Architecture.....	21
2.9	Database.....	22
2.10	Application Maintenance, Support Services (AMS).....	22
2.11	Go Live Support to the Branches	24
2.12	Data Archival & Purging Solution	25
2.13	Performance requirement	25
2.14	Finacle 10.2.25 Upgrade / Migration responsibility	26
2.15	System Configuration Management	31
2.16	Other important points to be noted by the bidder:	31
2.17	Migration process	34
2.18	Project Time Line.....	34
2.19	Migration activities	35
2.20	Knowledge Transfer and Documentation –	35
2.21	Responsibilities of Successful bidder	37
2.22	Migration of Oracle DB	37
2.23	Facilities Management Services (FMS)	37
2.24	Database Administration	39
2.25	Operations Management.....	41
2.26	Software License Management	41
2.27	Updates/Upgrades/New releases/New versions/Patch Management.....	42
2.28	Antivirus	42
2.29	Performance Assessment.....	42
2.30	Performance Measurement.....	43
2.31	Recovery Time Objective (RTO) & Recovery Point Objective (RPO)	43
2.32	Quarterly Performance Analysis for systems	44
2.33	Quarterly Performance Analysis for Database	44
2.34	Reporting.....	45
2.35	DC - DR Drill	45
2.36	MIS & Reporting Server and DR.....	45
2.37	UAT / development.....	46
2.38	System & Security Audit.....	46



2.39	Project Management Services	46
2.40	Internet Banking (View only) facility	47
2.41	E-KYC	48
2.42	AADHAR VAULT	48
2.43	GST Solution	49
2.44	API integration	49
3.	VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B):	50
4.	Hardware Sizing	50
5.	Operating System	51
6.	Enterprise Management Solutions (Third Party Applications)	52
7.	Database	52
8.	Backup Software	53
9.	Load Balancer	53
10.	Technical Details Required From Bidder	53
11.	Datacenter infrastructure	55
Section 4 - Eligibility Criteria		56
4.1	Eligibility Criteria	56
4.2	Integrity Pact	59
Section 5 - Instruction to Bidders		59
A. The Bidding Document		59
5.1	RFP	59
5.2	Cost of Bidding	59
5.3	Clarifications of Bidding Documents and Pre-bid Meeting	59
5.4	Amendment of Bidding Documents	60
B. Preparation of Bid		60
5.5	Bid Price	60
5.6	Bid Cost and Exemptions	60
5.7	Earnest Money Deposit (EMD) and Exemptions	60
5.8	Return of EMD	61
5.9	Forfeiture of EMD	61
5.10	Period of Validity of Bids	61
5.11	Extension of Period of Validity	61
5.12	Format of Bid	61
5.13	Signing of Bid	61



C. Submission of Bid	62
5.14 Bid Submission modes	62
5.15 Bid contents	62
5.16 Bid Submission	63
5.17 Bid Currency	63
5.18 Bid Language	63
5.19 Rejection of Bid	63
5.20 Deadline for Submission	63
5.21 Extension of Deadline for submission of Bid	63
5.22 Late Bid	64
5.23 Modifications and Withdrawal of Bids	64
5.24 Right to Reject, Accept/Cancel the bid	64
5.25 RFP Abandonment	64
5.26 Bid Evaluation Process	64
5.27 Contacting OGB	64
Section 6 - Bid Opening	64
6.1 Opening of Bids	64
6.2 Opening of Eligibility and Technical Bids	64
6.3 Opening of Commercial Bids	65
Section 7 - Bid Evaluation	65
7.1 Preliminary Examination of Eligibility Bids	65
7.2 Evaluation of Technical Bids	65
7.3 Evaluation of Commercial Bids:	66
7.4 Successful Evaluated bidder:	66
7.5 Declaration of Results:	66
Section 8 - Terms and Conditions	66
8.1 Definitions	66
8.2 Interpretation	67
8.3 Notification of Award / Purchase Order	68
8.4 Term of the Order	68
8.5 Acceptance Procedure	68
8.6 Performance Bank Guarantee	68
8.7 Taxes and Duties	69
8.8 Delivery Address:	69



8.9	Service Level Agreement (SLA) Expectation:	69
8.10	Penalty Clauses:	70
8.11	Product Upgrades.....	71
8.12	Payment Terms:	71
8.13	Insurance	72
8.14	Warrantee and AMC:	72
8.15	Confidentiality.....	72
8.16	Amendments to the Agreement.....	73
8.17	Indemnity	73
8.18	Bidder's Liability.....	73
8.19	Obligations of the Bidder.....	74
8.20	Governance Structure	74
8.21	Exit option and contract re-negotiation.....	75
8.22	Reverse Transition / Exit Management Plan.....	76
8.23	Extension of RFP/Contract.....	78
8.24	Order Cancellation	78
8.25	Termination of Contract	78
8.26	Effect of Termination	79
8.27	Merger and Amalgamation.....	79
8.28	Force Majeure	80
8.29	Corrupt and Fraudulent Practices.....	80
8.30	Resolution of Disputes	81
8.31	Compliance with Applicable Laws of India.....	81
8.32	Legal Compliances:.....	82
8.33	Intellectual Property Rights:.....	82
8.34	Applicable Law and Jurisdiction	82
8.35	No Damage of OGB Property.....	83
8.36	Fraudulent and Corrupt Practice	83
8.37	Master Service Agreement and Invoice Raising Mechanism	83
8.38	Governing Language	83
8.39	Wage Payment to Resources	83
8.40	Addresses for Notices	83
8.41	Merger and Amalgamation.....	83
	Section 9 – Documents & Forms for Technical Bid.....	85



Annexure A – Covering Letter for EMD	85
Annexure B - Bid Security (Bank Guarantee)	86
Annexure C - Bid Offer Form (without Price)	87
Annexure D - Bidder Information (To be filled in online Form)	89
Annexure E - Declaration for Clean Track Record	90
Annexure F - Declaration for Acceptance of RFP Terms and Conditions	91
Annexure G - Declaration for Acceptance of Scope of Work	92
Annexure H - Format Power of Attorney	93
Annexure I – Technical Bid Evaluation Criteria	94
Annexure J - OEM / Manufacturer’s Authorization Letter	96
Annexure K - Integrity Pact	97
Annexure L- Escalation Matrix	105
Annexure M - Track Record for Past Experience	106
Annexure N – Commercial Bid Form	107
Section 10 - Format for Commercial Bid (Online mode only)	109
Annexure O - Commercial Bid	109
Section 11 – Documents to be executed by selected bidder	110
Annexure P - Performance Bank Guarantee	110
Annexure Q - Non-Disclosure Agreement	112
Section 12 – Appendix	116
APPENDIX 1 – STORAGE SPECIFICATION	116
APPENDIX 3 – BACKUP SOFTWARE	119
APPENDIX 4 – ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL	122
APPENDIX 5 – LOAD BALANCER	128
APPENDIX 6 – DATABASE ADMINISTRATOR (MINIMUM QUALIFICATION)	131
APPENDIX 7 – L2 SUPPORT FOR CBS & OTHER DELIVERY CHANNELS	132
APPENDIX 8 – L2 SUPPORT FOR CUSTOMIZATION	133
APPENDIX 9 – L2 SUPPORT FOR INFRA SUPPORT	134
APPENDIX 10 – PROJECT DIRECTOR	135
APPENDIX 11 – MIDDLEWARE ENGINEER	136
APPENDIX 12 – CURRENT MODULES	137
APPENDIX 13 – ADD-ON MODULES OR APPLICATION	139



Checklist

The following items must be checked before the Bid is submitted:

1. **₹29,500.00 (Rupees Twenty Nine Thousand Five Hundred only)** including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the original DD must reach at Head Office of OGB on or before last date of submission of bid along with other documents.
2. Earnest Money Deposit (EMD) in form of Bank Guarantee (BG) amounting to **₹50,00,000/- (Rupee Fifty Lakhs only)**. The scanned copy of Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at Head Office of OGB before last date of submission of bid.
3. Digital Signature Certificate (DSC) of person having power of attorney for submission of bid. Scanned copy of Power of Attorney of Bidder to be uploaded in e-Procurement portal and the hard copy of the Power of Attorney of Bidder must reach at Head Office of OGB before last date of submission of bid
4. Integrity Pact duly signed on stamp paper of ₹100.00. Scanned copy of the integrity pact must be uploaded in e-Procurement portal and physical copy of integrity pact must be delivered at Head Office of Odisha Gramya Bank on or before last date of bid submission.
5. Eligibility Criteria, Technical and Commercial Bids should be prepared in accordance with the RFP document and should be uploaded to e-Procurement portal.
6. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid are duly sealed and signed by the authorized signatory and uploaded to e-Procurement portal of Bank using DSC.
7. Prices should be quoted in Indian Rupees (INR).
8. All relevant certifications, audit reports, etc. are enclosed to support claims made in the Bid in relevant fields.

All the pages of documents submitted as part of Bid are duly sealed and signed by the authorized signatory.

Abbreviations and Acronyms

The following abbreviations and acronyms defined in this RFP are as under

1	ABH	After Business Hours
2	AMC	Annual Maintenance Contract
3	API	Application Program Interface
4	ATS	Annual Technical Support
5	BFSI	Banking and Financial Sector Institutions
6	BPD	Business Process Definition
7	CBS	Core Banking System
8	CCU	Central Clearing Unit
9	CFS	Corporate Finance System
10	CPU	Central Processing Unit
11	CSS	Current System Study
12	DC	Data Centre
13	DR	Disaster Recovery site
14	DRG	Detailed Requirement Gathering
15	EMD	Earnest Money Deposit
16	ICT	Information and Communication Technology
17	IPR	Intellectual Property Rights
18	ISO	International Standard Organization
19	ITB	Instruction to Bidder
20	MIS	Management Information Systems
21	OEM	Original Equipment Manufacturer
22	NDR	Near Disaster Recovery site
23	PSB	Public Sector Bank
24	PSE	Public Sector Enterprises
25	PSU	Public Sector Unit
26	RAC	Retail Asset Centre
27	RFP	Request for Proposal
28	RPU	Regional Processing Unit
29	SRS	Software Requirement Specification
30	SIT	System Integrated Testing
31	UAT	User Acceptance Testing



Section 1 - Bid Schedule and Address

S.No	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	OGB/RFP/ITD/CBS/009/2021-22
2.	Date of Issue of RFP	28 th October 2021
3.	Last date for receipt of queries, if any.	12 th November 2021, 14:00 hours
4.	Pre Bid Meeting - 1	15 th November 2021, 11:00 hours
5.	Last date for receipt of queries, if any.	25 th November 2021, 14:00 hours
6.	Pre Bid Meeting – 2 (As per discretion of Bank)	26 th November 2021, 15:00 hours
7.	Bid Submission Mode.	Through e-procurement portal: https://odishabank.abcprocure.com/EPROC/
8.	Last Date and Time for submission of bids along with supporting documents through the above	16 th December 2021 on or before 15:00 hours
9.	Last date, time and place for submission of Original Bid Cost (DD), Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.	16 th December 2021 on or before 15:00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted to the contact officials in person).
10.	Date, time and venue for opening the technical bid.	16 th December 2021 at 16:00 hours at the Bank's Information Technology Department, Bhubaneswar.
11.	Date, time and venue for opening the commercial bid	Will be intimated to technically short-listed bidders.
12.	Name of contact officials for submission of documents as stated in serial No.9 and for any enquiries.	B. K. Patra – General Manager S. S. Acharya – Sr. Manager IT A. Patra- Sr. Manager-IT
13.	Address for Communication / Submission of Bids	The General Manager, Information Technology Dept., Odisha Gramya Bank, Head Office, AT- Gandamunda, P.O. – Khandagiri, Bhubaneswar – 751030.
14.	Contact officials for any clarification.	Mr. B. K. Patra – General Manager - 8169452301 Mr. S. S. Acharya – Sr. Manager IT - 9437285358 Mr. A. Patra – Sr. Manager-IT - 9886123436
15.	Contact e-mail ID	procurement@odishabank.in
16.	Contact details of Independent External Monitor	Name: Vinayaka Rao Turaga email: tvrao56@gmail.com

Note:

- Bids will be opened in the presence of the Bidders' representatives who choose to attend.
- If last day of submission of bids is declared a holiday under NI Act by the Government or any restriction imposed by Government due to COVID-19 pandemic, subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.
- Bids sent through post/courier or by hand will not be accepted/ evaluated. Bids should be submitted in the e-procurement portal of Odisha Gramya Bank. Original copy of Bid Cost DD, EMD Bank Guarantee, Power of Attorney and Integrity Pact must reach to Head Office of Odisha Gramya Bank (OGB) on or before last date and time of submission of Bids. **Any delay due to postal and or courier will not be considered towards relaxation in submission of physical copies of required documents.**



Section 2 - Introduction

2.1 About OGB:

Odisha Gramya Bank has been formed on 7th January 2013 with the amalgamation of Neelachal Gramya Bank, Kalinga Gramya Bank and Baitarani Gramya Bank as per Government of India, Department of Financial Services, Ministry of Finance, and Notification No. F.1 / 1 / 2012-RRB dated 07/01/2013 issued under sub-section (1) of Section 23A of Regional Rural Banks Act 1976 (21 of 1976).

Odisha Gramya Bank (OGB) with Head Office at Bhubaneswar is operating in 13 Districts of Odisha with 549 Branches, 1 Central Clearing Office (CCO) & 09 Regional Offices and Head Office. The Bank has Implemented Core Banking Solution with Finacle 7.0.18.

2.2 Objective of this RFP:

Odisha Gramya Bank (hereinafter referred to as "Bank") invites Request for Proposal (hereinafter referred to as "RFP" or "Tender") for Selection of Service Integrator (hereinafter referred to as "SI" or "CBS Vendor") for migration of its Core Banking System (hereinafter referred to as "CBS") from Finacle 7.0.18 to Finacle 10.2.25 along with integration of Allied Applications, Delivery Channels and other services at Data Centre, Disaster Recovery Centre of the Bank.

The SI will be engaged for migration activities from date of release of Purchase Order till Go-Live of the project. The SI will further be engaged for maintenance of the new CBS and other services for a period of **5 years** from date of Go-Live or 6 years from date of contract (**whichever is later**) for migration activities.

Bidders with unsatisfactory past record need not apply.

2.3 Overview of existing infrastructure

2.3.1 Data Centers:

The Data Centre (DC) is at Siruseri Chennai and Disaster Recovery Centre is at Madhepur, Hyderabad. Bank has co-located rack space at both the Data Centers.

2.3.2 Branches and Offices:

Bank is having 549 branches, 9 Regional Offices, 1 Central Clearing House distributed across 13 districts of Odisha. The Head Office is located at Bhubaneswar.

2.3.3 ATMs:

Bank is having 127 onsite ATMs and 600 Banking correspondents (BC).

2.3.4 Payment Systems:

Bank is having following payment channels.

Payment Channels	Acronyms	Vendor	Role of CBS Vendor (SI)
Immediate Payment System	IMPS	C-Edge Technologies Ltd	<ol style="list-style-type: none"> 1. Development and maintenance of transaction triggering application for IMPS outward. 2. Integration, maintenance and operation of IMPS services with CBS through Connect 24 for both inward and outward. 3. Generation of required reports. 4. Further customization.



Payment Channels	Acronyms	Vendor	Role of CBS Vendor (SI)
National Electronic Funds Transfer	NEFT	Through IOB	<ol style="list-style-type: none"> 1. Integration, maintenance and operation of both inward and outward services with the IOB server on Connect 24 and ISO message. 2. Generation of required reports. 3. Further customization.
Real-time gross settlement	RTGS	Through IOB	<ol style="list-style-type: none"> 1. Integration, maintenance and operation of both inward and outward services with the IOB server on Connect 24 and ISO message. 2. Generation of required reports. 3. Further customization.
Aadhar Enabled Payment System	AePS	Atyati Technologies	<ol style="list-style-type: none"> 1. Integration, maintenance and operation of through Connect 24, ISO message and DB link. 2. Generation of required reports. 3. Further customization.
Automated Teller Machine	ATM	FIS Global Business Solutions India Pvt. Ltd. (Switch Service)	<ol style="list-style-type: none"> 1. Integration, maintenance and operation of transactional and non-transactional message between FIS Switch and OGB CBS on Connect 24, ISO message. 2. Generation of required reports. 3. Further customization.
Point of Sell	POS	Bijlipay	<ol style="list-style-type: none"> 1. Reporting of POS transactions done through NEFT.
Cheque Truncation System	CTS	VSoft Technologies & through IOB	<ol style="list-style-type: none"> 1. Integration, maintenance and operation of transactional files from automated system. 2. Performing validation and transaction in CBS as per file uploaded 3. Generation of required reports as per format of third party. 4. Further customization.
Public Financial Management System	PFMS	C-Edge Technologies Ltd.	<ol style="list-style-type: none"> 1. Integration, maintenance and operation of transactional and reports using DSC through SFTP server of C-Edge. 2. Generation of required reports. 3. Further customization and certification.



Payment Channels	Acronyms	Vendor	Role of CBS Vendor (SI)
Scheme Based Management System	SBMS	CBS Vendor	<ol style="list-style-type: none"> 1. Integration, maintenance and operation of transactional and reports using DSC through SFTP server of State government. 2. Development of encryption and decryption of files using Encryption keys. 3. Generation of required reports. 4. Further customization and certification.

2.3.5 e-KYC

Bank is having e-KYC service integrated with CBS to create customer master and account automatically from KYC repository. This service and application has been provided, integrated and maintained by present SI.

The demographic authentication of customer details and certification with UIDAI directly through NPCI.

2.3.6 C-KYC

Bank is having c-KYC service and is being managed by third party vendor. The customization of Finacle interface to capture the customer information, customization of the same and integration with CBS using DB link is being done by present SI.

2.3.7 Finacle core:

- i. Bank has implemented EdgeVerve’s Finacle 7.0.18 as Core Banking System.
- ii. Bank is having 565 units of licenses from Edge verve for Finacle core.
- iii. Production application is at DC and Report application setup is at DR. At a time two application instances are available to the users for load balancing. Auto load balancer is not available.
- iv. The current available modules in use are listed in **Appendix - 12**.

2.3.8 Database:

- i. Bank is having two active-passive instances of Oracle Database with data guard at DC, Chennai and two active-passive instances of Oracle Database with data guard at DRC, Hyderabad.
- ii. Total of 10 core of Oracle database Enterprise DB licenses with “Data Guard” are available with Bank with Active ATS.
- iii. One instance of Oracle Database at DR, Hyderabad is being synced with production DB instance at DC, Chennai.
- iv. The current version of Oracle Database is “10g Enterprise Edition Release 10.2.0.3.0 - 64bit”.
- v. The current database size of CBS is 1.4 TB.
- vi. Total 8 instances of Database are being used at DC and DR.

2.3.9 Network:

- i. Bank has installed 256Kbps of RF links to 449 branches from Vodafone Idea Ltd. and Bharti Airtel Ltd.
- ii. Out of above 449 branches, 206 branches are having 256 Kbps VSAT link for secondary connectivity.
- iii. Rest 100 branches are having 256 Kbps VSAT link as only source of connectivity from Bharti Airtel Ltd. Bank is also in process to provide 2Mbps SD-WAN connectivity to these 100 locations.
- iv. The regional Offices are connected with 256Kbps RF links from two service providers.



- v. Head Office is connected with 8Mbps of RF link from Airtel and 6 Mbps of RF link from Vodafone.
- vi. All RF links are upgradable upto 2Mbps.
- vii. DC and DRC are connected through 40 Mbps of dual Fiber MPLS links for data replication.
- viii. Both DC and DRC are having 3 zones (LAN, DMZ and Internet) through Internet gateway Firewall of Fortigate 500D.
- ix. Similarly, both DC and DRC are having two LAN Firewalls each of Juniper acting as cluster with in DC and DRC.
- x. The network infrastructure is being managed by third party vendor M/s CMS IT Services Pvt. Ltd.

2.3.10 Hardware:

Bank is having following servers at DC, Chennai and DR, Hyderabad. All hardware are more than 7 years old.

Product	Make	Model	RAM	Quantity	Location	Quantity	Location
Windows Server	HPE	ProLiant DL360p Gen8	48.0 GB	1	DC	1	DR
Windows Server	HPE	ProLiant DL380p Gen8	96.0 GB	2	DC	--	--
Windows Server	HPE	ProLiant DL385p Gen8	48.0 GB	4	DC	4	DR
Windows Server	HPE	ProLiant DL320e Gen8	64.0 GB	1	DC	1	DR
UNIX Blade Server	HPE	Integrity BL860c i4 (16 core)	160 GB	5	DC	3	DR

2.3.11 Storage:

Bank is having following items as part of storage and switch. All hardware are more than 7 years old.

Product	Make	Model	Quantity	Location	Quantity	Location
Storage	HPE	HP 3 Par Store serv 7200	1	DC	1	DR
Encloser	HPE	Drive Shelf M6710	2	DC	2	DR
Storage Controller	HPE	Controller Node Power Supply	2	DC	2	DR
Storage Controller	HPE	Controller Node Battery	2	DC	2	DR
Storage Controller	HPE	Controller Nodes – Internal Drive	1	DC	1	DR
SAN Switch	Brocade	Brocade 6505	2	DC	2	DR

2.3.12 Tools

Bank is currently having following software application or tools.

Product	license count
HP Service Manager	Unlimited
HP Sites Scope	Unlimited
HP Business Service Management	Unlimited
Data Protector (Backup)	



2.3.13 Performance parameter:

The current system performance parameters are as under:

Parameters	Average	Peak
Transaction per Second (TPS)	65	150
Server utilization	10%	65%
Transaction per day	2 lakhs	6 lakhs

2.3.14 Operating systems:

Bank is having following operating systems:

Operating systems	Edition	Licensed Cores	Quantity
Windows Server 2012 R2 SE with SA	Standard Edition	16	4
Windows Server 2008 R2 EE with SA	Enterprise Edition	16	6
HP UNIX	HP-UX B.11.31		17

2.4 Cost of the RFP

The Bidder shall bear all costs associated with the preparation and submission of its bid and OGB will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2.5 Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders’ risk and may result in rejection of the bid. Also the decision of OGB on rejection of bid shall be final and binding on the bidder and grounds of rejection of Bid should not be questioned after the final declaration of the successful Bidder.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail as mentioned in Section-1. Any query received after the last date for submission of pre-bid queries as given in Section-1 will not be considered.

2.6 Ownership of this RFP

The content of this RFP is a copy right material of Odisha Gramya Bank. No part or material of this RFP document should be published in paper or electronic media without prior written permission from OGB.

2.7 Introduction

The Odisha Gramya Bank (OGB) intended to engage SI for end to end Migration of CBS from Finacle 7.0.18 to Finacle 10.2.25, provide required servers, licenses, support service and manage the set up for a period of 5 years from date of Go-Live of the project.

Current System Integrator for CBS is M/s EIT Services India Pvt. Ltd.

As a part of continuous technology upgrade, the selected bidder is expected to utilize various new features / technological advancement of the newer version of the CBS and to provide better and enhanced service to its customers through re-engineering of its existing business processes.



The scope of the upgrade / migration can be enhanced as per requirements of Bank. The Solution offered must be horizontally scalable to cater to these requirements also. The detailed scope of work has been defined Section – 3 (Scope of Work) of this RFP

Section 3 – Scope of Work

1. Broad Scope:

The bidders are required to quote the cost for the Core Banking migration / upgrade, customization, porting and implementation of new licensed modules / new add-on solutions of Finacle 10.2.25, Hardware, Software, Licenses and trainings etc. as per the scope of services mentioned below. The requirement is segregated into part A and part B.

- a. **Part A** includes migration of CBS and procurement and supply of hardware software and OS for the same. The detailed requirement is mentioned in Section 3 (point# 2). The selected bidder shall migrate the existing CBS to Finacle 10.2.25 and will provide support services for a period of period of **5 years** from date of Go-Live or 6 years from date of contract (**whichever is later**) for migration activities.
- b. **Part B** includes sizing of hardware and licenses to provide VMs and DB instances for non CBS applications as per requirement mentioned in Section 3 (point# 3). The selected bidder shall provide support services in terms of maintenance and management of VMs and relevant hardware & software for a period of **6 years** from date of installation of the setup. In case of delay of go-live, the support should be extended till completion of support period for **Part A**.

Sizing, procurement and supply of Hardware, Software, OS and other licenses should cover the performance requirement of Part A and resource requirement of Part B as mentioned under section 3, point# 2 and 3 respectively.

2. SCOPE OF WORK FOR FINACLE MIGRATION (PART A):

The Bank reserves the right to enhance, modify, improve, and amend etc., the scope of work in order to give effect to / achieve the purpose of this RFP.

Broad overview of services will be as follows. However, the detailed services will be finalized in the SOW after consultation with the successful bidder.

2.1 Finacle Version upgrade (Migration to new version 10.2.25) and data migration.

- a. Existing Finacle CBS 7.0.18 should be upgraded / migrated to Finacle 10.2.25 with all existing modules implemented in Bank and additional modules as mentioned in **APPENDIX-13**.
- b. All customization retrofitting and porting along with Interface porting to be done on ASIS basis.
- c. Integration with all existing interfaces like ATM, CTS, NACH, NEFT, RTGS, AePS, APBS, PFMS, SBMS, all DBT modules, e-KYC, CKYC, SMS, IVRS, Balance inquiry through Missed call alert.
- d. Installation, integration and Implementation of following new modules / add-on applications as mentioned in **"APPENDIX-13"**. Add on modules implemented should be configured as per security guidelines of regulators and as per industry standards
- e. The current CBS database and data should be migrated with upgradation of Oracle DB to latest certified version of Oracle DB (19c or higher) with Finacle 10.2.25
- f. Finacle should be migrated from single byte system to multi byte system. For this if required two stage migration as suggested by Edge verve should be followed.



- g. There should not be any data loss during/post migration of data. The additional mandatory field should be filled up with the data provided by “Bank’s core committee”.
- h. The successful bidder should implement end-to-end or host-to-host integration of PFMS, SBMS and NACH, e-Sign Mandate, without involving any third-party vendors of Bank.
- i. Implementation of Regulatory and GOI directives as on date of Go-Live for all modules and business requirements under scope of this RFP.
- j. To support Bank’s IT Team for data cleaning during the migration of database to Finacle 10.2.25 and post migration.

2.2 Finacle Modules

Bidder should migrate all existing modules in Finacle 7.0.18 in OGB to Finacle 10.2.25. During customization migration of existing customization on Finacle 10.2.25, Bidder should use the out of the box modules available in Finacle 10.2.25. During the contract period, bidder should implement all new implementation and customization as non-commercial Change Request (without any cost to Bank) related to following:

- 1) Changes arising out of regulatory guidelines
- 2) Customization or correction or modification to already implemented product or module
- 3) Direct Benefit Transfer related schemes or changes
- 4) State Government or Central Government imposed changes or schemes
- 5) Existing delivery channels and new Payment interface integration
- 6) Implementation and integration of services provided by NPCI or any similar entity
- 7) Loan Products (existing and new)
- 8) Integration of CTS / C-KYC / e-KYC.
- 9) Integration of Bank’s Audit system
- 10) Integration of Bank’s Loan originating systems
- 11) Integration of Bank’s Fraud Risk Management Systems
- 12) Integration with PFMS, SBMS, SMS, IVRS, NPCI products.

Bidder should implement features of Finacle 10.2.25 as listed in “**APPENDIX-12**”.

Bidder should submit the list of module licenses to be procured from EdgeVerve which are not available with Bank’s current licenses in “Annexure-N”. If bidder proposing for Internet banking license of EdgeVerve, then the same should be procured and supplied by Bidder and should not be included in the list provided in “Annexure-N”.

2.3 Functional and Technical Training

Bidder shall provide necessary Training to the Bank.

S. No.	Training Type	Trainer	No. of days / Weeks per batch	No. of Batches	No. of Trainees per Batch. (*)
1	Core Team Training – Functional & Technical	Selected Bidder	1 Week	1	20
2	Administration training	Selected Bidder	1 Week	1	5
3	End user training	Selected Bidder	3 days	3	30

(*) Each batch should be able to accommodate additional 10% of resources over and above the limit prescribed

- All training under Sl. No. 1 & 2, should be conducted in the training center of Infosys, Bhubaneswar.



- “End user training” (Sl. No. 3) should be conducted through Video Conference to branches and physically at Learning Centre, Head Office of Odisha Gramya Bank. Trainer to be present physically at Head Office during the training period.
- Functional & Technical training to the core team should be conducted before initiation of the migration process for one batches with a maximum of 20 resources (in total). The training should include the concept required to conduct migration of CBS to Finacle 10.2.25 and the features of modules available.
- Administration training should be provided to the system administrators and CBS helpdesk team identified by Bank. The training should be provided after migration of the CBS and should include all details required to administrate Finacle 10.2.25 setup in Bank. A printed guide should be provided to the trainee with detailed steps on administration of CBS.
- End user training should be arranged and provided by trainer of Selected Bidder before go-live of the project. This should include
 - Printed guide or booklet with screenshot of all the services and modules available for branch and office use.
 - Hands on live session on menus available for branch use and familiarization of new environment.

2.4 DR site setup support

- (a) Bidder / Vendor should carry out the deployment of the application / DB in DR as applicable.
- (b) Bidder / Vendor should provide necessary Technical support to enable DR for the core banking solution post ‘GO Live’ within the project timelines specified.
- (c) It is the responsibility of the bidder / vendor to enable the DR well within the project timelines specified.
- (d) The DR must be exact replica of DC with real time synchronization. DC and DR should be in Active-Active mode with auto failover.

2.5 UAT – User Acceptance Testing

- a. UAT instance to be provided on Virtual Machines (VM) for
 - i. CBS
 - ii. Payment interfaces
 - iii. Staging Server for Ancillary Services
- b. All UAT VMs to be either provided in DC or DR locations.
- c. All UAT VMs should be available as re-usable.
- d. Test cases to be provided by the bidder and/or Infosys with expected results.

2.6 Customization Retrofits and Interface Porting.

1. Existing customizations of Finacle Core

Retro fitting of all existing customization items of Finacle 7.0.18 as on the date of commencement of Requirement Gathering phase of the migration to the new Finacle 10.2.25.

2. Existing Interfaces of Finacle Core

The interfaces required for the Solution need to be sized, designed, developed, tested, installed, implemented and maintained by the Bidder, during the contract period, meeting fully the functional, technical, integration and interfacing requirements. The Solution should enable all currently specified interfaces as well as allow for introduction of new interfaces/channels as the case may be.

The Bidder is expected to interface the Solution to the Bank’s applications, which are mentioned in “Table – Interface Requirement”.



The Bidder will be responsible for identifying the detailed interface requirements for integrating the proposed packages to the Systems and for all other functionalities as mentioned in this RFP or currently in use. The Bidder must ensure that all the proposed application vendors agree to share data dictionaries with the Bank for statutory and regulatory requirements, current and future product interfaces/modules such as BI/DW, MIS-ADF, CRM (Customer Relationship Management), Credit Risk Management, Risk Management, Compliance Solution, Audit & inspection, CRISIL, Treasury Solutions, Internet Banking, Integrated Payment Hub, Integration with third-party services like ATM Interface, IMPS, SMS Gateway, AePS, PFMS, SBMS, SFMS, CTS, NACH, APBS, C-KYC, e-KYC etc. at no cost and assist the Bank in mapping their data formats and semantics with the new products as required by the Bank during the contract period.

The Bidder has to Supply, install, customize, implement, train, rollout and maintain the interfaces including supply of the necessary hardware infrastructure, tools necessary for the functioning of the interface. The Bidder is required to build interfaces between the proposed solution with the Applications and systems mentioned in "Table – Interface Requirement". It is the expectation of the Bank that the integration/interface architecture is based around the industry best practices especially on Service Oriented Architecture (SOA). The list of key functions which consists of the most important interfaces as mandated by the Functional/Technical Requirements is defined in "Table – Interface Requirement".

Table – Interface Requirement (Existing)

S. No.	Interface system	Status	Description
1	ATM Switch	Existing	Integration with all ATM machines and integration with Bank's ATM switch.
2	IMPS Switch	Existing	Integration with Banks' IMPS switch of Inward and Outward.
3	Payment interfaces	Existing	All payment interfaces like IMPS / NEFT / RTGS
4	Cheque Truncation System (CTS)	Existing	Processing of files generated from CTS application, validation, auto transaction and generation of response file in required format to be uploaded to NPCI.
5	Financial Inclusion Gateway & Financial Inclusion System (AePS)	Existing	Financial Inclusion Gateway: Switch for processing Financial Inclusion transactions of various vendors Financial Inclusion System: Application for processing Financial Inclusion transactions including AePS / e-KYC through micro ATMs.
6	PFMS, SBMS	Existing	Direct integration with Public Fund Management System and Scheme Based Management System FTP folders. Processing of files and submission of response files
7	Payment Systems like PFMS / SFMS / NEFT / RTGS / e-Commerce / Card / POS / IMPS / APBS etc.	Existing and New	Various payment Channels implemented in the Bank.
8	HRMS	Existing	HRMS is used by HR dept. HRD manages employees HR related work thru HRMS system.
9	DBT	Existing and New	All government Direct Benefit Transfer systems including APBS, NACH, SBMS
10	KYC	Existing	End to end integration of e-KYC without involving Bank's third-party vendor and c-KYC involving Bank's third-party vendor.



S. No.	Interface system	Status	Description
11	Aadhar based Payments / Micro ATM switch	Existing	AePS / APBS
12	Ancillary services	Existing	SMS Gateway / IVRs
13	NACH / MMS / e-Sign Mandate	Existing	Host to Host integration of NACH related all type of transaction and MMS services.

Table – Interface Requirement (New)

S. No.	Interface system	Status	Description
1	Loan Processing System	New	Processing of Structured loans and online account opening in Core banking Software: Finacle
2	Kiosk Banking Application	New	Integration of Kiosk and self-service passbook printing service. (proposed to be implemented in the year 2022)
3	GST & TDS modules	New	SI to provide complete GST and Income Tax TDS module in Finacle either of Infosys or third-party solution.
4	Audit Reports	New	Integration with Bank’s Audit system e-Thic (proposed to be implemented in Year 2022). Provide interface for generation of MIS reports, generation of Audit reports
5	Internet Banking (view only)	New	Third-party Internet Banking view-only feature with required security features and as per requirement of Bank.
6	Aadhar Vault	New	Integration of CBS with new solution of “Aadhar Vault” to be provided by SI. Customization of all queries as per extant guidelines of RBI / UIDAI. Replacement of Aadhar data in CBS with Vault Token and relevant changes in SQL queries.
7	Card Management System	New	Provide Finacle module or third party application for card management along with integration of the same with CBS
8	Positive Payment System	New	Integration of CBS with CTS gateway for Positive Payment System using APIs.
9	UPI / BHIM	New	Implementation of NPCI’s UPI / BHIM after obtaining license from RBI.

- a) Any future regulatory / Statutory / Government defined changes in the system are to be incorporated by the bidder within the specified time frame without any extra cost to Bank.
- b) The Bank reserves the right to prioritize the interface building within the overall timelines defined in “Table – Interface Requirement”.
- c) The integration / interface architecture should be clearly defined. The integration architecture should include the types of interfaces supported; the standards used and should comply with Bank’s architecture principles.
- d) The Bidder will present to the Bank the interface requirement for review.
- e) Any suggestions from the Bank will have to be included by the Bidder.



- f) The Bidder will be responsible for developing, testing and maintaining the interfaces. When developing the interfaces, the Bidder should ensure the requirements of data format, frequency of data transfer, quality checks and validations before data transfer and priorities for data transfer are identified and addressed.
- g) The Bidder must ensure that all applicable interfaces are automated with no manual intervention.
- h) All Support applications proposed by the Bidder to meet the functional requirements of the Bank should provide an on-line interface with the CBS Solution and other critical solutions proposed under this RFP or implemented by the Bank at a later date.
- i) The Bidder will ensure and incorporate all necessary security and control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.
- j) The Bidder will be responsible for setting up the test environment for interface testing.
- k) The Bidder must ensure that a sound methodology is implemented (e.g. SOA governance framework, integration competency centre) to manage the interfaces.
- l) The Vendor / Bidder shall provide the technical design document including:
 - i. Design Specification document.
 - ii. System Requirement specification document
 - iii. Release Notes
 - iv. Source Codes of all customizations
 - v. User Manuals
- m) Source code for customization and documentation shall be the property of the Bank from the start of contract period.
- n) Any gaps identified during product demonstration, functional requirements specifications study, system testing, user acceptance testing, business process re-engineering and pilot migration should be included by the bidder as migration efforts. Bank will not pay the bidder any additional charges for all such customizations. Bidder shall take up all such amendments as required by the Bank on a priority basis and shall inform the Bank the timelines for completions.
- o) During the period of contract or Term, bidder should provide all type of integration of CBS with third-party software or services (both transactional and non-transactional) without any additional cost and as non-commercial change request.

2.7 Installation, Integration and Implementation of new modules / Add-on Applications:

Successful bidder must migrate or reconfigure the existing modules and customization in Bank to best suitable module or customization in Finacle 10.2.25.

At first all the existing modules shall be migrated ASIS to the new setup. There after the migrated modules are to be optimized with the available solutions in Finacle 10.2.25.

To migrate the existing modules and customizations, successful bidder should use the out of the box modules available in Finacle 10.2.25 on first priority. If the same functionality is not available or not suitable as per Bank's requirement, then the same can be customized ensuring highest possible optimization.

Bidder shall provide new modules as listed in "**APPENDIX-12**" of this RFP and implemented with all available core modules in Finacle 10.2.25.

2.8 Architecture

Bidder should follow the industry standard and Edgeverve (Finacle OEM) approved architecture.

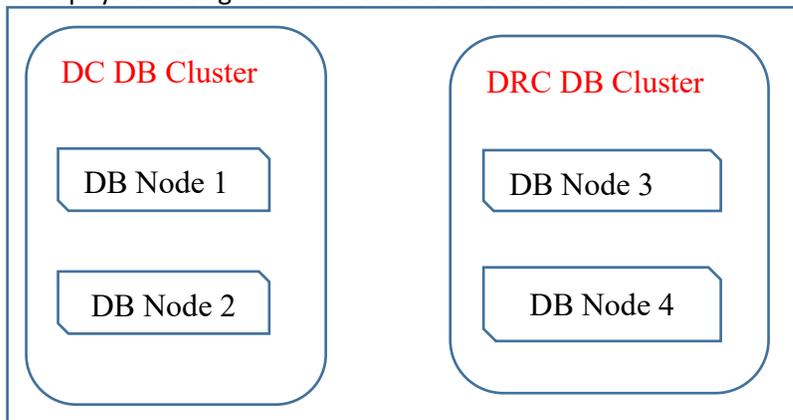


Categories	Requirement
Architecture	Three Tire Infrastructure inclusive of 1. Servers 2. SAN Switch 3. Storage 4. Management and monitoring solution
Database	Oracle Enterprise Edition DB, Full use & Perpetual in nature with Active Data guard certified with Finacle 10.2.25 by EdgeVerve.
Hardware	Bidder to supply Hardware with required sizing to achieve the required TPS and performance. Edgeverve should examine and certify the sizing proposed and the reference should be submitted along with the Technical Bid.

The storage proposed should comply with the minimum specification proposed in “APPENDIX -1”.

2.9 Database

The logical and physical design of the database should be as follows:



- 1) All DB production instances should be hosted in separate physical server to maintain server level redundancy.
- 2) “Node 1” and “Node 2” should be in HA, active-active and redundant instances in separate physical box.
- 3) “Node 3” and “Node 4” should be replica of DC Cluster (Node 1 & Node 2) with zero data loss.
- 4) “DC DB Cluster” and “DRC DB Cluster” should be in Active – Active sync with zero data loss.
- 5) It should be possible to leverage the standby database to run reporting work load to optimizing the load on the primary.

2.10 Application Maintenance, Support Services (AMS)

AMS team consisting of minimum of following resources should be available on-site at designated sites and would assist Bank’s team to resolve day-to-day production issues reported in Finacle 10.2.25 suite of products by debugging and analyzing the same.

Minimum Resource	Shifts	On-site Location	Units	Type	Minimum Qualification
Database Administrator	M, E, N	DC, Chennai	1	Dedicated	APPENDIX - 6
Database Administrator	OD	DR, Hyderabad	1	On-Demand	APPENDIX - 6



Minimum Resource	Shifts	On-site Location	Units	Type	Minimum Qualification
Infrastructure Support and OS Admin	M, E, N	DC, Chennai	1	Dedicated	APPENDIX – 9
Infrastructure Support and OS Admin	N, OD	DR, Hyderabad	1	On-Demand for off hours and dedicated for regular activities.	APPENDIX - 9
L2 Support Engineers	M, E, N	Head Office, Bhubaneswar	5	Dedicated	APPENDIX – 7
L2 Engineers (Customization) Developer for all customization	D	Head Office, Bhubaneswar	3	Dedicated	APPENDIX – 8
Project Director	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX – 10
Middleware Engineer	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX - 11

Note: For L2 Support Engineers, bidder must ensure that all 5 dedicated engineers are available to Bank on each working day with deployment of at least 2 resources each during M & E shifts.

Shifts:

Type	Shift	Start	End	Minimum Hours / Per month
Morning	M	05:00 IST	14:00 IST	240
Evening	E	13:00 IST	22:00 IST	240
Night	N	21:00 IST	06:00 IST (next day)	240
On-Demand	OD			As per demand or requirement
Day	D	10:00 IST	19:00 IST	240

Support should be provided for Application / Database maintenance, Base product, New licensed modules, the customizations, etc. that have already been deployed as a part of this migration project.

1. The L2 engineers should be well versed with Finacle 10.
2. All engineers must be in the payroll of awarded bidder.
3. Third-party background verification must be done before engagement to this project and the report should be submitted to Bank before engagement.
4. On-Demand engineers must visit the respective sites as per requirement of Bank on need basis. The engineers can be shared resources and should be in payroll of bidder. The engineer engaged should not be changed without prior approval of Bank and should be engaged for a minimum period of 1 year.
5. Dedicated engineers must be engaged for the minimum numbers of hour specified.
6. Application maintenance would include installation, re-installation, troubleshooting, performance tuning, performance monitoring, applications of patches, bug fixing, improvements in presentation and / or functionality and others within a duration mentioned in Service Level Agreement for the extended period.
7. All the maintenance and support during this extended support period would be on-site only.



8. Bidder should deploy competent resources for the AMS team to provide necessary maintenance and support as per the requirement of the Bank. Vendor has to deploy adequate resources to ensure that the systems are up and customer service is not impacted.
9. To ensure that the timeline defined in SLA are met, the vendor shall deploy additional resources during the migration period without any additional cost to the Bank. The Bank has a right to interview and reject resources deployed by the Bidder.
10. The Bidder shall consider and envisage all services that will be required in the maintenance of the system.
11. The support coverage would be limited to the Finacle 10.2.25 suite of products (Finacle Core, CRM, SSO, SVS etc) including the interfaces and new licensed modules that would be implemented as part of the proposed Finacle 10.2.25 migration / version upgrade and the customizations that have been done as part of this project and during the contract period.
12. Upon intimation of the issue from the Bank's help Desk Team, the AMS / L2 Support Team would analyze and resolve the issue.
13. L3 engineers should be well versed with customization of Finacle 10.2.25 and should provide all on-demand customization and Change Requests of Bank in scheduled time. Bidder should engage their "Center of Excellence" for complex customization. During the contract period all Change Request within the purview of Finacle 10.2.25 should be provided free of cost to Bank within the technical feasibility of Finacle 10.2.25.
14. The issue would be categorized as a bug, enhancement, understanding issue, setup related or data related issues.
15. Bidder's support team and the Bank's team would liaise with the ATS team of OEM Vendor (Infosys) to report product related bugs and obtain fixes(if applicable) for the same.
16. If the issue is a bug and would require a fix, restoration would be provided by the support team.
17. If the issues are because of the incorrect understanding, the issue would be closed with appropriate explanation.
18. If the issues require changes in the product setup or data, the bidder's team would suggest the required changes to the parameters / data to be made. The changes will have to be carried out in concurrence with the Bank's team.
19. Upon receipt of a patch for a bug, the same would be intimated to the OGB team & bidder would be required to download the patch, deploy and OGB Bank's UAT team would certify the same before deploying it in the production.
20. Once the issue is resolved or a restoration is provided to the issue, the OGB helpdesk team would intimate the same to the Bank's end users
21. The Project Director should have following qualifications
 - a. Minimum of 10 years of experience in Finacle environment.
 - b. Should have either directly involved in any Finacle 10.2.25 migration or implementation or should have worked as manager / coordinator / director in a project for Finacle 10.2.25 in a Financial Institution.
 - c. Should have good communication and liasoning skill.

2.11 Go Live Support to the Branches

"Go Live" will be considered, once all existing modules and interfaces are moved to the new production servers after compliance to all test cases and after successful movement of DC, DR and report servers.



Bidder should provide 'Go Live' support to all the Branches through Bank's Head Office for a month from the day of 'Go Live'.

2.12 Data Archival & Purging Solution

Currently, the bank has not deployed any archival solution. The bidder should provide a comprehensive archival solution which will take care of archival, retrieval of data (particular record or in full), restoration, purging etc and should be compliant to the Bank Policy and best practice followed across Banks in India and guidelines of statutory bodies. All old data of Finacle 7.x should be available till the Go Live of this project in new production server.

The data archival solution should, at a minimum, be able to generate the following reports

- i. Balance as on Any given Date
- ii. Cheque Details
- iii. Joint/Nominee Details
- iv. Demand draft / Pay order Details
- v. Standing instruction Details
- vi. Stop payment Details
- vii. Account Details
- viii. Transaction Details
- ix. TDS and 15H/15G Register
- x. Lien Details
- xi. Trial Balance
- xii. Profit and Loss
- xiii. Account Statements.
- xiv. Account Master Report
- xv. Account Ledger

- The data archival solution should work with historical data to provide the bank the functionality to retire and retrieve data on choice.
- The data has to be retained in the bank's production environment for period defined by bank policy and remaining data shall be archived. The data in the archive shall be stored for period as suggested by the bank and should be available for view online by the branches.
- At present the bank intends to conduct data archival activity for more than 3 years old data and subsequently year on year 3 year old data.
- At any given point in time, the production DB shall hold data of 3 years and upto 4 years.

2.13 Performance requirement

1. The new setup should provide following performance during the contract period. Bidder should propose the hardware, software, VM configurations and 3rd year upgradation plan to meet the below requirements.

Parameters	1 st Year		2 nd Year		3 rd Year		4 th Year		5 th Year	
	Average	Peak	Average	Peak	Average	Peak	Average	Peak	Average	Peak
Transaction per Second (TPS)	100	200	110	220	120	250	130	280	150	310
Server utilization	10%	70%	10%	70%	10%	70%	10%	70%	10%	70%
Transaction per day	2 lakhs	6 lakhs	2.30 lakhs	6.90 lakhs	2.65 lakhs	7.93 lakhs	3.04 lakhs	9.11 lakhs	3.50 lakhs	10 lakhs



2. For Bulk data and transaction processing, the servers or VMs should be re-sized to perform all the transaction within required time. Server should be tuned to handle flash processing of high volume of transactions.
3. Report download should not slow down the performance of production server at any movement.
4. Bidders should engineer the sizing of the servers and Virtual Machines to meet the above requirements.

2.14 Finacle 10.2.25 Upgrade / Migration responsibility

The Bidder shall certify the required deliverables from EdgeVerve and other OEMs for the proposed migration / version upgrade from project initiation till go-live. The software suppliers & OEMs should also be responsible along with the bidder for the proposed migration till closure of the project.

The responsibility shared between Bidder, EdgeVerve and Bank are as under.

SL. No.	Deliverable	Responsibilities		
		Bidder	OEM (EdgeVerve)	Bank
1	Server and Database Capacity Planning	Bidder to ensure that the sizing is done to meet the requirement of Bank and comply with recommendations given by EdgeVerve. Bidder to provide and implement all required licenses for software and DB with high availability as per certification provided by EdgeVerve for Finacle 10.2.25.	Certify the proposed software, Hardware Sizing, Architecture and Database with Finacle 10.2.25.	To Verify.
2	Finacle License	Compare the modules available with current license and suggest the required licenses to be procured as part of Finacle 10.2.25	Provide additional License for Finacle 10.2.25	Bank to procure license from Edge Verve as per suggestion of Bidder and OEM.
3	Oracle DB License	Use the existing 10 core Enterprise DB licenses. Supply additional core licenses as per performance and resource requirement.	Certify the version of DB license to be migrated and guide on migration process. If already certified then share the reference document.	To verify
4	Set up and Maintenance of various Environments	BPD, Development, Training, System Integration Testing (SIT), Data Migration, User Acceptance Testing, Production and DR (On Go Live) , Test server setup for	No role	Monitor and administrate.



SL. No.	Deliverable	Responsibilities		
		Bidder	OEM (EdgeVerve)	Bank
		<p>end user familiarity, Monthly MIS and Daily MIS (Post go Live)– Set up of all the above listed environments will be done by the bidder. Maintenance of BPD, Development, SIT, UAT has to be provided by the bidder.</p> <p>Support will also be provided by the bidder for all the listed environments.</p>		
5	Gap Analysis / Detailed System Study	Bidder is expected to provide the gap identification report with the necessary solutions to overcome the gaps within time frames.	No Role	<p>Shall give sign off for further processing by the bidder.</p> <p>Shall validate the solution suggested by the bidder in the document for the identified gaps.</p>
6	Detailed Requirement Gathering	Bidder to conduct workshops to gather the requirement and to share the Detailed Requirement Gathering Document for Bank's sign off	Shall validate the DRG documents and give their sign off for the approach / resolution suggested by the bidder and certify.	Will share the business process flows and related documents and participate in the workshops and provide the sign off.
7	Business Process Definition	Bidder to share the Business Process Definition document / parameter details for signing off by the bank. Maintain Parameter / Requirement Traceability Matrix	No Role	Bank will provide the necessary parameters for the product setups and participate in the BPD activity and provide the sign off.
8	Data Migration Strategy	<p>Bidder to provide the Data Migration Strategy document, whatever applicable (CFS Migration, SVS migration, CIF migration etc) highlighting the migration scripts with data mapping for signing off by the bank.</p> <p>Provide data in Finacle up loadable formats post</p>	Review the strategy, provide recommendations if any before sign off the documents.	Participate in the data mapping and migration activity



SL. No.	Deliverable	Responsibilities		
		Bidder	OEM (EdgeVerve)	Bank
		extracting and transforming the data from the existing system.		
9	UAT / SIT Closure	Bidder to build the test cases including negative test cases and drives the UAT / SIT closure with the bank. Prepare issue tracker covering test cases, issues raised during testing, issues resolved / pending to EdgeVerve. All the issues including product related patches identified during the project to be closed by the bidder before GO LIVE.	Provide recommendations, if any.	Post EdgeVerve recommendations final sign off will be done between the bidder / vendor and the bank. Planning the testing phase, review test reports. Provide sign off for UAT and SIT.
10	Training	<p>Bidder to share the details of the modules to be covered in the functional and the technical training programs along with the schedule with Bank, before the commencement of the training.</p> <p>Training should cover administrator as well as general user activities. Soft copy of the Training materials for each of the module (both functional and Technical) should be provided to the trainees / bank.</p> <ul style="list-style-type: none"> • Core Team Training Plan • End User training Plan • Training Material in English • User Manuals including the customizations specifically done for OGB. • Provide module wise process flow diagram and details along with Standard Operating Procedures. 	No Role	Bank will arrange necessary infrastructure for the Functional and Technical Team training at onsite.



SL. No.	Deliverable	Responsibilities		
		Bidder	OEM (EdgeVerve)	Bank
11	Customization & Interface Requirements	Bidder to port all the existing customizations and provide all new customizations and interface requirements as mentioned in RFP.	Identify necessity of customization by comparing with available products and recommend the same. (If bidder's solution is more effective then, EdgeVerve involvement is not required)	Participate in requirement gathering activity, provide requirement specifications sign off, test the customizations and provide necessary sign offs.
12	Base Product Patches	Bidder to publish / share the product bugs with complete detailed analysis. All the details including simulation steps should be shared by the Bidder to the bank. The same has to be lodged in Tech-online by the vendor. The Patches provided by the OEM vendor to be tested and deployed in the production server	Issues requiring patches will be taken up by EdgeVerve with basic / primary analysis details from the vendor.	Bank to test the patches deployed by the vendor and close the issues.
13	Go-Live	Bidder responsibility is to have hygiene factors in place for checks and the closures of SIT / UAT / correctness of data. Bidder needs to keep Onsite / Offshore support team in readiness during the Go-Live period. Publish the go-live check list.	No Role	Closure of End User Training. Setup of Bank's L1 support team. Environment handover sign off.
14	Status reports	Bidder to submit weekly status report of the project to Bank every Monday with the action plan to resolve issues raised. The report should also include the risks identified for the project and the mitigation plans	To address issues raised by successful bidder within the scope of the product	To participate in the review calls and wherever required, provide necessary approvals.
15	Audit Reports	Bidder to provide necessary pre-post migration reports as per the	To address issues raised by successful bidder within the scope of the product	Keep track of Audit Compliance



SL. No.	Deliverable	Responsibilities		
		Bidder	OEM (EdgeVerve)	Bank
		Requirement of the bank's IS-Audit / External Audit during various phases of migration till issuance of 'Go Live' completion certificate.		
16	Closure Handover	Bidder to share the documents and ensure smooth handover to the Bank once the bank goes live on 10.2.25. All the issues related to migration / Customization should be addressed on or before handing over. The handover should take place onsite.	To address issues raised by successful bidder within the scope of the product	Provide closure sign off and engagement feedback.
17	Project Governance	Bidders to manage the project, organize the weekly status meetings as per the frequency decided by bank.	To address issues raised by successful bidder within the scope of the product	Bank will conduct weekly status meetings
18	Documents	The Bidder/Vendor shall provide the project plan including <ul style="list-style-type: none"> • Hardware Customization • Software licensing • DB licensing • Migration Strategy Document • Solution Architecture Overview • Logical & Physical Data Base Design • System Interfaces • System Performance benchmarks (response times, etc.) 	No Role	Review
19	Data Archival & Purging Solution	Bidder to identify and implement data archival and purging solution for the CBS	No Role	To test the solution provided and give signoff
20	System Performance Monitoring Tool	Bidder is expected to provide System Performance Monitoring tool which should be compatible to extend the	No Role	To test the solution provided and give signoff



SL. No.	Deliverable	Responsibilities		
		Bidder	OEM (EdgeVerve)	Bank
		same for other application used in bank in future		
21	Migration Audit	Bidder to mitigate the vulnerability findings of VAPT and should comply to observations of third-party audit report. If required, bidder should upgrade the hardware to meet the performance requirement under scope of this RFP without any additional cost to Bank.	No Role	Bank will engage third party to conduct migration audit, load testing, performance testing and VAPT

Note:

Wherever Accountability is not specified with OEM / Bank, then the responsibility is with the Bidder.

2.15 System Configuration Management

- a. The Vendor / Bidder shall ensure facility exist for the control of documentation and application program versions, executable between environments.
- b. System Release

All of the deliverables referred to below, shall be delivered to the Bank on commencement of the User Acceptance Testing (UAT) following the correction of any "Non Compliances".

 - I. Software Executables
 - II. Customized Software Source Code
 - III. System Requirements Specifications
 - IV. Logical Data Base Design and Data Dictionary
 - V. Technical Design Document
 - VI. FINACLE 10.2.25 Technical Manual
 - VII. FINACLE 10.2.25 Administration Manual
 - VIII. FINACLE 10.2.25 User Manual
 - IX. FINACLE 10.2.25 Security Manual
- c. On receipt of each deliverable, the Bank will review each deliverable within agreed time frame.
- d. A copy of the source code of the application developed or the source code of customizations done for the Bank shall be handed over to the Bank. A copy of all subsequent updates to the source code shall also be handed over to the Bank after the release. The Bank in turn shall guarantee that it will not use the software code for any commercial purposes.

2.16 Other important points to be noted by the bidder:



1. The Upgrade / Migration of the core banking system should be done along with the new licensed modules / add-on applications at OGB Data Centre, Siruseri, Chennai and DR, Madhapur, Hyderabad and should be accessed and operated from the Bank's offices / processing units / branches / RACs. As on date there are about 560+ Service Outlets of the Bank.
2. The Bidder shall provide the hardware sizing, duly certified / approved by the EdgeVerve, based on the projections provided by the Bank to ensure high reliability, availability, scalability, redundancy and performance of the solution and to meet the technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Bank.
3. Any gaps identified during Detail Requirement Gathering, functional requirements specifications study, system testing, user acceptance testing, business process re-engineering and pilot migration should be included by the bidder as migration efforts. Bank will not pay the bidder any additional charges for all such customizations. Bidder shall take up all such amendments as required by the Bank on a priority basis and shall inform the Bank the timelines for completions.
4. The Bidder will be the single point of contact / reference to the Bank. The Bank will enter into agreement with the selected Bidder only. However, the Bidder must confirm to the Bank that they are willing to enter into back to back lining agreement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP the Bidder makes to the Bank under the Contract to be entered into. The Bidders must share a copy of the back to back teaming arrangement with OEM, with the Bank.
5. The Bidder should carry out customization of business processes, integration of various systems with Finacle 10.2.25 CBS. Bank will only facilitate the interaction with respective vendors. However, end-to-end responsibility for integration will remain with the bidder only.
6. The Bank may require the Bidder to address additional requirements that are not either of the following:
 - Bug fixes
 - Gaps found during base version testing
 - Gaps against the functionalities in existing system

The same should be provided free of cost to Bank during the contract period.

7. The Bidder will have to carry out all the customization related work at the premises of the Bank or off-site in case the customization cannot be carried out at the Bank premises. The Bank will have to be a party to the Functional Requirements Specifications sign-off, UAT, UAT sign-off, Installation sign-off and Implementation sign-off. The Bidder will have to install and commission the software for customization and UAT as per Project Plan failing which the Bidder will have to be liable to pay the Bank the applicable penalty for delay (Liquidated damages). The Bidder will have to provide all tools, testing instruments, drivers, consumables, etc. required to install and customize and test the software free of any fees or charges or any expenses. The Bidder will have to document and submit to the Bank all the testing activities, procedures and results.
8. Successful bidder will be solely responsible for any delay in integration with Bank's business applications. Port application in production environment.



9. The Bidder is required to ensure that the software provides interfaces to the other application systems at the Bank at no additional cost or fees or charges or expenses. The Bidder will have to provide the Bank weekly progress reports on the bugs/problems reported/points taken up with schedule of date of reporting, date of resolving, and status for all kind of bugs and problems whether reported by bank or Bidder staff.
10. Testing: To assist Bank's team in developing a comprehensive acceptance-testing plan for the different migration phases , including
 - a. "Functional tests" To demonstrate that the completed system performs the functions as is designed to perform
 - b. "Load tests" to demonstrate the ability of the system to perform without degradation when under maximum traffic load carrying conditions as defined in the manufacturer's specifications,
11. "Performance tests" to demonstrate satisfactory performance during a 30-day period.
12. The bidder / vendor shall conduct the tests, rectify any problems and provide a fully operational, turnkey system.
13. The bidder is expected to handle all the activities as mentioned below related to migration
 - a. All Branches and offices should be considered for the migration.
 - b. Core Team Training (Functional and Technical)
 - c. Project initiation
 - d. Current System Study and Gap Analysis
 - e. Business process definition
 - f. Detailed Requirement Gathering (DRG)
 - g. Data Mapping exercise , Data migration strategy discussion and approach
 - h. Retro Fitting of existing customization to the new version Finacle 10.2.25
 - i. Test Migration on Test servers , minimum 3 iterations (periodic run like regular EOD / BOD , month end , quarter end , half year end) excluding the pilot run has to be done.
 - j. Implementation of new license modules as per mentioned under Point No: 2.3 in this section.
 - k. Setting up of interfaces for ATM, net banking , payment systems etc
 - l. Support System Integration Testing and User Acceptance Testing
 - m. Quarterly DC-DR drill and any unscheduled DC-DR failover movement in case of exigency.
14. To make a current system study and submit the detail system requirement specification document within a period of 1 month from placing of order.
15. Successful bidder has to provide implementation schedule (module-wise) for the new modules within the timelines decided by the Bank.
16. To install, customize and implement the new modules in the system as per the requirement of the Bank in a month's time.
17. To provide and apply all upgrades and patches free of cost during the warranty / ATS / AMC period. Such upgrades / patches should be applied within 6 months of the release in normal course and ASAP in exceptional cases, depending on the severity and criticality.
18. The Bidder has to provide all customization source codes and Documentation to the bank. The



relevant IPR related to customization will be with Bank.

2.17 Migration process

The migration from Finacle 7.0.18 to Finacle 10.2.25 should be staged as follows:

1. **Stage 1:** The database should be migrated from single byte system to multi byte system. This includes big bang migration of database along with Finacle 7.0.18 to Finacle 7.0.25. The migration should include the migration of ancillary services and payment interfaces.
2. **Stage 2:** CBS should be migrated from 7.0.25 to Finacle 10.2.25 as big bang approach. However the new setup will be made available to end user only after successful integration of payment interfaces and ancillary services.
3. **Stage 3:** Integration of payment channels, ancillary services and user testing.
4. **Stage 4:** Go-Live of the project after user acceptance.

Bidder should conduct minimum of two mock migration before going for final migration. First mock migration should be carried out with one branch data as selected by Bank. Second mock migration should be carried out on all branches of a Regional Office along with respective Regional Office and Head Office.

2.18 Project Time Line

1. The Vendor / Bidder shall complete the project as per the agreed project plan. A tentative plan is given below but the vendor should prepare their own project plan and get Bank’s sign off prior to commencement of the project.

S. No.	Activity	Start Month	End Month
1	Project Initiation , Detailed Project Plan Submission and sign off SLA, Business Process Documentation, SOW sign off	M0	
2	Core Team Training	M1	M1
3	Current System Study , Gap Analysis ,Detailed Requirement Gathering	M1	M2
4	Hardware , Software delivery and installation	M0	M3
5	Data Mapping Exercise, Trial Migration , Data Migration Strategy Discussion and Approach	M1	M3
6	System Set-up (Test, Training, All server setup and Finacle version 10.2.25 installation)	M3	M4
7	DR server setup and enablement	M3	M4
8	Migration Stage 1	M4	M5
9	Migration Stage 2	M4	M6
10	Test Migration on the test server, minimum of 3(three) iterations will be conducted	M6	M7
11	Customization / Development	M6	M8
12	ATM / NEFT / RTGS / IMPS / POS / AePS / DBT / Finacle Treasury and other interfaces – Interfacing / Payment Channel integration and ancillary services integration	M6	M8
13	Migration Stage 3	M6	M9
11	Train the Trainer, Training module setup, End User Training	M6	M10
13	Go Live Readiness and Go-Live	M10	M10

2. **Project Go-Live:** This project will be said to Go-Live when,
 1. The “Core Migration Committee” of Bank examines and finds that all technical and Functional requirements of the project has been implemented.



- II. All modules and customization in Bank's Finacle 7.x platform has been migrated with successful testing of the same in new production environment of Finacle 10.2.25.
- III. All training activities are completed and training documents are provided as per requirement.
- IV. All security measure has been implemented as per globally accepted standard.
- V. Compliance to Migration Audit report has been done.
- VI. All policies required by Bank has been implemented.
- VII. Bank has shared a Project Go-Live certificate to the successful bidder.

3. It is bidder's responsibility to complete the migration process in time. The Go Live of the project must be completed on or before **15th October 2022**. To expedite the process, Bidder should engage adequate engineers to complete the migration process before scheduled time well in advance.

4. Application Maintenance and Support services period will be for 5 year after Go-live

2.19 Migration activities

As part of Migration activities the successful Bidder needs to undertake the following activities.

1. The successful Bidder needs to complete the Migration of in-scope infrastructure and services as per clause 2.18 from the effective date mentioned in the Purchase Order given by the Bank. Migration involves one-time activities required to take responsibility for the services, including applications and their customizations, infrastructure, processes, assets, facilities, technology and other knowledge.
2. The successful Bidder should ensure the smooth transfer of the services so as to continue to meet Bank's business requirements in a way that there are no unplanned business interruptions. The Bidder will be required to present a Migration Plan to Bank. Bidder will fully coordinate and work with Bank's third-Party Contractors/Vendors/Consultants in a manner that will result in a seamless transfer of Services, and such transfer of Services shall be in accordance with the Migration Plan
3. During the Migration Period, Bidder will be responsible for implementation of the Governance Model with concurrence of the bank. Bidder will identify suitable personnel for the roles defined under the governance structure for implementation. Bidder will also be responsible for appointing its representative members to the newly established governance forums.
4. Bidder will have the sole responsibility for implementation of their delivery organization structure. All preparation and planning for such implementation must be completed during the Migration Period. Bidder needs to submit the Migration plan within 7 days from the effective date mentioned in the PO.
5. The Successful Bidder should provide a detailed approach covering how and when it will implement the Migration activities, describing how it will migrate services from Bank' current environment to the new environment. The Bidder will include in the project plan ("Migration Project Plan") the tasks, timeframes, resources, and responsibilities associated with the Migration activities covering at least the following key areas: "Migration Schedules", "Tasks" and "Activities".

2.20 Knowledge Transfer and Documentation –

- A. Complete hands-on Knowledge Transfer for all relevant Bank' applications along with necessary documentation, including but not limited to the following –
 - 1) Application & Integration Architecture
 - 2) Application set-up, installation, upgrades



- 3) Environment details, including Prod and Non-Prod
 - 4) Configurations
 - 5) Customizations (completed, in-progress, planned) with source codes for the existing customisations.
 - 6) Change Requests (completed, in-progress, planned)
 - 7) Debugging and fixing approach
 - 8) Batch processing programs, configurations and environment details
 - 9) Interfaces (internal systems, external systems)
 - 10) Reports (batch, on-demand)
 - 11) Application management scripts (start / stop / status / monitor)
 - 12) Master / Configuration data used by respective application
 - 13) Take-over and validation of all source code required to maintain and support the applications (covering product customizations, interfaces, reports, etc.)
 - 14) All support activities including application details required to deliver the services
 - 15) Configuration Management with latest source code, sanity tested and synchronized in Development / Test environment
 - 16) Existing gaps / issues and proposed resolution / improvements and any other relevant aspect of each application
- B. Complete Documentation and hands-on Knowledge Transfer for all relevant Bank's Infrastructure, including peripherals, but not limited to the following –
- 1) Infrastructure Architecture, including Server, Storage, Network and Security Architecture
 - 2) Environment details
 - 3) Hardware components (Servers, Storage, Networks, Peripherals)
 - 4) Software Licenses and CD/ DVDs
 - 5) Patches and Upgrades required
 - 6) Track End of Support for all relevant Hardware and Software components and notify Bank in case of any renewals, AMC/ATS/ New procurement/ replacement required
 - 7) Service Delivery processes and SLAs with complete documentation (Incident Management, Availability Management, Capacity Planning, IT Security Management, Backup and Recovery, Database Management, Storage Management, E-mail and Collaboration Services, File and Directory Services, Tape Operations)
 - 8) IT Security policies and procedures
 - 9) Change Requests (completed, in-progress, planned)
 - 10) Existing gaps / issues and proposed resolution / improvements.
 - 11) Incident Management and Problem Management

- C. Complete hands-on Knowledge Transfer for all required Processes, Policies and Procedures at the Bank, including but not limited to the following –
- 1) Status reporting, Communication and Escalation process
 - 2) Service request procedures for Infrastructure requirements
 - 3) Regulatory aspects that impact IT operations

2.21 Responsibilities of Successful bidder

1. The successful Bidder will be provided details of IT applications infrastructure from the respective implementation partner(s) as and when new applications are implemented, within a period of 30 days from the commencement of implementation of new applications / systems.
2. Implementation of any new project or module or Govt schemes or Govt specified services shall be determined through the change management process. However, in all cases the successful bidder needs to agree to provide interface and necessary support services for the infrastructure, including AMC & ATS for managing the applications & infrastructure.
3. The Successful Bidder is further required to manage the new IT Infrastructure, post hand-holding. The Bidder is also expected to provide support and for the added IT infrastructure services as defined in the RFP.

2.22 Migration of Oracle DB

Bank is currently running CBS (Finacle version 7.0.18) on Oracle 10.2.0.3 for CBS databases (including Production/UAT/MIS/DR/CSIS/Dev/Test). Bidder should migrate the database to latest EdgeVerve certified version of Oracle Database (19c or higher) with Finacle 10.2.25.

1. Bidder needs to provide compatibility certification of Finacle 10.2.25 with latest certified version from Finacle OEM.
2. Bidder has to study the existing database setup and formalize a version upgrade strategy or database migration which needs to be approved by the bank.
3. Patch reconciliation needs to be done with Oracle for latest version.
4. Upgrade version of the Oracle client in Finacle application server and database in Production/Non-Prod/MIS/DR/CSIS etc. to latest version of Oracle.
5. Bidder is responsible to perform complete Sanity Test of the application, EOD / BOD batch jobs and product/customization reports for timing and performance and if any issues reported, Bidder needs to resolve them before implementing in production.
6. Bank will be doing UAT for the application and report issues to Bidder and Bidder needs to resolve the same within a defined timeline.

2.23 Facilities Management Services (FMS)

A. Hardware AMC and Software ATS

1. The successful Bidder will be the Single Point of Contact and responsible for Facilities Management Services, AMC and ATS for hardware and software, etc. other than that of network, which the Bidder will be taking over. While bidding for providing Facilities Management Services, the products and solutions proposed by the successful Bidder in this RFP should come with warranty as mentioned in the RFP. The successful Bidder needs to quote for AMC and ATS for all in-scope software / interface and hardware in **Annexure O** from the date of expiry.
2. Bank reserves the right to take over full or a part of the services at any point of time to be managed by Bank itself or to be handled by another vendor on mutual basis.



3. The Bank intends that the contract which is contemplated herein with the successful Bidder shall be for a period of Five years (5 years) from the date of go-live and shall cover all Deliverables and Services required to be procured or provided by the Bidder during such period of contract unless until any statutory and unavoidable development occurs.
4. In case the bidder envisages any unavoidable service(s) that will be required in the maintenance of the system must be mentioned in the Bid Document.
5. Application maintenance would include installation, re-installation, troubleshooting, performance tuning, performance monitoring, applications of patches, bug fixing, improvements in presentation and / or functionality and others within the stipulated period in the Service Level Agreement. The AMS (Application Management Services) team should provide support to all applications & modules referred in the RFP.
6. The support coverage would be for all the application / Solution / Hardware supplied, commissioned / taken over by the successful Bidder through this RFP. Support coverage will also include end to end support for all the existing customizations / interfaces already developed / running in the respective applications & modules or any future modules to be implemented in Bank in future like UPI, BHIM and BBPS.

B. Help Desk & Support Staff

1. The L2 support deployed by the Bidder for critical, key activities of Facilities Management Services, application at the Bank should be employees of the Bidder's firm. L1 help desk support will be handled by Bank and is out of scope of the bidder. The Bidder is completely responsible for the L2, L3 support and should meet the SLA requirements of the Bank as stated in the RFP. Both L2 and L3 shall be employees of the bidder.
2. The successful Bidder should deploy competent resources for the team to provide necessary maintenance and support as per the requirement of the Bank. Bidder has to deploy adequate resources to ensure that the systems are up and customer service is not impacted. To ensure that the SLAs are met, the Bidder, if required, will need to deploy additional resources during the contract period including implementation schedule without any additional cost to the Bank. The Bank has a right to interview and reject resources deployed by the Bidder.
3. L2 team should be available on-site as per Annexure 9 and would resolve day-to-day production issues reported in all in scope applications / hardware by debugging and analysing the same.
4. The successful Bidder's support team would liaise with the ATS / AMC team of OEM Vendor to report product related bugs and obtain fixes (if applicable) for the same.
5. If the issues require changes in the product setup or data, the Bidder's team would suggest the required changes (to the parameters / data) to be made. After discussing the same with Bank's team and taking the Bank's approval, Bidder to make the required changes through DML statements. However, if the changes are to be carried out using the front end, then the Bidder need to provide the SOP to Bank for doing the changes.

2.24 Database Administration

The Bidder agrees that all databases of the Bank will be administered as per applicable standards and requirements. The service covers all the databases that run on Bank' servers at DC & DRC facilities designated by the Bank including but not limited to the following:

A. Database Capacity Management

1. Estimate & recommend database requirements based on received data from Database Performance team and Business projections (Annual / As and when required)
2. Perform Database Space analysis
3. All table spaces have to be mentioned on a daily basis.
4. Alignment to Archival / Purging policy
5. Review archive logs requirements
6. Customizations required at DB level
7. Review and planning for 6 months

B. Database Monitoring and Administration

1. Setting data storage parameters for storage associated with the physical elements of the database
2. Handling password issues
3. Configuration of Databases
4. Creating a new database instance
5. Testing & implementation of patches
6. Testing & implementation of upgrades
7. Managing, applying & verifying Database program patches
8. Database Scripting
9. Review, recommend and test patches.
10. Coordinate all changes through the agreed upon change management process
11. Start-up and shutdown of databases
12. Daily activities such as end of day, end of month, end of year/quarter etc.
13. Daily / Weekly / Monthly backup of databases
14. Database recovery
15. Weekly database recovery checks
16. Required logs maintenance as per Standards of the Bank
17. Disaster Recovery Center management as per Standards of the Bank
18. Database problem resolution
19. Recreation of Indexes
20. Perform pre-batch activities-Scheduling of resources-Scheduling batch services-Define, maintain and document a work schedule for running production system batch jobs, and possible started tasks-Install and document system related batch jobs in the automated job scheduling package-Manage the root cause analysis for scheduling problems- Develop and maintain standards for job acceptance and implementation. The Bidder can either use scripts or propose a tool for batch automation
21. Remove applications from the application portfolio following decommissioning from projects or improvements.
22. Perform regular import and loading of data and ad-hoc data extractions.
23. Responsible for maintaining DB inventory
24. Maintaining and performance tuning of Non-Production databases
25. Migration of Databases (Release Upgrade)
26. Execution of all back-end changes across all applications as informed by application owner

27. Manage database transaction (SQL)/ archive (Oracle) logs
28. Administration/ management of archival databases (Purge from production and move to archive database)
29. Resolving corruption (both Physical & Logical) issues at primary & standby databases
30. Execute DBMS changes in support of major application or logical database design changes
31. Designing & Implementation of logical & physical backups
32. Flash back up on daily basis
33. Vendor coordination with OEMs for upgrades, patches, bug fixes, performance tuning etc.
34. Creation of a Standby database & setting up the DR
35. Using data guard for Oracle
36. Log shipping/Mirroring/Always On for SQL
37. Monitoring, management and implementation of High Availability (HA) viz. clustering.
38. Review of all databases
39. Switchover of databases (as and when required and as per the defined time window)
40. Refresh of Databases as per defined frequency or on demand
41. Day end, month end, quarter end, year-end End of Day & Begin of Day support
42. Resolution of audit points and VA/PT reports
43. Management of tools
44. Ad-hoc support for processes run by branch charges for average quarterly balance/ SB interest calculation
45. Apply application data fixes.
46. Install patches and upgrades to database software.
47. Installing database software as appropriate.
48. Perform application non production environment data refreshes.
49. Cloning of application data environments.
50. Monitor capacity and performance of databases.
51. Control of the database (adapting database profile parameters, expansion of tables and table spaces)
52. Technical reorganization of the database (defragmentation) also after archiving
53. Analysis of the DB tables & indexes - continual performance enhancement measures
54. Create new indexes, performs reorganizations as required per analysis
55. Creation, maintenance and execution of database related scripts such as start-up and shutdown processes
56. Creating and maintaining formal documentation of the database environment (e.g. scripts, design, configuration, access rights)
57. Monitor availability of the databases as a subset of monitoring overall service availability.
58. Providing solution services for database design, configuration and maintenance
59. Assist with incident and problem management related activities relating to the database environment (e.g. integration, interface, performance, configuration issues as part of the overall support service) including interaction with third party suppliers where necessary.
60. Archive of application specific data as requested.
61. Implementation and monitoring of database security.
62. Loading software components- Kernel patches, Release changes.
63. Proactively apply security fixes
64. Documentation upkeep and records maintenance

C. Access management

1. Implementing & managing security rules & access authority as per security policy; Database Hardening

2. Implementation of database security by creating roles, privileges & profiles
3. Management of users in database and assigning of roles/privileges
4. Monitoring and management of logs for user access management of privileged users
5. Reporting of multiple login failures of any user during the day and any other exceptions

2.25 Operations Management

1. The Bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior (if required), of all hardware and testing for health status, once in a calendar quarter and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of AMC (Annual Maintenance Contract) and the AMC period will be extended by the period of delay in PM.
2. For implementing different versions of Application Software, if adjustments / change in the configuration are to be made in base memory the same should be carried out by the Bidder.
3. If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done at no additional cost during the period of contract. The Bidder shall provide or develop with the assistance of Bank
 - Technical Standards;
 - Security Requirements;
 - Operating Procedures;
 - Recovery Procedures;
4. Perform an inventory of warranties and licenses in place as of the Start Date.
5. The Bidder shall develop and maintain an inventory database to include the registered hardware warranties and software licenses exist as of the Start Date, and the warranties and licenses for hardware and software which will be procured by bank or through Bidder.
6. The Bidder shall perform warranty and license registration, if any, with the appropriate manufacturer, for hardware and software:
 - a. Procured through the Bidder, or
 - b. Procured by the Bank with notification to the Bidder for inclusion in such database
7. Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions
8. Bidder shall provide the Bank with access to asset control information.
9. Bidder shall provide to the Bank, as reasonably requested, reports that aid the Bank in performing asset management and financial management functions of the Bank as these relate to hardware leases and warranties and software licenses.
10. Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance; and
11. Bidder shall provide technical information as reasonably requested by the Bank for preparation and implementation of budgets and cost benefit analysis.
12. As far as possible, the equipment should be repaired at site. Where the equipment is taken for repairs outside the Bank, a substitute should be provided and data, if any, should be transferred to the substitute machine besides creating back-up in one of the system's at the Bank' office and the data in the machine should be got deleted and hard disk should be degaussed.
13. If during warranty period, any equipment has a hardware failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, Bidder needs to inform the same to Bank and Bank will take up the same with the appropriate vendor for the replacement.

2.26 Software License Management

1. Perform an inventory of software licenses on a regular basis
2. Develop and maintain a software license inventory database to include the licenses existing as of the Start

Date and for software:

- a. Procured through the Bidder, or
- b. Procured by the Bank with notification to the Bidder for inclusion in such database
3. Maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.
4. Provide access to server resources to authorized End Users only.

The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed products. In the event of any claims against the Bank for any license related issues that have resulted due to infringements or unauthorized use of the licensed products by the Bidder during the period of the contract, the Bidder will have to act upon the same and all liabilities and claims whatsoever will have to be settled by the Bidder for such cases during or beyond the period of the contract.. Bidder is required to consider the ATS of the solution and related application software for the period of contract from day one.

2.27 Updates/Upgrades/New releases/New versions/Patch Management

1. 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.
2. 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.

2.28 Antivirus

1. Bidder will be responsible for deployment of Antivirus Solution at all the Servers at Data Centre and DRC used for CBS setup. 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.
2. Bidder needs to factor the ATS of all the new licenses taken over in Migration.
3. Bidder needs to make sure that all the end points are fully complied with the latest updates / patches and all the system antivirus is properly working.
4. Bidder will be responsible for deployment of Antivirus Solution at all Computers, Servers and Firewalls at Data Centre and DRC only.
5. Antivirus solution for all the end points located at Branches and Offices shall not be in the scope of the Bidder.

2.29 Performance Assessment

1. The service provider will be required to provide reports on a regular basis relating to the performance and quality of the IT services provided and the performance of the service being delivered.
2. It will be expected that the Bidder shall be proactive in identifying opportunities for improvements in the delivery of the service.
3. Bidder needs to perform below activities:
 - i. **General Performance Management:** Assess and publish metrics on the quality of services being provided.



- ii. **Performance Assessment of CBS IT Infrastructure:** 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.
 - iii. **Reporting:** Provide Performance management reports to the bank as per the periodicity mentioned in the RFP or on the mutually agreed periodicity for reports wherein periodicity is not mentioned in the RFP.
4. It must be noted that the Bank reserves the right to carry out independent performance assessments or benchmarking at any point of time on any of the applications deployed at the Bank.

2.30 Performance Measurement

1. Assess and publish metrics on the quality of services being provided.
2. Produce performance reports on all Service Levels, inclusive of all events associated with the management of change requests, incidents and problems and detailing deviations in performance delivered to end users.
3. Contribute to a program of continuous service improvement.
4. Carry out periodic service evaluation reviews to assess whether service need enhancement or a new type of service is required.
5. Identify and assess improvement opportunities.
6. Report unplanned downtime and on-going availability metrics of applications and systems
7. Form part of providing a central point for the monitoring and reporting of all IT service capacity and availability.
8. Execution and reporting of customer services to measure the end user’s perception of the service –A report on full cycle of any transaction type, e.g. opening of account, Deposit of cash, sending NEFT etc can be provided to measure Bank’s performance against benchmark.

2.31 Recovery Time Objective (RTO) & Recovery Point Objective (RPO)

1. Recovery Time Objective (RTO):

The architecture and setup provided should meet following RTO:

Point of failure	RTO	Objective
Failure of DB node in a cluster	1 second	Switch over to other node in the cluster
Failure of one DB cluster	10 second	Switch over to other cluster
Failure or performance degradation of one application server in production at DC	30 minutes	Switch over to alternate application server in production at DC
Failure or performance degradation of DC setup	2 Hours	Switch over to DRC as production with DR DB cluster.
Failure or performance degradation of one application server at DRC during DR as production	30 minutes	Switch over to alternate application server in production at DC

2. Recovery Point Objective (RPO):

The architecture and setup provided should provide following RTO:

Point of failure	RPO



Failure of DB node in a cluster	With latest committed and not-committed data
Failure of one DB cluster	With last committed data
Failure or performance degradation of one application server in production at DC	With all data and application status as of day begin of the failure date.
Failure or performance degradation of DC setup	With all committed data logs and application status as of day begin of the failure date.
Failure or performance degradation of one application server at DRC during DR as production	With all data and application status as of day begin of the failure date.

2.32 Quarterly Performance Analysis for systems

1. As a part of the Service, Vendor shall carry out quarterly performance analysis and capacity planning for application, database and web servers as a part of the CBS core banking infrastructure
2. Vendor has to use industry standard tools, methodology etc. required for carrying out quarterly performance analysis of systems at no additional cost to the Bank. The Vendor shall ensure that there shall not be any impact on the production servers while running the tools on the said servers.
3. The Vendor shall provide the quarterly performance analysis report including recommendations on performance enhancements if any.
4. Vendor shall report all security related issues relating to the Infrastructure and RCA for the incidents to Bank for review of the same on quarterly report.
5. Recommendation given by the vendor needs to be implemented in consultation with the bank.

2.33 Quarterly Performance Analysis for Database

1. Deployment Architecture Review
2. Review of integration layer
3. Message formats
4. Message size
5. Compression of messages
6. Identification of known performance anti-patterns in design
7. Caching and compression of data at relevant components
8. Application caching (web and application layer)
9. Database caching
10. Browser caching
11. Evaluate Possibility of parallel processing of transactions
12. Identification of contentious blocks – synchronization
13. Review of IO intensive activity
14. Identification of Failure points and its impact on performance
15. Interaction between components (message parsing, message creation etc.)
16. Transaction Management
17. Resource Management (threads, connection, instances etc.)
18. Review of the application design and deployment architecture from performance standpoint
19. Holistic review for Database technology and Channels configuration which shall include but not limited to following areas:
 - Database Server and Channels server (Integrated Payment Hub) Review & Analysis
 - Configuration Review
 - Code Review for major Performance Bottlenecks
 - Connection Pool Analysis



- Review and Analysis of Database
- Database instance level configuration analysis
- Database Sizing according to work load modelling and business forecast
- SQL Analysis
- SQL Tuning
- Database Code Optimization review

2.34 Reporting

1. Provide regular reporting of performance management of in scope IT infrastructure
2. Compare performance statistics for each Application with planned performance parameters and report to the bank
3. Provide trend analysis of the performance for each Application and Environment during the twelve (12) Most recent months
4. Provide a written report containing the findings and recommendations of performance analysis
5. A report on any exception like storage space shortage, high utilization of CPUs, Any types of attacks from outside like DOS attacks etc. should be reported to the Bank immediately, and wherever possible, in advance.

2.35 DC - DR Drill

The scope of work mentioned is illustrative and not exhaustive. The Bidder needs to comply with Bank's requirements and any statutory or regulatory guidelines –

1. Bidder need to perform minimum of 1 DR drill (Switch over and Switch back) for all in-scope applications and infrastructure in every Calendar quarter during the contract period. It should be done in the live system.
2. Bidder needs to allocate adequate resources, do project management and work closely with the application owner for performing the DR Drills whenever planned by the Bank.
3. During DC DR drill Bidder need to allocate appropriate resources onsite to avoid any failure, any delay which will be penalized appropriately as mentioned in Section 10
4. Bidder need to perform project management and all reporting and pre and post environment preparation to avoid any failure in the drill.
5. Ensure Business Continuity as per Bank's Business Continuity Plan.
6. Ensure successful replication between DC and DR.
7. Notifying Bank promptly if a Disaster Recovery centre scenario/condition arises and once Disaster is declared by the Bank, executing the DR plan.
8. Perform periodic recovery testing from the backups taken.
9. Developing and executing test plans as per defined periodicity or as and when required
10. Documentation for Business continuity plan, Business continuity strategy plan & Roles and responsibility matrix for DC and DR team
11. Coordinate with Bank officials and third parties during a DR situation per Bank Disaster Recovery Center policies and procedures
12. Duration of running the setup from DR will be decided by the Bank and Bidder needs to adhere to the same and maintain the SLAs.
13. Bank can call for unplanned DR drills, in that case Bidder needs to adhere to Business continuity plan and SLAs.

2.36 MIS & Reporting Server and DR

1. The Bidder has to maintain the MIS & Reporting environment such that the Bank users including branches can generate reports at any point of time. Further, if the Bidder is required to

upgrade/augment the Bank existing MIS-ADF, MIS solutions, then the Bidder needs to study the current infrastructure and inform the bank accordingly so that bank can procure the same.

2. All Bank users access MIS for viewing and downloading reports. The daily, weekly, Monthly and Quarterly reports should be available to the Bank branches latest by 7.00 am of the next day. The Half yearly and annual reports should be made available to the bank, the day after the processing.
3. Bidder should setup exact replica of DC Servers, Applications and database with real time synchronization at DR site. The DR site can be used as report server with T-1 data.
4. Bidder should make do necessary server setup to enable Monthly MIS and daily MIS for data extraction for various peripheral systems like RetMIS, ADF, ALM etc.

2.37 UAT / development

Bidder need to ensure that UAT environment need to be in sync with Production environment in terms of master data and sources. All the customization / enhancement / products / parameter change needs to be applied in these environment on periodic basis which should not be greater than 1 month.

2.38 System & Security Audit

1. All audit points raised by the Software auditor should be complied by the vendor without any additional cost to the Bank.
2. During AMC / ATS period, the vendor needs to comply with security and system audit observation and rectify the audit observation without any additional cost to the Bank.
3. The New solutions should have built in security features and compliant with the requirements of RBI, NABARD, UIDAI and other regulatory agencies.
4. New Solutions should have high level of reliability with particular emphasis on data integrity and security. Authorized users to use the application if available on Internet / Intranet, generate logs and audit trails.
5. Before live implementation / migration of the software solution in production system, the product may be audited by Bank's appointed Software Audit firm / in house team.
6. All audit points raised by the Software auditor should be complied by the vendor without any additional cost to the Bank.
7. During the contract period, the vendor needs to comply with security and system audit observation and remediate the audit observation without any additional cost to the Bank.
8. The solution should have built in security features and compliant with the requirements of regulatory agencies.
9. It should have high level of reliability with particular emphasis on data integrity and security. Authorized users to use the application if available on Internet / Intranet, generate logs and audit trails.
10. Post installation of OS, VA & PT (Vulnerability Assessment & Penetration Testing) is conducted and reported will be provided by Bank to bidder. All findings/issues pointed out in the report to be complied/fixed before installation of the software (Database, application)

2.39 Project Management Services

1. Project Planning, Monitoring and Control

1. The Vendor / Bidder shall develop a Project Management Plan. The plan shall also detail all milestones and indicate the list of activities and when the activity will be commenced and when it will get completed etc.



2. The Vendor / Bidder shall develop a Quality Assurance Plan for the execution of this Service(s). The Quality Assurance Plan shall address at a minimum, the following Service(s) processes:
 - a. Document Control
 - b. Change Management
 - c. Product Review and Approval
 - d. Control of third party products
 - e. Inspection and Testing
 - f. Control of Quality Records
3. The progress of the Service(s) shall be monitored on regular basis and the deviations, exceptions shall be analyzed and corrective actions to be recommended / suggested.
4. The Deliverables shall be
 - a. Project Management Plan
 - b. Quality Assurance Plan
 - c. Progress Reports
5. On receipt of each deliverable, the Bank will review each deliverable within agreed time frame

2. Project reporting

1. A weekly progress report shall be submitted. Also the Vendor/Bidder shall report on items by exception or that require urgent action.
2. Monthly Project Execution Committee meetings will be held at the Bank's premises. The vendor / bidder is required to provide a report on the following:
 - a. Progress against the Project Management Plan
 - b. Status of all open issues
 - c. Ad-hoc requests for information will be assessed promptly by the Vendor/Bidder and a delivery date will be given. The Vendor/Bidder shall deliver the required information within the agreed time frame.

2.40 Internet Banking (View only) facility

1. Bidder should provide solution for Internet Banking with View only facility before go-live of the project.
2. The solution should be integrated with new setup of Finacle 10.2.25.
3. Bidder can propose a cost effective solution either from Edge Verve or from any third party provider but the solution proposed must ensure all security guidelines of regulators and government.
4. The solution proposed should have flexibility to integrate and facilitate transactional services, mobile banking, UPI as and when the requirement is presented by the bank. However the hardware and software licenses for the same should not be factored as part of this RFP.
5. Bidder should factor all costs involved in terms of hardware, software and maintenance of internet banking (view-only) facility only. Following points to be ensure by bidder.
 - a. Bidder to set exact replica of DC setup in DRC for Internet banking.
 - b. Separate physical servers should be provided for internet facing interface of internet banking. The server to be placed in DMZ.
 - c. Security appliance or solution to be provided as separate physical application or box.
 - d. Anti-virus application should be installed and necessary security measure to be taken for all servers provided for internet banking.
 - e. The Oracle database proposed for CBS to be used for Internet banking setup.

6. The solution proposed should have following facilities only to the customers. No online fund-based transactions should be allowed.
 - i. Balance inquiry
 - ii. Balance viewing
 - iii. Account statement download
 - iv. Request for supply of cheque book
 - v. Stop Cheque
7. However, the solution being offered to the bank should be capable of facilitating Financial transactions as and when the bank elects to extend the facility to the customers at a later date
8. Following security measures should be ensured and required solutions should be placed.
 - i. Security solution to prevent intrusions and attacks.
 - ii. Two factor authentication and OTP based dual authentication.
 - iii. Solution for system monitoring.
 - iv. Removal of Vulnerabilities and hardening.
 - v. Web Applications should not store sensitive information in HTML hidden fields, cookies, or any other client-side storage leading to compromise in the integrity of the data. Critical web Applications should enforce at least SSL v3 or Extended Validation –SSL / TLS 1.0 128 bit encryption level for all online activity.
 - vi. Re-establishment of any session after interruption should require normal user identification, authentication, and authorization. Moreover, strong server side validation should be enabled.
 - vii. Virtual keyboard should be implemented.
 - viii. The solution should prevent the-middle attack (MITM), man-in-the browser (MITB) attack or man-in-the application attack

2.41 E-KYC

End to end implementation of e-KYC facility except “biometric authentication device” will be under scope of Bidder. Bidder should implement the same in VM with failover arrangement between DC and DR. All hardware, software, licenses and maintenance of the same will be under scope of bidder during the contract period. Bidder is allowed to use third party application in compliance with regulatory guidelines.

The e-KYC solution should be integrated with CBS to create customer master automatically on authentication. The authentication interface should be provided to end users at Branches.

2.42 AADHAR VAULT

Bidder should provide an on premise “Aadhar Vault solution” and the same should be integrated with CBS. The solution and integration should be done as per guideline and security measure prescribed by UIDAI. Bidder should factor the required hardware, software, licenses and maintenance as part of this RFP.

Bidder should provide following services to the Bank without any additional cost:

1. All out of the box services as on date of release of latest version.
2. All changes within the scope of the product proposed and required by Bank till go-live.
3. All changes which do not require major changes in terms of addition of a new module after go-live.
4. All report requirements during the contract period.
5. Any changes as part of regulatory requirement.
6. Any improvement or changes or patches available from software supplier.

7. All type of integration with CBS during the contract period.
8. All types of performance improvements.

Bank will carry out a third-party audit of the solution provided and bidder should do necessary changes in the system as per outcome of the audit during the contract period.

2.43 GST Solution

Bidder should provide an on premise "GST Solution" for both account payable & receivables and the same should be integrated with CBS. The solution and integration should be done as per guideline and best practices available across industries. Bidder should factor the required hardware, software, licenses and maintenance as part of this RFP.

The GST solution provided should be a third-party on-prem solution and widely accepted across India but not necessarily in Banks only. The GST solution proposed should be deployed in both DC and DRC.

The GST solution should provide following minimum features but not limited to:

1. Auto GST transaction in CBS
2. All types of return reports
3. GST rate master
4. Auto invoicing and report to invoicing solution
5. Tax compliance includes GST Return Files
6. Gst Invoice & Billing
7. Tax Clubbing
8. Auto Tax Collections
9. Advance Security
10. Seamless filing Process
11. Easy Accounting
12. Internal Audit
13. Reconciliation with Online GST Portal

Bidder should provide following services to the Bank without any additional cost:

1. All out of the box services as on date of release of latest version.
2. All changes within the scope of the product proposed and required by Bank till go-live.
3. All changes which do not require major changes in terms of addition of a new module after go-live.
4. All report requirements during the contract period.
5. Any changes as part of regulatory requirement or changes in the GST Law.
6. Any improvement or changes or patches available from software supplier.
7. All type of integration with CBS during the contract period.
8. All types of performance improvements.

Bank will carry out a third-party audit of the solution provided and bidder should do necessary changes in the system as per outcome of the audit during the contract period.

2.44 API integration

Bidder should use Finacle out-of-box API integration service without using ESB for integration of third party services with Finacle Application. If required, bidder should do necessary customisation and develop new Web Services to fulfil the requirement of Bank / functionality during the contract period.

Bidder should factor the required infrastructure and software licenses for the contracted period.

3. VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B):

Bank is intent to implement many non-cbs applications during the period of 6 years. For this bidder should provide following Virtual Machine (VM) infrastructure to Bank as per requirement.

a. Bidder should provide following application VMs for application.

VM type	Used for	Virtual Core	Operating system	RAM	Number of VMs	Storage Space
Type A1	Application – Windows	8	Windows Server Enterprise Edition with SA	16 GB	14	512 GB
Type A2	Application – Windows	8	Windows Server Enterprise Edition with SA	32 GB	16	512 GB

**Note: Bidder can propose and quote for Windows Server Datacentre Edition with SA to meet the above requirement of VMs in place of Enterprise Edition OS.*

b. Bidder should provide following Database instances for non CBS application.

VM type	Used for	Instances	Database Size / instance
Type D1	Database – Oracle Enterprise Edition	24	50 GB
Type D2	Database – Microsoft SQL Server Enterprise Edition	12	20 GB

- c. The management of these infra will be under scope of the bidder.
- d. VM sizing should be done as per requirement of the Bank based on applications to be installed. This sizing requirement of VM will be provided by Bank. Bidder should engineer the VM accordingly.
- e. The administrative user access should be provided to Bank.
- f. The security controls of these VMs will be under scope of the bidder.
- g. Backup of the database and application will be under scope of the bidder.

4. Hardware Sizing

The Selected Bidder shall factor the performance requirement for Finacle 10.2.25 and attendant modules as in “Part A” and resource requirement mentioned as in “Part B” to provide the hardware sizing.

1. The hardware sizing for “Part A” should be duly certified / approved by EdgeVerve based on the projections provided by the Bank. The sizing for resource requirement mentioned in “Part B” should be certified by the SME of the bidder.
2. The proposed hardware should include the overall resources required for “Part A” and “Part B” clubbed together. However, there should not be any security vulnerability or performance issues to the solution in “Part A” due to “Part B” and vice se versa.
3. All instances and physical servers under “Part A” should be placed in LAN zone only.



4. The database instances under "Part B" should be placed in LAN zone only. However, the application VMs under "Part B" can be placed in either LAN or DMZ zone. The hardware should be factored to meet the above security requirements.
5. Two units of 42 U server rack will be provided to the selected bidder at both DC, Chennai and DRC, Hyderabad. Mounting of servers / hardware and connecting the same to the two PDUs of each rack will be under scope of bidder.
6. All proposed hardware must comply with following points.
 - 1) The OEM of all Hardware must be listed in leader's quadrant of Gartner's report 2020/2021.
 - 2) *All the hardware and components thereon being proposed by the bidder shall be latest one and shall have lifetime of at least 7 years.*
 - 3) The Hardware should not be undersized. During the contract period if Bank or it's audit reports that the hardware is undersized then, bidder shall have to upgrade or replace the same without any additional cost to meet the required performance within scope of this project.
 - 4) All hardware must have dual SMPS to connect the same to dual power sources of server rack.
 - 5) The network connectivity between servers, cable dressing and tagging will be under scope of bidder.
 - 6) All connectivity to SAN switches and core switch must be on Fibre media.
 - 7) All hardware must have 3 years of on-site warrantee from the date of delivery and OEM's AMC thereafter till end of contract period.
 - 8) Any additional requirement regarding hardware and software, after awarding the contract will not be entertained by the Bank. The Bidder shall be responsible for the same
7. While proposing the hardware, vendor should take care of following criteria:
 - a. Capacity to complete the data processing cycle within the agreed time frame
 - b. Reliability, fault tolerance, redundancy and high availability.
 - c. LAN / WAN connectivity and support for standard communication protocols / channels like X.25, TCP / IP over X.25, SLIP, PPP, VSAT, ISDN and Leased Lines.
 - d. Must have capability to interface and cluster with heterogeneous platforms.
 - e. Ability to communicate through any communication channel used by the Bank.
8. All hardware should be procured and delivered at DC and DRC and should be installed by the selected bidder on the Bank designated racks.
9. All hardware supplied should be in the name of Bank and ownership should be transferred in the name of Odisha Gramya Bank.
10. **Storage Augmentation:** Bidder should factor the storage capacity in two phases. Initial storage supplied should be sized as per requirement for initial 3 years. At the end of 3rd year, bidder to augment storage for 4th to 6th year for future requirement. However, bidder should quote the cost towards augmentation at the end of 3rd year along with the commercial bid.

5. Operating System

Operating System (OS) Software proposed by the bidder shall be latest one and shall have lifetime of at least 7 years.

All OS should be provided with Software Assurance (SA), wherever applicable. During the contract period, all OS should be updated and upgraded to latest stable version without any additional cost to the Bank.

All OS licenses provided under scope of this RFP should be perpetual in nature with active ATS / Software Assurance from day one. All licenses provided should be in the name of "Odisha Gramya Bank".

Bidder should quote for Operating systems licenses considering to reuse the existing licenses as listed in "section 2.3.14 Operating Systems". Bidder should quote for the OS licenses required for both Part A and Part B minus the existing licenses if applicable.

For Part A

The Selected Bidder shall provide any Operating System Software duly certified / approved by EdgeVerve, based on the projections provided by the Bank. During the contract period, bidder must update and upgrade the OS supplied under this project to latest supported patches and version.

For Part B

Bidder should provide all operating systems as mentioned in section 3 of this RFP. The operating system can be either as standalone license or in form of datacentre license. All licenses should be provided with Service Assurance or subscription.

6. Enterprise Management Solutions (Third Party Applications)

Bidder should implement following third party solutions. Bidder should factor the hardware or VM sizing, DB licenses, software licenses and maintenance for contract period. All customization to these application as per requirement of Bank should be addressed by bidder without any additional cost during the contract period.

The EMS tools proposed or combination of tools proposed as EMS should comply with minimum specification mentioned in "**APPENDIX 4**". Bidder to share the release note of proposed EMS software compiling to specification mentioned.

- 1) Third party Helpdesk ticketing solution
 - a. with at least 20 technician or helpdesk user license
 - b. with at least 600 end user license (30 concurrent)
 - c. with at least 100 device monitoring license (if require).
- 2) Proactive device health, Infrastructure and storage management solution
 - a. with at least 20 technician or helpdesk user license
 - b. with at least 100 device monitoring license (if require).
- 3) Fault and Change request management solution
 - a. with at least 40 technician or helpdesk user license
 - b. with at least 100 device monitoring license (if require).
- 4) Configuration Management (minimum 40 user licenses)
- 5) VM management and security solution (for unlimited VMs)

7. Database

All database licenses provided under scope of this RFP should be perpetual in nature with active ATS from day one. All licenses provided should be in the name of "Odisha Gramya Bank".

1. Oracle Enterprise Edition:



- a. Bidder should factor to use the existing 10 core Oracle Enterprise edition license with by upgrading the same to latest certified version of Oracle Enterprise DB (Full use and perpetual in nature) with Finacle 10.2.25.
- b. Bidder should propose and supply additional core licenses to meet the performance and resource requirement under “Part A” and “Part B”.
- c. Bidder should also supply and install following additional licenses:
 - 1)Diagnostic Tunic licenses
 - 2)Partitioning
 - 3)Audit Vault and database firewall
- d. All requirements under “Part A” and “Part B” for Oracle database version should be same.
- e. Bidder should create separate instances for all applications under “Part A” and “Part B”.
- f. Bidder should design the database servers to avoid any security vulnerability or back door security issues.

2. Microsoft SQL Database:

- a. Bidder should factor the requirement under “Part B” while proposing MS SQL Database License.
- b. Bidder should supply and install the latest version of Enterprise edition or datacenter edition of MSSQL.
- c. The database should be installed in VM environment to optimize the cost.

8. Backup Software

The Backup software proposed should comply with minimum specification mentioned in “**APPENDIX 3**”. Bidder to share the release note of proposed backup software compiling to specification mentioned.

9. Load Balancer

The Load Balancer proposed should comply with minimum specification mentioned in “**APPENDIX 5**”. Bidder to share the datasheet of proposed Load Balancer software compiling to specification mentioned.

10. Technical Details Required From Bidder

The bidder is required to provide the following information in the Technical Bid:

S.N.	Particulars
1	Vendor / Bidder should provide extensive documentation related to the CBS Finacle 10.2.25 (along with the new modules which will get implemented) such as ... <ul style="list-style-type: none"> • Application deployment architecture • Database layouts and architecture
2	Bidder / Vendor should give details regarding the level of integration of the various sub-systems, particularly in case of mix and match of proprietary and third party products.
3	Bidder / vendor should give details regarding the data integrity issues
4	Bidder / Vendor should specify whether the proposed architecture uses any application middle-ware solutions.
5	Bidder / Vendor should provide the bill of materials containing the compatible OS / DB versions , Windows versions for client PCs etc.
6	Bidder / Vendor should give details of any additional Application S/W and third-party tools that are required for using the system, in addition to the base Application System provided by the Vendor / Bidder
7	Bidder / vendor should give details of the proven System Response times benchmarks for different versions of Operating System and Database of the proposed version of Finacle 10.2.25
8	In case of occurrence of a system failure, specify whether ...



S.N.	Particulars
	<ul style="list-style-type: none"> ➤ A log and recovery facility is provided to return to the pre-failure situation ➤ After a system failure the system is able to restart and rebuild the database to the pre-failure situation ➤ The system provides for automatic roll-forward and rollback. ➤ Deadlock situations are resolved automatically. ➤ Processing can be continued without loss of data after a disaster. ➤ The system should be made available for further processing within 4 hours of its failure. <p>Explain which measures can be taken to rebuild the database after a failure</p>
9	<p>Bidder / Vendor should give details of the System Performance benchmarks on the various Network configurations such as</p> <ul style="list-style-type: none"> ➤ Leased Lines ➤ VSAT ➤ RF ➤ MPLS ➤ SD-WAN <p>Bidder to mention the bandwidth requirement for the client systems. Bank will provide required bandwidth at Branches and Offices.</p>
10	Bidder / Vendor should give details of the Scalability provisions in the System.
11	<p>To Provide the following details of any proven Implementation / Version upgrade Case- study of the proposed solution</p> <ul style="list-style-type: none"> ➤ Strategy adopted ➤ Milestone definitions ➤ Time Schedules ➤ Resources used ➤ Drawbacks, if any
12	Provide details of the training programmers to be conducted.
13	Provide the timetable for the training session with details such as topics, duration, number of users, etc.
14	<p>Give a detailed document which covers</p> <ul style="list-style-type: none"> ➤ The bidder presence in India ➤ The bidder Support Mechanism ➤ Support Centers (No. Of Support Centers, locations, Staffing, etc) ➤ Methodology to classify calls according to severity ➤ Maximum Response times to Calls ➤ Support levels / functions ➤ Whether dedicated support staff will be maintained at OGB, on an on-going basis. ➤ Support tools ➤ Call Centers / Help Desk ➤ 24 hours Availability
15	To Provide details of the Warranties provided on the solution.
16	The bidder to provide guarantees against the System failures OR under-performance than the stipulated and mutually agreed performance standards and benchmarks. Give details of the same.
17	The bidder to provide a standard Service Agreement copy, along with the proposal.
18	To provide details of any Business Associates / Affiliates / Franchisees of the bidder who perform the Support function.
19	To Provide details of the clients (if any) who avail of the Support function of the bidder



S.N.	Particulars
20	The Bidder to specify the modus operandi to classify calls into (the priority will be decided by Bank) <ul style="list-style-type: none"> ➤ Maintenance ➤ Enhancements / Modifications ➤ New Development ➤ Upgrades ➤ Customization ➤ Bugs
21	In case of third-party components being used in the Solution, specify the details of the arrangements that will be worked out between the vendor and the third-party bidder.
22	In case of Solution upgrades, give details of the Deployment Strategy for the new version, with minimum disruption to the Banking operations
23	Specify whether there are any restrictions / conditions applicable, on the Support Arrangement, in case of OGB not opting for any higher version of the Solution, whenever it is available
24	Specify whether there are any in-built checks and mechanisms to track the activities of the Support Staff
25	Give details whether the bidder conforms to any International Quality Management procedures as part of their Support function.
26	An Undertaking from the OEM mentioning that if the bidder is not able to fulfill its obligation to complete the Finacle 10.2.25 migration project, OEM will ensure the successful completion of the project as per the contract. Bidder has to submit the necessary undertaking as per the format.
27	Bidder to provide authorization letter / MAF for all product supplied from respective OEM or Software Seller.
28	Bidder / Vendor to provide exhaustive Test Plans covering the entire functionality of the new modules in Finacle10.2.25 as per the scope

11. Datacenter infrastructure

Items	Data Centre (DC)	Disaster Recovery Centre (DRC)
Address	Plot No: F8, SIPCOT IT Park, Siruseri, Navallur, Chennai, India	Videsh Sanchar Bhavan, CFC-1, Software Units Layout, Madhapur, Telangana 500081
Location type	Colocation	Colocation
Cage Area	150 Sq ft	150 Sq ft
Work Area	50 Sq Ft	50 Sq ft
Seats	5	2
Total Racks	5	5
Racks for Finacle 10	2	2

The Bank as its discretion, reserves the right to shift the equipment (server including storage with installed software) to a new location during the contract period (within Data Centre or outside Data Centre) depending upon the requirement. Accordingly, the bidder will arrange to shift the equipment and install and commission



at new location without any additional cost to the Bank. The cost towards transportation of material if any will be provided by Bank.

Section 4 - Eligibility Criteria

4.1 Eligibility Criteria

The eligibility criteria to participate in bidding process are mentioned below. Only those bidders, who satisfy all the eligibility criteria as mentioned herein below, may respond. Document in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

Sl. No.	Eligibility Criteria	Supporting Documents
1	<p>The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP.</p> <p>In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.</p>	<p>The Certificate of Incorporation issued by the Registrar of Companies along with copies of Memorandum and Articles of Association/ partnership deed (in case of Partnership Firm) are to be uploaded along with technical bid. (Documentary proof should be attached).</p>
2	<p>The Bidder should have a minimum turnover of ₹ 100 Crores per annum in each of the last three financial years In India.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p>	<p>Audited Financial statements for the financial year 2017-18, 2018-19 and 2019-20 AND CA Certificate indicating the sales Turnover for the previous financial years mentioned above.</p>



Sl. No.	Eligibility Criteria	Supporting Documents
3	<p>The bidder should have positive net worth for past three financial years i.e. 2017-18, 2018-19 and 2019-20 or calendar years 2018, 2019, 2020 or the Bidder's financial years.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p>	<p>The relevant documents including Balance Sheet/Profit and Loss Account/Certificate from Statutory Auditors certifying the financials are to be submitted as part of the proposal</p>
4	<p>Bidder should have successfully completed within last 10 years at least in two Banks end-to-end implementation of Finacle CBS (or) migration from legacy systems to Finacle CBS (10.2.25) (or) version upgrade /migration of Finacle CBS from version (7.x to 10.2.25) (hereafter referred as "version migration") in banks in India with a minimum of 300 branches. At least one should have been an end to end implementation of Finacle CBS.</p> <p>Experience of ongoing migration in any Bank in India can also be presented. However, in such Bank the at least 50% of migration process should have been completed and same should have been certified by the Bank in their letter head.</p>	<p>Proof from the concerned bank in their letter head has to be submitted</p>
5	<p>Bidder should have successfully completed at least one implementation / migration of Oracle enterprise database with architecture of zero lag sync between DC instances and between DC and DR instances.</p>	<p>Proof from the concerned bank in their letter head has to be submitted</p>
6	<p>Bidder should have at least 10 trained resources with experience in implementation of Finacle CBS and integration of Finacle with peripheral systems like Net banking, Payment Systems, Cheque Truncation System, Treasury System etc.</p>	<p>The necessary profiles needs to be provided as per annexure (Team Profile). The Bank has a right to interview and reject resources deployed by the Bidder</p>



Sl. No.	Eligibility Criteria	Supporting Documents
7	Bidder should have a valid and existing SEI CMMi level 5 Certification and should ensure that the certification is valid during the entire tenure of the project	Copy of valid certificate should be submitted
8	The bidder cannot sub-contract the job to any other company or firm and the implementation for the Bank must be done by the employees of the bidder.	Self declaration in bidder's letterhead to be submitted.
9	The bidder must comply with government's rules and regulations like minimum wages act, Provident fund and ESIC facility standard.	Proof of compliance and labour license needs to be submitted along with the quotation
10	The bidder should not have been blacklisted or de-empaneled due to unsatisfactory service, by Odisha Gramya Bank or in any Head Government / PSU / Banking / Insurance company / RBI / IBA in India within last one year as on date of the RFP.	Bidder to upload the Self Declaration certificate as per format provided in "Annexure E - Declaration for Clean Track Record" of the RFP along with the technical bid. (Documentary proof should be attached).
11	Bidder should have service / support infrastructure at Chennai and Hyderabad, including DC, DRC and Head Office, and should be able to provide efficient and effective support.	Self- Declaration on Bidder's letter head
12	The bidder should have Teaming Agreement with OEM, which is mandatory and it should be as per role of OEM defined in the RFP	Scanned copy of the agreement.
13	The bidder should submit a duly signed Integrity Pact in original	The Integrity Pact is to be executed in non-judicial stamp paper of worth ₹ 100/- in conformity to CVC format as per "Annexure K – Integrity Pact"
14	Proposed server, OS should be of latest version / release and should have clear roadmap of atleast 7 years published document at OEM website	Bidder to upload release notes and road map references from OEM websites in form of PDF along with technical bid.

Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria for the category bidder has selected, will entail rejection of the offer summarily. **Photocopies of relevant documents / certificates should be uploaded as proof in support of the claims made.** BANK reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of BANK in this regard shall be final, conclusive and binding upon the bidder.

Any deliberate misrepresentation will entail rejection of the offer ab-initio.

NOTE:

1. Prime bidder / bidder must comply with all the above-mentioned criteria as specified above and more elaborately described in Annexure I (Contents and format of Technical Bid). Non-compliance of any of the criteria can entail rejection of the offer
2. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered.
3. In case of corporate acquisition, split of a company, certificate of incorporation, financial statements, credentials prior to such restructuring could be furnished
4. Branches mentioned are per Bank and not cumulative across Bank.



5. While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
 - a. In a RFP, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer'.
 - b. If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same RFP for the same item/product.
6. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the Bank decides, originals / certified copies should be shown for verification purpose. The Bank reserves the right to verify / evaluate the claims made by the bidder independently.
7. The final solution mentioned above refers to the solution based on the scope given in this RFP.
8. The decision of the bank shall be final and binding in this regard. Any deviations will be ground for disqualification.

4.2 Integrity Pact

All bidders should submit a signed Integrity Pact with Odisha Gramya Bank, on a stamp paper of ₹ 100/-. Bidder(s) without signed Integrity Pact will be disqualified to participate in the bidding. The Original copy of Integrity Pact should reach Head Office of Odisha Gramya Bank on or before last date of submission of bid.

Bidder should upload the scanned copy of signed Integrity Pact on e-procurement portal as part of Technical bid.

The Integrity Pact should be as per "**Annexure K - Integrity Pact**".

As per CVC Circular No 10/5/09 dated 18.05.2009 of Standard Operating Procedure (SOP) under clause No 2.02. "Integrity pact, in respect of a particular contract, would be operative from the stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings." Bidders may refer: <http://cvc.nic.in/iembank25022015.pdf>

Section 5 - Instruction to Bidders

A. The Bidding Document

5.1 RFP

RFP shall mean Request for Proposal. Bid, Tender and RFP are used to mean the same.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding document. Submission of a bid not responsive to the Bidding Document in every respect will be at the Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

5.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and OGB will in no case be responsible or liable for those costs.

5.3 Clarifications of Bidding Documents and Pre-bid Meeting

A prospective Bidder requiring any clarification of the Bidding Documents may notify OGB in writing at OGB's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

Bidders should submit the queries only in the format given below:



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)

Replies to all the clarifications, modifications received through mail and email will be posted on OGB's website. Any modification to the bidding documents which may become necessary shall be made by OGB by issuing an Addendum.

5.4 Amendment of Bidding Documents

- At any time prior to the deadline for submission of bids, OGB may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
- Amendments will be provided in the form of Addenda to the Bidding Documents, which will be posted in OGB's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda had been taken into account by the Bidder in its bid.
- In order to afford Bidders reasonable time to take the amendment into account in preparing their bids, OGB may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted on OGB's website.
- From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

B. Preparation of Bid

5.5 Bid Price

Prices would be exclusive of all taxes, duties levies, and fees whatsoever. The bidder shall meet the requirements of Goods & Services Tax (GST) as per Government of India.

5.6 Bid Cost and Exemptions

The Bidders can submit the bid response at e-procurement portal of OGB along with non-refundable amount of **₹29,500.00 (Rupees Twenty Nine Thousand Five Hundred only)** including GST in form of Demand Draft drawn in favor of "Odisha Gramya Bank" payable at Bhubaneswar

The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.

*Exemption of Bid Cost will be allowed to bidder registered under MSME / NSIC / Udayog Aadhar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. **Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy.***

5.7 Earnest Money Deposit (EMD) and Exemptions

The Bidder is required to deposit **₹50,00,000/- (Rupees Fifty Lakhs only)** in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in **Annexure B**.

No interest will be paid on the EMD.

The scanned copy of the Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at "Information Technology Department, 2nd Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" before last date of submission of bid along with other documents.

*Exemption of EMD will be allowed to bidder registered under MSME / NSIC / Udyog Aadhar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. **Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy***

5.8 Return of EMD

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

5.9 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

- a) Bidder withdraws its bid before opening of the bids.
- b) Bidder withdraws its bid after opening of the bids but before Notification of Award.
- c) Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee.
- d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, OGB reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.
- f) Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of execution of the contract. In such instance, OGB at its discretion may cancel the order placed on the selected Bidder without giving any notice.

5.10 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. OGB reserves the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.11 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, OGB may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

5.12 Format of Bid

Both Technical and Price Bid to be submitted in online mode. Document such as Demand Draft, Bank Guarantee, Power of Attorney and Integrity Pact must reach at OGB in original.

5.13 Signing of Bid

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid.



The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney "**Annexure H**" or a Board Resolution duly certified by the Company Secretary, which should accompany the Bid.

C. Submission of Bid

5.14 Bid Submission modes

Bidder to follow following mode of submission of Bid.

1. Original copy of Demand Draft, Bank Guarantee towards EMD, Power of Attorney and Integrity Pact must be submitted in a closed envelopes with marked as **REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25**" and should reach on or before Head Office of Odisha Gramya Bank either by post or by courier or in hand on or before last date and time of submission of bid. Bank will not receive any document received after due date and time and bid submitted by said bidder will considered as invalid. Address of delivery: IT Department, 2nd Floor, Head Office of Odisha Gramya Bank, Gandamunda, Khandagiri, Bhubaneswar, Odisha – 751030.
2. Signed and scanned copy of all documents must be submitted as part of technical bid in e-procurement portal along with scanned copy of Demand Draft towards Bid Cost, Bank Guarantee towards EMD, Integrity Pact and Power of Attorney, on or before last date of submission of bid. Hardcopies of technical bid documents should not be sent to Head Office except for Demand Draft towards Bid Cost, Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.
3. Commercial bids must be submitted as part of commercial bid in e-procurement portal only. No hardcopy of the same should be sent to Head Office. Scanned copy of commercial bid must not be uploaded in technical bid.

5.15 Bid contents

Technical Bid

Scanned copy of following signed documents should be uploaded in e-procurement portals:

1. Demand Draft towards Bid Cost.
2. Bid Earnest Money in the form of Bank Guarantee of amount as per format given in "Annexure B - Bid Security (Bank Guarantee)".
3. Filled and signed copy of "Annexure A – Covering Letter for EMD"
4. Filled and signed copy of "Annexure C - Bid Offer form (without price)"
5. Filled and signed copy of "Annexure D - Bidder Information"
6. Filled and signed copy of Declaration of "Annexure E - Clean Track Record"
7. Filled and signed copy of "Annexure F - Declaration of Acceptance of RFP Terms and Conditions"
8. Filled and signed copy of "Annexure G - Declaration of Acceptance of Scope of Work"
9. Scanned copy of "Power of Attorney" as per "Annexure H".
10. OEM/Manufacturer Authorization Letter as per "Annexure J" from following parties:
 - a. Microsoft and proposed OS OEM
 - b. Server OEM(s)
 - c. Storage OEM
 - d. VM solution provider
 - e. Proposed Tools provider
11. Scanned copy of Integrity Pact as per "Annexure K"

12. Filled and signed copy of "Annexure L - Escalation Matrix"
13. Filled and signed copy of "Annexure M - Track Record for Past Experience"
14. Three years audited Balance Sheet and Profit and Loss Statements.
15. All necessary supporting documents
16. Filled and signed copy of "Annexure N – Commercial Bid Form".

Original copy of following documents should be submitted at OGB before scheduled date.

1. Demand Draft towards Bid Cost.
2. Bid Earnest Money in the form of Bank Guarantee of amount as per format given in "Annexure B - Bid Security (Bank Guarantee)".
3. Power of Attorney as per Annexure H.
4. Integrity Pact as per Annexure K.

Commercial Bid

1. Commercial Bid – Annexure R (to be uploaded only)

5.16 Bid Submission

The Bidder should bear all the costs associated with the preparation and submission of their bid and OGB will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The offers should be made strictly as per the formats enclosed.

No columns of the tender should be left blank. Offers with insufficient/inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

5.17 Bid Currency

All prices shall be expressed in Indian Rupees (INR) only.

5.18 Bid Language

The bid shall be in English Language.

5.19 Rejection of Bid

The bid is liable to be rejected if the bid document:

1. Does not bear signature of authorized person.
2. Is received through Fax / E-mail.
3. Is received after expiry of the due date and time stipulated for Bid submission.
4. Is incomplete / incorrect.
5. Does not include requisite documents.
6. Is Conditional.
7. Does not conform to the terms and conditions stipulated in this Request for Proposal.
8. Is not submitted through OGB e-Procurement portal.

No bid shall be rejected at the time of bid opening, except for late bids and those that do not conform to bidding terms.

5.20 Deadline for Submission

The last date of submission of bids is given in Section 1. However the last date of submission may be amended by OGB and shall be notified through its website.

5.21 Extension of Deadline for submission of Bid

OGB may, at its discretion, extend this deadline for submission of bids by amending the bidding documents which will be intimated through OGB website, in which case all rights and obligations of OGB and Bidders will thereafter be subject to the deadline as extended.

5.22 Late Bid

Bids received after the scheduled time will not be accepted by the OGB under any circumstances. OGB will not be responsible for any delay due to postal service or any other means.

5.23 Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.

5.24 Right to Reject, Accept/Cancel the bid

OGB reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

OGB does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. OGB also reserves the right to re-issue the Tender without the Bidders having the right to object to such re-issue.

5.25 RFP Abandonment

OGB may at its discretion abandon the process of the selection of bidder at any time before notification of award.

5.26 Bid Evaluation Process

The Bid Evaluation will be carried out in 2 stages:

Stage 1 – “Technical bid” i.e. Technical bid will be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility and technical criteria will be considered for further evaluation.

Stage 2 – “Commercial bid” of those Bidders who qualify the eligibility and technical criteria will be evaluated further for finalizing the L1 vendor for this contract. The Commercial bid submitted will be evaluated for the bidders qualify the eligibility and technical criteria.

5.27 Contacting OGB

From the time of bid opening to the time of Award of Contract, if any Bidder wishes to contact OGB for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact OGB with a view to canvas for a bid or put any pressure on any official of the OGB may entail disqualification of the concerned Bidder and/or its Bid.

Section 6 - Bid Opening**6.1 Opening of Bids**

Bids will be opened in 2 stages:

Stage 1 – “Technical bids” In the first stage the ‘Eligibility and Technical’ Bids will be opened.

Stage 2 – “Commercial bids” will be opened for technically qualified bidders for L1 price and selection of successful bidder for award of contract.

6.2 Opening of Eligibility and Technical Bids

OGB will open Eligibility bid and Technical bid in the presence of Bidder’s representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by OGB from time to time.

The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity card to represent them at the time of opening of the bids. Only one representative will be allowed to represent each Bidder. In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of OGB.

The bidder's representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for OGB, the bids shall be opened at the appointed time and place on next working day.

6.3 Opening of Commercial Bids

Bank will intimate the date and time of opening of Commercial bids to the bidders satisfying eligibility criteria and Technical requirement of this RFP. Commercial bid will be opened for selection of L1 bidder.

Section 7 - Bid Evaluation

7.1 Preliminary Examination of Eligibility Bids

OGB will examine the bids to determine whether they are complete; whether required information have been provided as underlined in the bid document; whether the documents have been properly signed and whether bids are generally in order.

Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation.

OGB may waive any minor infirmity, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive, it will be rejected by OGB and may not subsequently be made responsive by the Bidder by correction of the nonconformity. OGB's determination of bid responsiveness will be based on the content of the bid itself. OGB may interact with the Customer references submitted by Bidder, if required.

7.2 Evaluation of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- a) The Technical Evaluation Committee will award marks as per parameters mentioned in the Annexure – (Technical Evaluation Parameter). The mark secured will be used for both qualification in Technical bid and selection of successful bidder.
- b) Only those Bids which secure minimum of 60% of marks in Technical bid evaluation round will be taken up for further commercial bid opening.
- c) Compliance to Technical Specifications as specified in the RFP.
- d) OGB reserves the right to call for presentation and discussions on the approach of execution of project etc., from the short-listed Bidders based on the technical bids submitted by them to make an evaluation. Such presentations and minutes of meetings will become part of the technical bid.
- e) Review of written reply, if any, submitted in response to the clarification sought by OGB, if any.
- f) Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed solution are to be enclosed.
- g) To assist in the examination, evaluation and comparison of bids OGB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- h) OGB may interact with the Customer references submitted by bidder, if required. To assist in the examination, evaluation and comparison of bids OGB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

OGB reserves the right to shortlist bidders based on technical evaluation criteria.

**7.3 Evaluation of Commercial Bids:**

Bidders securing minimum of 60% marks in Technical bid evaluation stage will be short-listed for opening of commercial bid. Lowest of "Total Cost of Ownership (TCO)" quoted by all bidders will be selected as L1 price.

7.4 Successful Evaluated bidder:

The bidders with lowest cumulative commercial bid quoted under "Section: 6 – Total Cost of Ownership (TCO)" as per "Annexure O – Commercial Bid" in e-Procurement portal, identified will be declared as the successful bidder.

If the price quoted by L1 Bidder in any "Section" of "Annexure O – Commercial Bid" found to be more than 10% of other bidders, then Bank reserve its rights to further negotiate with L1 bidder for respective "Section". The outcome of negotiation will be mutually agreed between L1 bidder and Bank to arrive at final TCO.

7.5 Declaration of Results:

The Total Cost of Ownership (TCO) quoted by all Technically Qualified bidders will be shared on e-Procurement portal and will be visible to only Technically Qualified and Participating Bidders under "Result" Tab.

Section 8 - Terms and Conditions**8.1 Definitions**

In the Contract, the following terms shall have the following meanings and shall be interpreted accordingly:

- a) "The Contract/Agreement" means the agreement to be entered into between the Bank and the Bidder as recorded in the Contract Form duly signed by the Parties, including all annexure, schedules, exhibits, supplements, appendices, amendments, revisions, notations and modifications thereof for supply and implementation of software and provide / carry out the Service(s) of Vendor, as indicated / spelt out in Scope of Work to be performed in compliance with the service level requirements and standard of performance
- b) "OGB" or "The Purchaser" means the Odisha Gramya Bank including its successors and assigns.
- c) "Bidder" or "Contractor" or "Vendor" means any person / persons / firm / company, etc., to whom work has been awarded and whose bid has been accepted by the Bank and shall include its authorized representatives and successors.
- d) "The Contract Price" means the price / compensation payable to the Vendor / Bidder under and in accordance with the Contract for the due performance and observance of its contractual obligations under and in accordance with the Contract.
- e) "Service(s)" means all the services as specified in Scope of Work to be performed in compliance with the service level requirements and standard of performance, which the Vendor / Bidder is required to provide and/or procure for the Purchaser / OGB under and in accordance with the Contract.
- f) "Warranty Period" means the period of 3 months commencing from the date of successful completion of Migration as mentioned in the Acceptance Certificate issued by Purchaser / OGB.
- g) "System" means Core Banking System – Finacle.



- h) "Acceptance of Bid" means the letter / fax or any memorandum communicating to the Bidder the acceptance of his Bid
- i) "Acceptance Certificate" means certificate issued as per Annexure 1 (Form 6) on successful completion of acceptability test, receipt of deliverables, etc, and after the Bank (which shall not be deemed to be an obligation on the Bank) is satisfied with the working of the System. The date on which such Certificate is signed shall be deemed to be the date of successful Commissioning of the Systems.
- j) "Business Day" means any day that is not a Sunday or a public holiday (as per the official holidays observed by the Bank).
- k) "Confidential Information" means, (i) intellectual property information; (ii) technical or business information or material not covered in (i); (iii) proprietary or internal information related to the current, future and proposed products or services of the Parties including, financial information, process / flow charts, business models, designs, drawings, data information related to products and services, procurement requirements, purchasing, customers, investors, employees, business and contractual relationships, business forecasts, business plans and strategies, information the Parties provide regarding third parties; (iv) information disclosed pursuant to this Contract and (v) all such other information which by its nature or the circumstances of its disclosure is confidential.
- l) "Commissioning" means the successful installation and migration of the System, including supply, configuration, customization, integration, successful testing of all hardware and software is executed to the satisfaction of the Purchaser.
- m) "Document" means any embodiment of any text or image howsoever recorded and includes any data, text, images, sound, voice, codes, computer programs, software and / or databases or microfilm or computer generated microfiche or similar device.
- n) "Effective Date" means the date on which this Contract is signed and executed by the Parties hereto. If this Contract is executed in parts, then the date on which the last of such Contracts is executed shall be construed to be the Effective Date.
- o) "Intellectual Property Rights" means any patent, copyright, trademark, trade name, design, trade secret, permit, service marks, brands, propriety information, knowledge, technology, licenses, databases, computer programs, software, know how or other form of intellectual property right, title, benefits or interest whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
- p) "Parties" means the Purchaser / OGB and the Bidder / Vendor and "Party" means either of the Parties.
- q) "Site" means the place in which the operations / Service(s) are to be carried out or places approved by the Purchaser for the purposes of the

8.2 Interpretation

In this Contract unless a contrary intention is evident:

- a) The clause headings are for convenient reference(s) only and do not form part of this Contract;



- b) Unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- c) Unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
- d) A word in the singular includes plural and a word in the plural includes singular;
- e) A word importing a gender includes any other gender;
- f) A reference to a person includes a partnership and a body corporate;
- g) A reference to legislation includes legislation repealing, replacing or amending that legislation;
- h) Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;
- i) Reasonability and materiality of "doubt" and "controversy" shall be at the discretion of OGB.
- j) The words not expressly defined herein shall have meanings ascribed to them in the General Clauses Act, 1897 and the Information Technology Act, 2000.

8.3 Notification of Award / Purchase Order

After selection of the L1 bidder, as given in Clause 7.4, and after obtaining internal approvals and prior to expiration of the period of Bid validity, OGB will send Notification of Award / Purchase Order to the selected Bidder.

Bank reserve its rights to place partial order to selected bidder after exclusion of particular "Section(s)", if the respective "Section" founds to be not reasonable as per market standard.

Once the selected Bidder accepts the Notification of Award the selected Bidder shall furnish the Performance Bank Guarantee to OGB, NDA and SLA.

8.4 Term of the Order

The term of the Notification of Award / Purchase Order / Contract Period shall be for a period of 1 year from date of release of PO for migration of CBS or date of go-live (whichever is later) and 5 years thereafter from date of Go-Live of new CBS setup with mutually agreed terms and conditions.

The total terms of contract will be for a period of 6 years.

The Bidder is required to provide Facility Management support for all the in-scope applications and infrastructure throughout the tenure of the contract without any extra cost to Bank as mentioned in Section 3.

8.5 Acceptance Procedure

- Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.
- Bidder should prepare and submit agreed Scope of Work (SOW) document within 30 days of award of contract. The SOW should be agreed and signed between Bank and Selected Bidder.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award
- Upon the successful Bidder accepting the Purchase Order and signing the contract, and NDA, OGB will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

8.6 Performance Bank Guarantee

The Successful bidder shall, within 30 days of receipt of Purchase Order, submit a Performance Guarantee in the form of Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for **6 years**, with a claim period of **6 (Six)** months from the date of expiry of the validity period of the Bank Guarantee



(BG), as per statutory provisions in force. In case the successful bidder does not submit the PBG, OGB shall withhold an amount equal to 10% of the invoice value from the payments due to the bidder. Format for Performance Bank Guarantee provided in “Annexure B”.

8.7 Taxes and Duties

All taxes, if any, shall be deducted at source as per then prevailing rates at the time of release of payments. Prices shall be exclusive of all taxes, duties. The bidder should meet the requirements of Goods & Services Tax (GST) of India.

8.8 Delivery Address:

1. Bidder should deliver all hardware at designated locations only. The ownership of hardware should be in the name of Odisha Gramya Bank.
2. All software licenses provided should be in the name of Odisha Gramya Bank.
3. Bidder should procure, supply and install all hardware, software and license except license of Finacle 10.2.25.

Hardware Delivery and Service Location address are as follows:

SI No	Location	Address
1	Data Center, Chennai	Odisha Gramya Bank, DC MSDC Coral, Nxtra Data Limited, Plot No# F8, SIPCOT IT Park , Siruseri, Chennai - 603103.
2	Disaster Recovery Center, Hyderabad	Odisha Gramya Bank, DR STT Global Datacentre Ltd., VSB, CFC-1, Software Units Layout Madhapur, Hyderabad - 500 081
3	Head Office, Bhubaneswar	Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubanesar, Odisha - 751030

8.9 Service Level Agreement (SLA) Expectation:

The Bidder will be required to get the Acceptance Certificate on successful Go-Live and completion of training for the Finacle 10.2.25 solutions (“the System”) at the Bank. Payments will be released as per the Payment terms referred in this RFP.

1. **Delivery of Hardware:** All hardware shall be delivered and installed within 6 weeks from date of issue of Purchase Order and should be installed within 8 weeks from date of issue of Purchase Order.
2. **Installation of Software:** All software licenses under scope of this RFP shall be installed within 2 weeks of installation of hardware.
3. **System up-time requirement** - The bidder has to maintain guaranteed minimum uptime of 99.90% for all systems supplied under this RFP to avoid any business disruption due to breakdown of system or degraded performance impacting business or unavailability of data. The calculation of uptime will be on monthly basis.

Penalty amount will be charged as defined in Section - 8, Clause - 8.10.

Breach of service levels expectations consistently on part of the Bidder may lead to invocation of clause for “Termination for Default”



Category	Severity	Timeframe for Problem analysis & response	Timeframe for resolutions
Problem/ Issue/ Defect	Showstopper	Immediate	Immediate
	High	1Hr	3 Hr
	Medium	4 Hr	8 Hr
	Low	SBD*	NBD*

*SBD- Same Business Day & NBD – Next Business Day.

Problem/Issue/Defect: This should be defined as any flaw within the System which does not allow the end user to perform its regular operations as per the specifications/operational guidelines /functionality requirements in a stipulated timeframe.

Any problems/Issues /Defects, reported by Users should be categorized based on severity as follows:

Showstopper: When the System operation has stopped or halted or when the System is malfunctioning, such that it does not function as required and stipulated business operations are hampered.

High: When the System operation has stopped or halted or when the system is malfunctioning and workaround is also not available for the same.

Medium: When the System operation has stopped or halted or when the system is malfunctioning but a workaround is available for the same.

Low: Minor irritancies during operations.

8.10 Penalty Clauses:

The successful Bidder has to comply with all below mentioned requirements as well, to ensure adherence to project timelines, quality and availability of Service(s). Penalties shall not be levied on the successful Bidder, in case noncompliance to the said requirements only if the same has been solely due to reasons beyond the control of the Vendor.

1) Timeline and Penalty for delay in project implementation:

The Selected Bidder shall be responsible for delivery; implementation and rollout of all the solutions required under this RFP and also must agree to the time duration specified in Section 3, Clause 9: Project Time Line of this document.

In the event of SI’s failure to deliver and / or implement all required components of a fully functional system (pertaining to the scope of the project) within the stipulated time schedule or by the date extended by the Bank, unless such failure is due to reasons entirely attributable to the Bank, it will be a breach of contract. In such case, the Bank would be entitled to charge a penalty. Penalty will be applicable for late delivery of the customized software where **0.5% of ‘Total Quarterly Payment’** will be deducted as penalty per week or part thereof for failure as indicated in the RFP with the maximum penalty of **5% of ‘cost of the contract’**.

However, Bank reserve the right to terminate the contract at any time, if the project is not delivered as per scheduled timelines and Bank will claim entire amount paid to the vendor, along with additional 10% of ‘cost

of the contract', as compensation. This shall not be applicable for delay due to reasons entirely attributed to the Bank.

Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion

2) Penalty for downtime for Post implementation:

The Finacle CBS system has to be up for at least 99.90%. The Finacle CBS is deemed to be up if the users are able to log into the system.

The uptime will be calculated on monthly basis and penalty will be charged as specified below:

S. No.	Uptime in percentage (%)	Penalty Charges
1	99.90% and above	Nil
2	99.50% to 99.90%	1% of Total Quarterly Payment
3	99.00% to 99.49%	3% of Total Quarterly Payment
4	95.00% to 98.99%	5% of Total Quarterly Payment
5	Below 95.00%	10% of Total Quarterly Payment

3) SLA for Software Support

Any software bug identified by Bank / vendor's service engineer would have to be fixed within the stipulated time depending upon the criticality of the issue. Refer to Clause 8.9

8.11 Product Upgrades

At any time during term of the purchase order / performance of the RFP/Contract, should technological advances be introduced by the OEM/ Bidder for information technologies originally offered by the bidder in its bid and still to be delivered, the bidder shall be obliged to offer to OGB the latest version of the available technologies having equal or better performance or functionality without any extra charges.

During performance of the RFP/Contract, the Bidder shall offer to OGB all new versions, releases and updates of software, Firmware as well as related technical support within 30 days of their availability from the OEM free of cost, where ever applicable. Bidder need to have back to back subscription agreement with OEM to get updates on software, firmware or version update for OS and Tools.

All OS should be provided with software assurance (SA).

8.12 Payment Terms:

Successful Bidder should issue invoices with invoice date later than the date of Project Go-Live as per **Section: 2.18**. Payments will be released after submission of Performance Bank Guarantee as mentioned in **Clause 8.6** and correct invoice as per Bank's requirement along with required documents. However, payment procedure will be followed as below:

1 Hardware and Servers:

The payment against new hardware or servers will be released as below.

1. 80% of the Hardware Cost on delivery.
2. 20% on Go-Live of the project.

**2 License Cost:**

The payment against one time cost of DB License, OS License and Tools licenses will be released as below.

1. 80% of the One Time Cost on delivery.
2. 20% on Go-Live of the project.

3 AMC and ATS Cost:

AMC of Hardware, Subscriptions and ATS of all software licenses will be released as annually in Advance.

4 Other Recurring Payments

The payment against Engineers, Support staffs and other recurring charges not mentioned in clause 8.12, point: 3 will be released as quarterly arrear.

Payment against non-service periods of any engineer or gap between exit of existing engineer and joining of new engineer of same skill, will be considered as non-billable period for respective service. The same period will be deducted along with applicable penalty from invoice submitted.

Reported leave of a resource / engineer for maximum of 3 days in a quarter will be considered as billable period. Bidder to do alternate resource arrangement for any absence of more than 3 days for a billable resource or engineer. Maximum of one resource in a location can be allowed for leave at a time.

8.13 Insurance

The Hardware installed will be insured by the Bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office.

8.14 Warrantee and AMC:

All Hardware supplied must have 3 years of on-site warrantee from date of delivery of the same. The 4th, 5th and 6th year should be covered under AMC. The maintenance under warrantee and AMC should be done with agreed downtime and should be done with in SLA. The Warrantee and AMC should cover (without any additional charges):

- 1) Periodic preventive maintenance
- 2) Replacement of damaged modules with genuine OEM spare.
- 3) Update and upgrade within scope of this RFP.

8.15 Confidentiality

The Bidder shall treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the **Annexure Q** hereof.

In the event of disclosure of Confidential Information to a third party in violation of the provisions of this Clause, the defaulting party shall use all reasonable endeavours to assist the supplying party in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Parties obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.



No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means is strictly prohibited.

The terms of this clause shall continue in full force and effect as perpetual from the date of disclosure of such Confidential Information.

In the event of termination of this Agreement, upon written request of the disclosing Party, the receiving Party shall immediately return the disclosing Party's Confidential Information, or at the disclosing Party's option destroy any remaining Confidential Information and certify that such destruction has taken place.

8.16 Amendments to the Agreement

Once contract agreement and AMC agreement are executed with the Bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing.

Unless it is specifically mentioned in purchase order, in case of any dispute, the requirements stated in the RFP will be taken as the final requirement.

8.17 Indemnity

The bidder shall indemnify, protect and save OGB and hold OGB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify OGB, provided OGB promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defence and control of any such claim.

8.18 Bidder's Liability

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, indemnity or otherwise), shall be at actual and limited to the value of the contract/purchase order.

The Bidder's liability in case of claims against OGB resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

In no event shall either party be liable for any indirect, incidental or consequential damages or lost profits or lost revenue, howsoever such liability may arise.



Losses means any claims.

8.19 Obligations of the Bidder

Standard of Performance: The Bidder shall perform the services and carry out their obligations with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment materials and methods. The Bidder shall always act in respect of any matter relating to this RFP or to the services as faithful advisor to OGB and shall at all times support and safeguard OGB’s legitimate interests in any dealings with third parties.

Prohibition of Conflicting Activities: The Bidder shall not engage and shall cause their personnel not to engage in any business or professional activities that would come in conflict with the activities assigned to them under the contract.

8.20 Governance Structure

Sl. No.	Governance Layer	Governance Participants		Responsibilities	Review Frequency
1	Operations	Bank IT Committee	SI Service Delivery Mgr	1. Issue resolution and escalation 2. Manage and resolve issues 3. Plan, track and review SLAs 4. Plan and track time lines	Ad-hoc
2	Change Management	Bank GM-IT, HoD – IT Department, Business Owner	SI Service Delivery Mgr	Change Approval and Implementation	Ad-hoc
3	Migration	Bank Core Migration Committee	SI Service Delivery Mgr	All migration related activities mentioned in this RFP	Weekly on each Monday till Go Live
4	Audit	Bank System Administrator	SI Service Delivery Manager	Compliance to all Audit finding	Ad-hoc

1. Developing and employing a quality assurance program, subject to bank approval, designed to promote performance of the scope of work with a high level of quality, focusing on measuring and improving reliability, speed, cost effectiveness, and customer satisfaction.
2. Writing and maintaining procedures and measurements on all quality assurance activities associated with the work. Ensuring that the quality metrics and procedures employed are consistent with similar standards in Bank peer group and/or in the provision of similar professional services.
3. Ensuring compliance with a published quality assurance program, with adequate internal controls and verification activities.
4. Conducting periodic quality audits of the work rendered.
5. Documenting audit findings and complying with the non-conformances within a stipulated time period. Allowing bank to perform audits that will focus on the Successful Bidder’s adherence to its quality assurance



procedures and standards; on the metrics gathered to support quality assurance activities; and on the Successful Bidder's efforts to improve overall quality. The Successful Bidder will cooperate fully and assist bank with any such audits by the bank, its agents, RBI and any other statutory/regulatory bodies.

8.21 Exit option and contract re-negotiation

- a) OGB reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the "Order Cancellation" clause.
- b) OGB reserves its right to cancel the contract in the event of Amalgamation / Merger of Bank with other entity of bank leading to change of service integrator or service provider as per requirement of new entity post amalgamation / Merger. In such case Bank is not liable for any payment for undelivered portion of services due to termination of contract.
- c) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to OGB at the site.
- d) Reverse transition mechanism would be activated in the event of cancellation of the RFP/contract or exit by the parties prior to expiry of the RFP/contract. The Bidder should perform a reverse transition mechanism to OGB or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to OGB or to an alternative 3rd party / vendor nominated by OGB. Where OGB elects to transfer the responsibility for service delivery vendor(s), OGB will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.
- e) The reverse transition services to be provided by the Bidder shall include the following:
 1. The Bidder shall suitably and adequately train OGB or its designated team or new service provider for fully and effectively changeover of bank's CBS and allied services.
 2. Bidder shall provide adequate documentation thereof.
 3. The Bidder shall jointly manage the Links with OGB or designated team for a reasonable period of time
- f) **Knowledge Transfer:** The Bidder shall provide such necessary information, documentation to OGB or its assignee, for the effective management and maintenance of the Deliverables under this RFP/contract. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for supporting the Services. Such documentation will be subject to the limitations imposed by bidder's Intellectual Property Rights of this RFP/Agreement.
- g) **Warranties:**
 1. All the warranties held by or in the name of the bidder shall be assigned or transferred as-is, in the name of OGB. The bidder shall execute any and all such documents as may be necessary in this regard.
 2. The bidder shall provide all other services as may be agreed by the parties in connection with the reverse transition services. However, in case any other services, in addition to the above are needed, the same shall be scoped and priced.
 3. The bidder recognizes that considering the enormity of the assignment, the transition services listed herein are only indicative in nature and the bidder agrees to provide all assistance and services required for fully and effectively transitioning the services provided by the bidder under the scope, upon termination or expiration thereof, for any reason whatsoever.

- h) The rates for availing services during reverse transition period would be the same as payable during the RFP/contract period for the respective services, during which the existing Bidder would transfer all knowledge, know-how and other things necessary for OGB or new bidder to take over and continue to manage the services. The Bidder agrees that the reverse transition mechanism and support during reverse transition will not be compromised or affected for reasons whatsoever is for cancellation.
- i) OGB shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.
- j) OGB and the bidder shall together prepare the Reverse Transition Plan. However, OGB shall have the sole decision to ascertain whether such Plan has been complied with.
- k) The Bidder agrees that in the event of cancellation or exit or expiry of the RFP/contract it would extend all necessary support to OGB or its selected vendors as would be required

8.22 Reverse Transition / Exit Management Plan

The scope of work mentioned below is illustrative and not exhaustive:

1. Bidder shall provide the Termination/Expiration Assistance regardless of the reason for termination or expiration
2. Bidder shall comply/adhere to the Exit Plan
3. Bidder shall not make any changes to the Services under this Agreement and shall continue to provide all Services to comply with the Service Levels
4. The Bidder should perform a complete reverse transition of services to the Bank selected new vendor.
5. Bidder shall within ninety (90) days of the Signing Date, deliver to Bank a plan specifying the Termination/Expiration
6. Assistance including the functions and services of Bidder necessary to accomplish the transfer of the responsibility for the Services from Bidder to Bank or a Third Party, in the event of the expiry of the Term or the termination of this Agreement. The plan shall at the minimum, contain the Bidder's detailed plan for Operational and Knowledge Transfer requirements and list of documentation
7. The Exit Plan shall be updated by the Bidder on an annual basis in accordance with Bank requirements and delivered to Bank for its approval on or before the start of each Contract Year.
8. Knowledge Transfer and Handover of Services
 - a. Bidder shall provide for a transfer of knowledge regarding the Services and customizations in use.
 - b. Provide to Bank personnel or designated third party personnel training in the performance of the Services that are to be transferred.
9. As part of Exit Plan / Reverse Transition, Bidder should provide the following details to the Bank or Service provider identified by the Bank at that point in time. These details should cover all the Applications and Infrastructure (Servers, Storage, Network, any other) managed by the Bidder before commencement of the Reverse Transition period.

Complete hands-on Knowledge Transfer for all relevant Bank' applications, including but not limited to the following

- Application & Integration Architecture
- Application set-up, installation, upgrades
- Environment details, including Prod and Non-Prod
- Configurations
- Customizations (completed, in-progress, planned)
- Change Requests (completed, in-progress, planned)

- Debugging and fixing approach
- Batch processing programs, configurations and environment details
- Interfaces (internal systems, external systems)
- Reports (batch, on-demand)
- Application management scripts (start / stop / status / monitor)
- Master / Configuration data used by respective application
- Take-over and validation of all source code required to maintain and support the applications (covering product customizations, interfaces, reports, etc.)
- All support activities including application details required to deliver the services
- Configuration Management with latest source code, sanity tested and synchronized in Development / Test environment
- Existing gaps / issues and proposed resolution / improvements and any other relevant aspect of each application

Complete hands-on Knowledge Transfer for all relevant Bank's Infrastructure, including but not limited to the following –

- Infrastructure Architecture, including Server, Storage and Security Architecture
- Environment details
- Hardware components (Servers, Storage, Peripherals)
- Software Licenses
- Patches and Upgrades required
- Track End of Support for all relevant Hardware and Software components and notify Bank in case of any renewals, AMC/ATS/ New procurement/ replacement required
- Service Delivery processes and SLAs (Incident Management, Availability Management, Capacity Planning, IT Security Management, Backup and Recovery, Database Management, Storage Management, E-mail and Collaboration Services, File and Directory Services, Tape Operations)
- EMS tool configurations and reports
- IT Security policies and procedures, Business continuity plan and DR drill

End user support

- Change Requests (completed, in-progress, planned)
 - Existing gaps / issues and proposed resolution / improvements
 - and any other relevant aspect for each infrastructure component
- Complete hands-on Knowledge Transfer for all required Processes, Policies and Procedures at the Bank, including but not limited to the following –
- Management and Governance process
 - Status reporting, Communication and Escalation process
 - Service request procedures for Infrastructure requirements
 - Regulatory aspects that impact IT operations

10. Bidder shall train personnel designated by Bank and/or its designee(s) in the case of any processes or associated Equipment, Materials, Systems or tools used in connection with the provision of the Services as needed for such personnel to assume responsibility for performance of the Services;
11. Provide to Bank and/or its designee(s) information regarding the Services as necessary to implement the Exit Plan, and providing such information regarding Services as reasonably necessary for Bank or its designee to assume responsibility for continued performance of Services in an orderly manner so as to minimize disruption in the operations
12. Provide Bank or its designee a complete copy of the Bank IP in Bidder's possession or control and of the Bidder IP that Bank is licensed or otherwise authorized to use

13. Explain the change management process, problem management process, Policies and Procedures Manual, reports and other standards and procedures to Bank or its designee's operations staff
14. Provide technical documentation for Software used by Provider to provide the Services as needed for continuing performance of the Services
15. Identify, record and provide release levels for Software and updating such records of release levels prior to and during transition of the Services
16. Provide assistance to Bank or its designee in notifying third-party vendors of procedures to be followed during the transition of Services
17. Ensure transfer of the Configuration Management Database (CMDB) that contains details of the data elements that are used in the provision and management of the Services. The CMDB must be in a form that can be migrated to a new environment that manages the Configuration Items
18. Bidder shall provide other technical and process assistance as requested by Bank and/or its designee(s)
19. The vendor will not be allowed to take any Bank IP or information
20. Bidder need to ensure at least 6 months of Exit Management of Reverse Transition Plan
21. During Reverse transition Bank will not pay any additional cost to the Bidder for doing reverse transition
22. The Bidder needs to comply with Bank requirements and any statutory or regulatory guidelines

8.23 Extension of RFP/Contract

The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP/Contract, to the satisfaction of and as decided by OGB up to a contract period reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the RFP/Contract.

OGB at its sole discretion may extend the contract for a period of three (3) years from the date of completion of initial contract period with mutually agreed terms between the service provider(s) and bank.

8.24 Order Cancellation

OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;

- i. Delay in delivery and services beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of service expected.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.

In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder.

8.25 Termination of Contract

For Amalgamation / Merger of bank: Bank with written notice of 3 months to Bidder, may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of



termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. *OGB will release any payment applicable till date of termination for services taken, but will not release any payment request raised by vendor for termination for amalgamation or merger of bank as per instruction of GOI.*

For Insolvency: OGB at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to OGB.

For Non-Performance: OGB reserves its right to terminate the contract in the event of Bidder's repeated failures (more than 3 occasions in a calendar year in maintaining the service level as defined in the Contract).

Notice: In the event of termination, OGB will issue notice to Vendor for a period of 90 days over e-mail / registered mail.

8.26 Effect of Termination

- The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.
- Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services.
- The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by OGB, continue to provide facility to OGB at no less favorable terms than those contained in this RFP. In case OGB wants to continue with the Bidder's facility after the completion of this RFP/contract then the Bidder shall offer the same terms to OGB.
- OGB shall make such prorata payment for services rendered by the Bidder and accepted by OGB at the sole discretion of OGB in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.
- OGB may make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.
- Upon cancellation of contract/completion of period of service, the Bidder should peacefully handover the legal possession of all the assets provided and obtain discharge from OGB. OGB also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.

8.27 Merger and Amalgamation

In the event of any merger or amalgamation:

- The vendor shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's written consent
- If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank and the Vendor under this RFP



- Bank at its sole discretion may terminate the contract with written notice of 3 months in advance in the event of Merger or Amalgamation of Bank of any such order to this effect issued by Govt. of India.

8.28 Force Majeure

If either party is prevented, restricted, delayed or interfered by reason of:

- a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics;
- b) War, revolution, acts of public enemies, blockade or embargo, riots and civil commotion;
- c) Any law, order, proclamation, ordinance or requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations;
- d) Strikes, shutdowns or labor disputes which are not instigated for the purpose of avoiding obligations herein;
- e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than thirty (30) days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the RFP, the successful bidder or OGB shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving OGB or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify OGB in writing of such condition and cause thereof. Unless otherwise directed by OGB in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

8.29 Corrupt and Fraudulent Practices

- 1 As per Central Vigilance Commission (CVC) directives, it is required that Bidders/ Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
- 2 "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- 3 "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.



- 4 The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 5 The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time, it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 6 The decision of Bank in determining the above aspects will be final and binding on the all the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.
- 7 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.
- 8 The selected Bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for the scope of work covered in this RFP.

8.30 Resolution of Disputes

OGB and bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute or differences arising between them under or in connection with the RFP/Contract. If, however, the parties are not able to resolve them,

1. Such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the RFP/Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by OGB and the Bidder. The third Arbitrator shall be chosen by mutual discussion between OGB and the Bidder. Where the value of the RFP/contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by mutual consent between OGB and Bidder.
2. Arbitration proceedings shall be held at Bhubaneswar, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and
4. Any appeal will be subject to the exclusive jurisdiction of courts at Bhubaneswar.

8.31 Compliance with Applicable Laws of India

The Bidder confirms to OGB that it complies with all Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify OGB about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this RFP/Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect OGB and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.



The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this RFP or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of this RFP, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate OGB and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and OGB will give notice of any such claim or demand of liability within reasonable time to the Bidder.

8.32 Legal Compliances:

The Bidder confirms to OGB that its personnel/ employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees /staff or otherwise such as Employees State Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder is duly registered under the provisions of the said Acts and is complying with the provisions of the Acts.

The Bidder shall allow OGB as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by OGB & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. OGB shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. OGB shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder.

Both Bidder and OEM must comply to the Office Memorandum issued by Department of Expenditure under Ministry of Finance with F.No. 6/18/2019-PPD dated 23rd July 2020. Bidder and OEM(s) registered under Rule 144(xi) of the General Financial Rules (GFRs) should share the registration document upon demand by Technical Committee of Bank.

8.33 Intellectual Property Rights:

All rights, title and interest of OGB in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of OGB and Bidder shall not be entitled to use the same without the express prior written consent of OGB. Nothing in contract including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall either vest or shall be construed so that to vest any proprietary rights to the Bidder. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of this Purchase Order.

All copyrights and other intellectual property rights existing prior to the "Effective Date" will belong to the party that owned such rights immediately prior to the "Effective Date". All modifications and enhancements to, and derivative works from, pre-existing intellectual property rights will belong to the party that owned such pre-existing intellectual property rights

Neither party will gain by virtue of this Contract any rights of ownership of copyrights, patents, trade secrets, trademarks or any other intellectual property rights owned by the other.

8.34 Applicable Law and Jurisdiction

The Agreement shall be governed by and interpreted in accordance with the Indian Law. The jurisdiction and venue of any action with respect to the subject-matter of this Agreement shall be the Courts of Bhubaneswar in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

8.35 No Damage of OGB Property

Bidder shall ensure that there is no loss or damage to the property of OGB while executing the RFP/Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by OGB shall be recovered from Bidder.

8.36 Fraudulent and Corrupt Practice

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of RFP and includes collusive practice among Bidder's (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the OGB of the benefits of free and open competition.

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official or an OGB official in the process of project execution.

OGB will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing the project.

8.37 Master Service Agreement and Invoice Raising Mechanism

Bidder needs to sign an agreement with OGB. Bidder needs to note that all invoices raised on Bank needs to be spilt as per **Clause 8.12**. However, for all coordination related to release of payments, penalty calculations and for any other clarification Bidder needs to liaise with OGB Head Office.

8.38 Governing Language

All correspondences and other documents pertaining to this Agreement shall be in English only.

8.39 Wage Payment to Resources

The successful bidder shall liable to pay, the monthly wages to his deployed support staff or engineers in accordance to applicable minimum wages Act. The monthly wages should be credited to the staffs or engineers account within 10 days of following month. (A declaration should be submitted along with the technical bid)

8.40 Addresses for Notices

Following shall be address of OGB for notice purpose:

The General Manager,
Information Technology Department,
Head Office, Odisha Gramya Bank,
Gandamunda, Khandagiri,
Bhubaneswar,
Odisha – 751030

8.41 Merger and Amalgamation

In the event of any merger or amalgamation:

- The vendor shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's written consent
- If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of



ownership etc., this RFP/Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank and the Vendor under this RFP



Section 9 – Documents & Forms for Technical Bid

Annexure A – Covering Letter for EMD

To
The General Manager,
Information Technology Dept,
Odisha Gramya Bank, Head Office,
AT- Gandamunda, P.O. - Khandagiri
Bhubaneswar – 751030.

Subject: RFP No. OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25.

We have enclosed an EMD in the form of a Bank Guarantee No. _____ issued by the branch of the _____ Bank, for the sum of Rs. _____ (Rupees _____). This EMD is as required by clause 5.7 of the Instructions to Bidders of the above referred RFP.

Thanking you,
Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

Note: The letter should be attached along with Bank Guarantee and should be uploaded and sent to Head Office along with Bank Guarantee.

Annexure B - Bid Security (Bank Guarantee)

[Bank's Name, and Address of Issuing Branch or Office]

Odisha Gramya Bank: _____

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under RFP No. _____

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs. _____/-(Rupees _____ only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by OGB during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

- (a) If the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or
- (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twelve months after the expiration of the Bidder's Bid.
- Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

[Signature]

Date (date should be one year from the date of expiry of this Bank Guarantee).

All claims under this Bank Guarantee will be payable at -----
----- (Bank & Its Address).

{Signature of the Authorized representatives of the Bank}



**Annexure C - Bid Offer Form (without Price)
(Bidder's Letter Head)
OFFER LETTER**

Date:

To,
The General Manager,
Information Technology Dept,
Odisha Gramya Bank, Head Office,
AT- Gandamunda, P.O. – Khandagiri,
Bhubaneswar – 751030.

Dear Sir,

Subject: RFP No. OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25.

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

- Prices have been quoted in INR and are exclusive of applicable Taxes.
- The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
- We agree that the rates / quotes, terms and conditions furnished in this RFP are for OGB and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that OGB reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable.

We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of OGB will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by OGB for submission of bid, and our offer shall remain binding upon us and may be accepted by OGB any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the



event of any information / data / particulars are found to be incorrect, OGB will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that OGB may reject any or all of the offers without assigning any reason whatsoever.

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Bank Guarantee valid for ____days for an amount of Rs.____ (Rs. ____ only) payable at Bhubaneswar.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address



Annexure D - Bidder Information (To be filled in online Form)

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Constitution of the Company (Public Ltd/ Private Ltd)			
4	Details of Incorporation of the Company.		Date:	
			Ref#	
5	Valid Goods and Service Tax registration no. (Preferably for Odisha State Code:21)			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact person to whom all references shall be made regarding this tender			
8	Mobile number			
9	E-Mail of the contact person:			
10	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
	Year	2017-18 or 2018	2018-19 or 2019	2019-20 or 2020
11	Net worth			
12	Turn Over			
13	Profit After Tax			

Note: Bidder should attach the scanned copy of document as proof of details provided like GST Registration Certificate, PAN Card, Balance Sheet copies, Certificate of incorporation etc.

**Annexure E - Declaration for Clean Track Record**

To
The General Manager,
Information Technology Dept,
Odisha Gramya Bank, Head Office,
AT- Gandamunda, P.O. – Khandagiri,
Bhubaneswar – 751030.

Sir,
I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **RFP No. OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25**. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

**Annexure F - Declaration for Acceptance of RFP Terms and Conditions**

To
The General Manager,
Information Technology Dept,
Odisha Gramya Bank, Head Office,
AT- Gandamunda, P.O. – Khandagiri,
Bhubaneswar – 751030.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **RFP No. OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25**. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

**Annexure G - Declaration for Acceptance of Scope of Work**

To
The General Manager,
Information Technology Dept,
Odisha Gramya Bank, Head Office,
AT- Gandamunda, P.O. – Khandagiri,
Bhubaneswar – 751030.

Sir,
I have carefully gone through the Scope of Work contained in the RFP document for selection of vendor for **RFP No. OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25**. I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:



Annexure H - Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **RFP No. OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25** in response to the RFP by OGB, including signing and submission of all the documents and providing information/responses to OGB in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

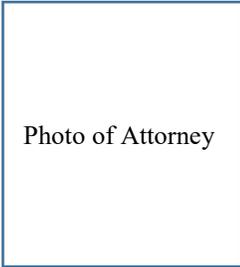


Photo of Attorney



Signature of Attorney

Dated this _____ day of _____ 2021.
For _____.

Accepted

(Signature)
(Name Designation)
Date:
Business Address:



Annexure I – Technical Bid Evaluation Criteria

Criteria	Evaluation Parameters	Max Marks	Scoring Methodology
Credentials	Should have successfully implemented Finacle CBS in any Scheduled Bank or in any Financial Institution in India within last 10 years. Proof of such work should be submitted along with the response.	20	Five marks per Bank in India.
	Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version (Finacle 7.x to 10.2.25 etc.) within last 10 years. Proof of such work should be submitted along with the response.	15	Five marks per Bank in India.
	Should have implemented or under process of implementation of Oracle Node Cluster using Active Data Guard in large organizations in BFSI sector having database size of more than 1TB.	10	Five marks per organization.
	Bidder's Experience in Implementation of new modules / Add-on Applications as defined in Scope of Work.	10	2 Marks per new module / Add-on Applications
	Sub-Total (A)	55	
Manpower Resources	The bidder should have a pool of resources in the below mentioned areas. The resources should currently be working or have at least worked in the respective areas for at least 1 Bank The areas of expertise are :		
	Number of resources exclusively involved in the Finacle version upgrade and Migration.	20	Min. 10 Resources – 5 Marks Min. 15 Resources – 10 Marks Min. 20 Resources – 15 Marks 25 & above Resources – 20 Marks
	No. of trained resources having Finacle 10.x certification from OEM with more than 3 years of experience in Finacle implementation / customization.	5	Min. 10 Resources – 3 Marks Min. 20 Resources – 5 Marks (Proof of training / copy of certification).
	No. of Finacle 10.x certified trainers from OEM with more than 3 years' experience in Finacle training.	5	Min. 5 Resources – 5 Marks Above Resources – 10 Marks
	Sub-Total (B)	30	
Presentation	Presentation of in-depth understanding of the Bank project requirements through the technical proposal supplemented by Presentation & Interactions.	15	Subjective Evaluation
	Sub-Total (C)	15	
	Total Marks, D = (A + B + C)	100	

Note:



- a) The Bidder should submit the documentary evidence for each of the above criteria like P.O., Authorization from client, Acceptance Letter, Self-Certificate etc.
- b) Migration means, from legacy Systems to Finacle CBS (or) Version upgrade of Finacle CBS from version (7.0.18 to 10.2.25).

**Annexure J - OEM / Manufacturer's Authorization Letter**

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid]

Date:

To:

WHEREAS

We _____, are official manufacturers/OEM vendors of _____.

We _____ do hereby authorize M/S _____ to submit a bid the purpose of which is to provide the following Goods, manufactured by us _____, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty, with respect to the Goods offered by the above firm.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Seal:

Dated on _____ day of _____, _____



(On Stamp Paper of ₹ 100.00)

Annexure K - Integrity Pact**Preamble**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on this the _____ day of _____ (month) 2021, between, on one hand, Odisha Gramya Bank acting through Shri _____, Designation of the officer of Odisha Gramya Bank, a Regional Rural Bank and an enterprise of the Government of India constituted under the Regional Rural Banks Act 1976 (21 of 1976) hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the First Part and M/s, a Company incorporated under the Companies Act, or a Partnership Firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnership Act, 2008 represented by Shri. _____, Chief Executive Officer/ all the Partners including the Managing Partner (hereinafter called the " BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment / Item / Services) and the BIDDER/Seller is desirous of offering / has offered the stores/Equipment / Item / Services and

WHEREAS the BIDDER is a private company/public company / Government undertaking / partnership / LLP / registered export agency and is the original manufacturer / Integrator / authorized / Government sponsored export entity of the stores / equipment / item or Service Provider in respect of services constituted in accordance with the relevant law in the matter and the buyer is a Nationalized Bank and a Government Undertaking as such.

WHEREAS the BUYER has floated a tender (Tender No.:) hereinafter referred to as "Tender / LTE" and intends to award, under laid down organizational procedures, contract/s purchase order / work order for (name of contract/order) or items covered under the tender hereinafter referred to as the "Contract".

AND WHEREAS the BUYER values full compliance with all relevant laws of the land, rules, bye- laws, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS, in order to achieve these goals, the BUYER has appointed Independent External Monitors (IEM), to monitor the tender process and the -execution of the Contract for compliance with the Principles as laid down in this Agreement.

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Pact or "Pact", the terms and conditions of which shall also be read as Integral part and parcel of the Tender documents and Contract between the parties.

NOW, THEREFORE in, consideration of mutual covenants contained in this Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any

Influence/prejudiced dealings, the parties hereby agree as follows and this Pact witnesses as under:

The contract is to be entered into with a view to:-

Enabling the BUYER to procure the desired said stores/equipment/item/Services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and



Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any and all forms, by its officials by following transparent procedures. The parties hereby agree hereto to enter into this Integrity Pact and agree as follows:

Article 1: Commitments of the BUYER

1.1 The BUYER undertakes that no official/ employee of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party whether or not related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same- information and will not provide any such information to any particular BIDDER which could afford an undue and unfair advantage to that particular BIDDER in comparison to other BIDDERS. The BUYER will ensure to provide level playing field to all BIDDERS alike.

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted breach(es) or breaches per se of the above commitments as well as any substantial suspicion of such a breach.

1.4. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.

Article 2: Commitments of BIDDERS

2. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

2.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement of any kind to any official(s)/employee/persons related to such Official(s) / employees of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement of any kind to any official of the BUYER or otherwise in procuring the Contract or forbearing 'to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Bank for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with the Bank.

2.3 The BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.



2.4 The BIDDER shall disclose the payments to be made by them- to agents/brokers or any other intermediary, in connection with this bid/contract.

2.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / Integrator / authorized / government sponsored export entity of the stores/equipment/item/Services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers, or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care to avoid unauthorized disclosure of such information.

2.10 The BIDDER commits to refrain from giving any _complaint directly or through any other manner without supporting it with full and verifiable facts.

2.11 The BIDDER undertakes not to instigate directly or indirectly any third person to commit any of the actions mentioned above.

2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the- BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956 and as may be prescribed under the Companies Act 2013 and the relevant Rules

2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

Article 3 - Equal Treatment of all Bidders/Contractors/Subcontractors

3. Bidder(s) /Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the Principles laid down in this agreement/Pact by any of its Sub- contractors/sub-vendors.



3.1 The BUYER will enter into Pacts on identical terms as this one with all Bidders and Contractors.

3.2 The BUYER will disqualify those Bidders from the Tender process, who do not submit, the duly signed Pact, between the BUYER and the bidder, along with the Tender or violate its provisions at any stage of the Tender process.

Article 4: Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other Company/ PSU/ Nationalized Bank in any country in respect of any corrupt practices envisaged hereunder or with any Nationalized Bank/ Public Sector Enterprise in India or any "Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.

4.3 The imposition and duration of the exclusion of the BIDDER will be determined by the BUYER based on the severity of transgression.

4.4 The Bidder/Contractor acknowledges and undertakes to respect and uphold the BUYER's absolute right to resort to and impose such exclusion.

4.5 Apart from the above, the BUYER may take action for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the BUYER.

4.6 If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the BUYER may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Article 5: Criminal Liability

If the BUYER acquires knowledge of conduct of a Bidder/Contractor, or of an employee or a representative or an associate of a Bidder/Contractor which constitutes corruption within the meaning of Prevention of Corruption Act, or if the BUYER has substantive suspicion in this regard, the BUYER will inform the same to the Chief Vigilance Officer.

Article 6: Earnest Money (Security Deposit)

6.1 While submitting commercial bid, the BIDDER shall deposit an amount (to be specified in NIT / LTE) as Earnest Money/security deposit with the BUYER through any of the following instruments:

- (i) Bank Draft or a Pay Order in favour of
- (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reason whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof for payment.
- (iii) Any other mode or through any other instrument [to be specified in the LTE].

6.2 The Earnest Money/Security Deposit shall be valid upto the complete conclusion of the contractual obligations for the complete satisfaction of both the BIDDER and the BUYER or upto the warranty period, whichever is later.



6.3 In case of the successful BIDDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.4 No interest shall be payable by the BUYER to the- BIDDER on Earnest Money/Security Deposit for the period of its currency.

Article 7: Sanction for Violations

7.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf [whether with or without the knowledge of the BIDDER] shall entitle the BUYER to take all or anyone of the following actions, wherever required;-

- i. To immediately call off the pre-contract negotiations/ proceedings with such Bidder without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER[s] would continue.
- ii. The Earnest Money Deposit [in pre-contract stage] and/or Security Deposit/Performance Bond [after the contract is signed] shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason there for.
- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv. To encash the advance bank guarantee and performance guarantee/ bond/ warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.
- v. To cancel all or any other Contracts with the- BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money[s] due to the BIDDER.
- vi. To debar the- BIDDER from participating in future bidding processes of- the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- vii. To recover all sums paid in violation of this Pact by BIDDER[s] to any middleman or agent or broker with a view to-securing the contract.
- viii. In cases where irrevocable Letters of Credit have been received in respect of any- contract signed by the BUYER with the BIDDER, the same shall not be opened.

7.2 The BUYER will be entitled to take all or any of the actions mentioned at paragraph 7.1[i] to [x] of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf [whether with or without knowledge of the BIDDER], of an offence as defined in Chapter IX of Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 as amended from time to time or any other statute enacted for prevention of corruption.

7.3 The decision of the BUYER to the effect that a breach of the Provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor[s] appointed for the purposes of this Pact.

Article 8: Independent External Monitors

8.1 The BUYER has appointed Independent External Monitors [hereinafter referred to as monitors] for this Pact in consultation with the Central Vigilance Commission.

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligation under this Pact.



8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the document relating to the project/procurement, including minutes of meetings. The same is applicable to Subcontractors of the Bidder. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s) /Subcontractor(s) with confidentiality.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pac, he will so inform the Authority designated by the BUYER and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non - binding recommendations.

8.6 The BIDDER accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his, project documentation. The same is applicable to Subcontractors also which the BIDDER shall note.

8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER/BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

8.9 If the Monitor has reported to The designated Authority of BUYER, a substantiated suspicion of an offence under Indian Penal Code/Prevention of Corruption Act as the case may be, and the designated Authority of BUYER has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

8.10 The word 'Monitor' would include both singular and plural.

Article 9: Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Article 10: Law and Place of Jurisdiction

This Pact is subject to Indian Laws. The place of performance and jurisdiction is as notified by the BUYER.

Article 11: Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant laws in force relating to any civil or criminal proceedings.

**Article 12: Validity**

12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 6 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

Article 13: Code of Conduct

Bidders are also advised to- have a Code of Conduct clearly rejecting the use of bribes and other unethical behavior and a compliance program for the implementation of the code of conduct throughout the company.

Article 14: Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Integrity Pact or Payment of commission, the Buyer or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Article 15: Legal and Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender/Contract documents with regard to any of the provisions covered under this Pact.

Article 16: Other Provisions

This Pact is subject to Indian laws. The place of performance and jurisdiction is the Head Office/Head Quarters of the Division of the BUYER or as otherwise notified by the BUYER, who has floated the Tender.

16.1 Changes and supplements, if any, need to be necessarily made in writing and signed by the duly authorized representatives of the Bidder and the Buyer. It is clarified that there are no parallel/ Side agreements in this regard and that the present Agreement forms the full and complete agreement as regards the subject matter contained herein.

16.2 If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.

16.3 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

16.4 Any dispute or difference arising between the parties with regard to the terms o-f this Agreement/Pact", any action taken by the BUYER in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

BUYER	BIDDER
Name of the Officer	Name of the Officer
Designation	Designation



Odisha Gramya Bank	Bidder's Company Name
Witness	Witness
1. _	1. _
2. _	2. _



Annexure L- Escalation Matrix

OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25

Ref: Your REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25

Name of the Company:

Delivery Related Issues:

Sl.No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
1		First Level					
2		Second level contact					
3		Regional/Zonal Head					
4		Country Head (If response not received in One week)					

Service Related Issues:

Sl.No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
1		First Level					
2		Second level contact					
3		Regional/Zonal Head					
4		Country Head (If response not received in One week)					

**Annexure M - Track Record for Past Experience****OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25**

Name of the Bidder _____

S.No.	Name of the Client/s	Contact Person's Name	Telephone No.	Address
1				
2				
3				
4				
5				

(Enclose necessary documentary proof) Date:



Annexure N – Commercial Bid Form

(To be included in Commercial Bid Envelope)

To
The General Manager,
Head Office of
Odisha Gramya Bank,
Gandamunda, Khandagiri,
Bhubaneswar - 751030

Dear Sirs,

Re: OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021 REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required infrastructure, Solution and all services as contained in the RFP cited above, in conformity with the said Bidding documents for the sum of Rs.....(Rupees) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule. We agree to abide by the Bid and the rates quoted therein for the orders awarded by OGB up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

List of Finacle 10.2.25 license to be procured by Bank from EdgeVerve:

SL No	Name of module	Quantity	Part Number

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2021

(Signature)

(Name)

(In the capacity of)



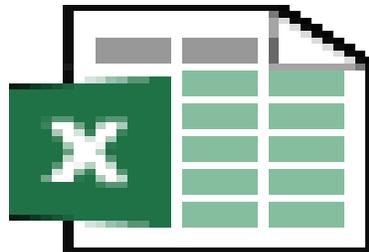
Duly authorized to sign Bid for and on behalf of

Section 10 - Format for Commercial Bid (Online mode only)**Annexure O - Commercial Bid**
(To be filled in online mode only)

Ref: OGB/RFP/ITD/CBS/009/2021-22 dated 28th Oct 2021

Steps to submit commercial bid:

1. All prices quoted should be in INR including all taxes and duties excluding applicable Goods and Service Tax (GST).
2. Bidder should download the excel sheet "**OGB Commercial Bid Format.xlsx**" either from e-Procurement portal or from Bank's website.
3. Bidder to fillup all the enable fields in the excel sheet and arrive at the TCO amount in the "TCO Summery" sheet of the excel file.
4. The amounts in TCO summery sheet of the excel file should exactly copied to the "Price bid" form available in the e-Procurement portal.
5. The excel file should be attached along with the "price bid" form submitted in e-Procurement portal.
6. In case of discrepancy between TCO summery of the excel file and price bid form in e-Procurement portal, the amounts entered in price bid form will be considered for selection of L1 bidder. The bidder should resubmit the excel file by matching the amounts submitted in the e-Procurement portal.



OGB Commercial Bid Format.xlsx

**Section 11 – Documents to be executed by selected bidder****Annexure P - Performance Bank Guarantee
(BANK GUARANTEE)**

Date

Beneficiary: ODISHA GRAMYA BANK
Odisha Gramya Bank, Head Office,
AT- Gandamunda, P.O. - Khandagiri
Bhubaneswar – 751030.

Performance Bank Guarantee No:

We have been informed that----- (hereinafter called "the Supplier") has received the purchase order no. "-----" dated ----- issued by Odisha Gramya Bank (OGB), for -----
-- (hereinafter called "the Purchase Order").

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required to be submitted by the Supplier to OGB.

At the request of the Supplier, We -----(name of the Bank , the details of its incorporation) having its registered office at ----- and, for the purposes of this Guarantee and place where claims are payable, acting through its ---- branch presently situated at -----
----- (hereinafter referred to as "Bank" which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of Rs.----- (in figures) (Rupees----- (in words)----- only) upon receipt by us of your first demand in writing declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Please note that you may, if you so require, independently seek confirmation with - (Bank Name & Issuing branch address) -----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs. ----- (Amount in figures and words).

This bank guarantee is valid upto -----.

The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of OGB within twelve months from the date of the expiry of the validity period of this Bank Guarantee.

Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- (date should be one year from the date of expiry of guarantee) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder.



This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Bhubaneswar shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to ----- (Bank & Its Address), upon

- a) its discharge by payment of claims aggregating to Rs. ----- (Amount in figures & words);
- b) Fulfillment of the purpose for which this Bank Guarantee was issued;
- c) Or, Claim Expiry

**Annexure Q - Non-Disclosure Agreement**

This Agreement is made and entered on this ----- day of -----, 201 ("Effective Date") between **Odisha Grama Bank**, a body corporate constituted under Regional Rural Bank Act- 1976, having its Administrative Office at **Gandamunda, Khandagiri, Bhubaneswar – 751030**, hereinafter called the (Hereinafter referred to as "**OGB**", which expression shall mean and include unless repugnant to the context, its successors and permitted assigns) ;

AND

_____, a company registered in _____ and having its registered office at _____ (Hereinafter referred to as "-----", which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

The term "Disclosing Party" refers to the party disclosing the confidential information to the other party of this Agreement and the term "Receiving Party" means the party to this Agreement which is receiving the confidential information from the Disclosing Party.

OGB and ----- shall hereinafter be jointly referred to as the "Parties" and individually as a "Party".

NOW THEREFORE

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

Article 1: Purpose

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between OGB and ----- to perform the considerations (hereinafter called "Purpose") set forth in below:

(STATE THE PURPOSE)**Article 2: DEFINITION**

For purposes of this Agreement, "Confidential Information" means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/ consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

**Article 3: NO LICENSES**

This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

Article 4: DISCLOSURE

1. Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.
2. The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.
3. The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION

The parties agree that upon termination of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in

the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

Article 7: INJUNCTIVE RELIEF

The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

Article 8: NON-WAIVER

No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

Article 9: DISPUTE RESOLUTION

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Arbitration shall be held in Bhubaneswar, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

Article 10: GOVERNING LAW AND JURISDICTION

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at Bhubaneswar in India.

Article 11: NON-ASSIGNMENT

This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.

Article 12: TERM

This Agreement shall remain valid from the effective date until the termination of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination of this Agreement for a period of three (3) years after the termination of this Agreement.

Article 13: INTELLECTUAL PROPERTY RIGHTS

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or infringe Patent, Copyrights or otherwise discuss or make reference to such other Party in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent.

Article 14: GENERAL

1. Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.
2. This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of



this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement.

3. Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure and non-use obligations under this Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above.

ODISHA GRAMYA BANK	TYPE COMPANY NAME
By:	By:
Name:	Name:
Designation:	Designation:

Witness 1:

Witness 2:



Section 12 – Appendix

APPENDIX 1 – STORAGE SPECIFICATION

Bidder should propose the storage with following minimum specification but not limited to. Bidder should resize the specification to meet the performance requirement of this project from day 1. Bidder should upgrade the specification of solution provided during the contract period without any cost to Bank.

S/No	Item Description	Bidder's comment and compliance
1	Make	
2	Model	
3	GARTNER MAGIC QUADRANT: Bidder must be listed in leaders quadrant of Gartner MQ report for all flash storage for last 3 years. Bidder should propose their latest storage models and solutions in response to this RFP.	
4	ARCHITECTURE: The proposed array should be NVMe based all flash (min TLC NAND Flash) with active-active multi-controller/node scale-up and scale-out architecture. The array should be proposed with minimum dual controllers and scalable to atleast 8 active-active storage controllers/nodes.	
5	End-to-End NVMe: The proposed array should have NVMe multi-controller architecture with support of NVMe-oFC for front end connectivity of hosts, for realizing even further reductions in overhead & latency.	
6	UNIFIED STORAGE: The proposed array should be an unified storage supporting block, file and vVOL services natively or by providing add-on gateway/controllers in redundant configuration.	
7	HIGH AVAILABILITY: The proposed array should be designed with full redundancy across all components at both the hardware and software level enabling the system to have 99.9999% availability.	
8	CPU PROCESSING POWER: Offered storage shall have CPUs based upon latest generation of Intel or AMD family, Minimum Cascade Lake series and shall be supplied with at-least 24 numbers of CPU cores, Scalable to at-least 96 CPU cores without replacing the existing controllers. However Bidder to resize the specification to meet the required performance of this project.	
9	DRAM CACHE / MEMORY: The proposed storage should be configured with atleast 192GB DRAM cache scalable to at least 768GB of DRAM Cache without replacing the existing controllers. The proposed array must protect data in cache during a manual power down or an unexpected power outage by vaulting/destage to persistent flash storage. In case NAS capabilities are not built-in and are supplied through additional/external hardware/gateways, additional 256 GB Memory should be supplied across redundant NAS controllers. However Bidder to resize the specification to meet the required performance of this project.	
10	MULTIPROTOCOL SUPPORT: The proposed array should support FC, iSCSI, CIFS, NFS, FTP, SFTP etc.	
11	FRONT END PORTS: The proposed array should support at least 16 x 32Gbps and 8 x 10/25GbE front end ports to provide scalable and dedicated connectivity to hosts and for remote replication.	



S/No	Item Description	Bidder's comment and compliance
	However Bidder to resize the specification to meet the required performance of this project.	
12	<p>BACKEND CONNECTIVITY: NVMe SSD drive connectivity should be using PCIe based technology for low latency with minimum bandwidth of 512Gbps. Other technologies such as SAS, RoCE etc for NVMe disk connectivity will not be acceptable.</p> <p>However Bidder to resize the specification to meet the required performance of this project.</p>	
13	<p>CAPACITY & PERFORMANCE REQUIREMENT The proposed array should be configured with usable capacity of 60 TB using NVMe SSDs in RAID5/RAID6 or equivalent and should be able to deliver atleast XXX IOPS (8K block size, 70% Read/30% Write) with sub-millisecond latency for both read & write IOs. Mentioned performance numbers should be achieved with data reduction techniques like Compression and deduplication turned ON. OEM should submit the document stating the above mentioned performance metrics capability of the proposed system.</p> <p>However Bidder to resize the specification to meet the required performance of this project.</p>	
14	<p>SCALABILITY: The proposed storage must be scalable to at-least 120 TB of usable capacity using NVMe drives without replacement of controllers.</p>	
15	<p>NVMe FLASH DRIVES: The proposed array must support the latest industry standard dual ported native NVMe drives. Supported NVMe flash drives should be of various sizes like 1.92TB, 3.84TB, 7.6TB and 15.36TB etc. Array should support mixing of drives of various sizes in same storage pool. Proposed array should be proposed with hardware controller level encryption or Self-encrypting drives (SEDs) with support of internal/external key manager.</p>	
16	<p>SCALABLE FILE SYSTEM: Proposed storage solution must support creating multiple NAS servers with each file system scalable upto 256TB.</p> <p>However Bidder to resize the specification to meet the required performance of this project.</p>	
17	<p>DATA EFFICIENCY: The proposed array should support enterprise class data services including - Thin Provisioning, Inline Compression & Deduplication. Data reduction must be supported on block, file and vVol.</p>	
18	<p>PLATFORM SUPPORT: The proposed system should support popular operating system platforms such as Windows, HP-UX, Linux, Solaris etc.</p>	
19	<p>LOCAL REPLICATION FOR GRANULAR RECOVERY: The proposed array must have capability to create up to 256 snapshots of a single source volume for granular recovery. Should have the capability of creation, deletion and expiration of snapshots.</p>	
20	<p>LOCAL REPLICATION PERFORMANCE & SPACE EFFICIENCY: The proposed array must have capability to mount space-efficient copies of single source volume for various purposes like reporting, backup, test & dev etc. This space-efficient solution should be based on redirect-on-write (RoW) technology to minimize impact on production volumes.</p>	
21	<p>REMOTE REPLICATION: The proposed array should support remote replication to DR site with appropriate licenses</p>	



S/No	Item Description	Bidder's comment and compliance
	and ports. If separate FCIP routers are required for replication, then the same should be included in the BOM (Min 2 Nos per site).	
22	STORAGE MANAGEMENT SOFTWARE: The proposed array should be supplied with native Storage management software with Web baesd GUI capable of generating customized reports, real time monitoring, upto 2 yrs of historical performance data for analysis and trending, capacity utilization monitoring.	
23	APPLICATION AWARE AUTOMATATION AND ORCHESTRATION: Proposed storage solution should have software to automate and orchestrate application/databases data management - including but not limited to MSSQL, Oracle, Exchange etc - to create application/database consistent copy for multiple use cases including data repurposing, off-host backup, Test/Dev, Reporting etc.	
24	VMWARE INTEGRATION: Proposed storage solution should support below VMware integration options Vmware VAAI, SRM, VASA, VVOLs and VMware cloud foundation (VCF) for multi-cloud data mobility. Detailed document to be provided for the same. Proposed storage should include software to create VM consistent point-in-time copies with support for granular data restoration. a. Management of storage array from VMware vCenter using plug-in b. Storage management console should be VMware aware and should report virtual machines running on storage datastore/VVOL container, including VM level performance and capacity details. Provide additional software capability if not supported natively. c. Storage array should support VAAI and VASA integration d. Storage array should support Vmware VRO and VRA plugins e. Storage array should be certified with VMware Cloud Foundation (VCF) using FC and iSCSI protocols f. Support for VMware SRM for integration with storage based replication	
25	SUPPORT FOR DEVOPS AND INFRASTRUCTURE AUTOMATION: Proposed storage solution should support below integration options to enable DevOps and Infrastructure automation. All mentioned options should be officially supported by storage OEM. a. Support for REST API b. c. Support for Ansible using official Ansible modules d. Support for Powershell modules e. Support for Python library	
26	LICENSES: The proposed storage system should be offered with frame based licensing for all features from Day 1 and there should not be any capacity or feature based licensing.	



APPENDIX 3 – BACKUP SOFTWARE

Bidder should propose Backup software complying to following minimum specification. The release note of the software should justify the specification mentioned.

Minimum Technical requirement for Backup Software			
Sl.No.	Technical Requirement	Compliance Yes/No	Remarks
1	Make: Model:		
2	Enterprise backup software that supports online backup of databases namely Oracle with OS namely Windows, Linux, Unix and VMs backup.		
3	Should be available on various OS platforms which are supported by OEMs such as different variant of Windows, Linux and UNIX platforms and be capable of supporting backup / restores from various platforms including Windows, Unix and Linux. Both Server and Client software should be capable of running on all these platforms.		
4	The licensing for the Backup software must be in Usable Capacity in such a way that the migration of operating systems and/or databases/mail servers of servers/clients must not warrant a change in license. The licensing must be independent of the server processor, whether it is RISC based or SISC based processors or x86. Also, same license can be used to initiate backup in DC , DR and NDR		
5	150 TB front end capacity licenses and same license can be used in DC, DR and NDR		Capacity can be changed
6	Bidder to provide compute resources for running the backup software either as virtual VM in proposed compute farm or a physical server. It should support clustered configurations of the backup application in a cluster. I.e. backup application should failover as a highly available resource in a cluster.		
7	SAN based LANFREE Backup to tape drives, built-in alerting mechanism, built-in centralized, policy driven management feature, encryption support. Should have built-in centralized, policy driven management feature by which all Backup servers can be managed from central location.		
8	Any Server and OS required for the Backup need to be quoted separately		
9	Backup Software Solution should support Full/Incremental backup having capability of taking backups on LTO Tape Drives. Backup Software solution should also support Industry standards encryption (128/256 bit). Bidder has to install Backup software solution and make the necessary configuration with proposed tape library.		
10	Ability to backup data from one platform and restore it from another (limited to genera of operating systems (Unix to Unix, Windows to Windows) to eliminate dependence on a particular OS machine and for disaster recovery purposes.		
11	Software should have full command line or GUI based support on above mention OS's.		
12	Should have SAN support on above mention OS's. Capable of doing LAN free backups to Tape for all platforms mentioned above.		
13	The backup software must have the capability to migrate files from one media to another without changing the time stamp of the data that is backed up.		



Minimum Technical requirement for Backup Software

Sl.No.	Technical Requirement	Compliance Yes/No	Remarks
14	The backup software must have the capability to encrypt the backed-up data. The proposed backup solution must have at least AES 256-bit encryption capabilities.		
15	The Backup software must not have any restrictions on the number of drives that can be attached in the tape library. There should be no additional licensing if the number of tape drives is increased in the tape library.		
16	Should support clustered configurations of the backup application in a cluster. i.e. backup application should failover as a highly available resource in a cluster.		
17	Software should have an inbuilt feature for Tape to tape copy feature (cloning, within the tape library) to make multiple copies of the tapes without affecting the clients for sending tapes offsite as part of disaster recovery strategy.		
18	Should support different levels of User access, Administrator, User, Operator, so that only the authorized personnel can make changes or view the status based on the rights they have.		
19	The software should have the capability to replicate the backed-up data to the DR site for the selected systems only and should leverage de-duplication capability while replicating to DR site.		
20	The Software should have capability to define retention policy to the data & not to a Media.		
21	Backup Software should also have a Capacity based licensing		
22	The backup software should be able to leverage the backup data of the Virtual environment for other purpose like Test/Dev, DevOps, Analytics.		
23	The proposed backup solution should support tape mirroring of the same job running concurrently with primary backup.		
24	The proposed backup solution shall be able to copy data across firewall.		
25	The proposed backup solution shall support synthetic full backup / Virtual full backups.		
26	The proposed backup software should support both on-premise and secure hosted backup solution		
27	The proposed backup software should give the option to allow de duplication to be done either on the Application Server or on the Backup Server or at the Target Device.		
28	The backup software should support backup to disk /VTL / Deduplication Device via Fiber channel		
29	The backup software/solution should support 256-bit encryption		
30	The proposed backup software should use the same API for software and hardware deduplication		
31	The proposed backup solution have hot-online backup solution for different type of Enterprise databases and applications		
32	The proposed backup solution has in-built frequency and calendar based scheduling system.		
33	The proposed backup solution has in-built media management and supports cross platform device and media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media		



Minimum Technical requirement for Backup Software

Sl.No.	Technical Requirement	Compliance Yes/No	Remarks
34	The proposed backup solution support de-multiplexing of data cartridge to another set of cartridge for selective set of data for faster restores operation to client/servers.		
35	The proposed backup solution shall be configured with unlimited client and media licenses for both SAN based backup and LAN based backup.		
36	The proposed backup solution shall be configured in such a fashion that no extra license for client and media servers is required while moving from LAN to SAN based backup.		
37	The proposed backup solution should allow creating tape clone facility after the backup process.		
38	The proposed backup solution should support tape mirroring of the same job running concurrently with primary backup		
39	The proposed backup solution shall have same GUI across heterogeneous platform to ensure easy administration.		
40	The bidder has to give certificate of assurance for supply of proposed solution over a period of five (5) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory.		



APPENDIX 4 – ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL

Bidder should propose EMS Tool compiling to following minimum specification. The release note of the software should justify the specification mentioned.

S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
1	The proposed EMS solution should be an integrated, modular and scalable solution to provide comprehensive fault management, performance management, traffic analysis and business service management, IT service desk\ help desk\trouble ticketing system & SLA monitoring functionality.		
2	Proposed solution should have Out-of-the-Box connectors/ probes to integrate with multiple EMS solutions, including industry standard solutions from Micro Focus, IBM, CA, Microsoft etc., and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.		
3	It should have a secured single sign-on and unified console for all functions of components offered for seamless cross-functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management.		
4	OEM must have India presence for last 5 years on both Sales and Support operation along with R&D		
5	The system should be accessible via a Web based GUI console/portal from intranet as well as from internet.		
6	The solution should have self-monitoring ability to track status of its critical components & parameters such as Up/Down status of its services, applications & servers, CPU utilization, Memory capacity, File system space, Database Status, synchronization status between primary and secondary system and event processing etc. It should provide this information in real-time through graphical dashboards, events/alarms as well as in the form of historical reports.		
7	The proposed solution should be IPv6 ready including hardware & software.		
8	The EMS solution should have dashboard to showcase business and IT KPI onto a single dashboard view and should be drill downable		
9	Proposed NMS solution must be ISO 27001 certified to ensure security compliances.		
10	Proposed EMS Solutions MUST have been in operations in at least 1 or more deployments in BFSI/government/PSU/enterprise sector, monitoring and managing at least 5000 network nodes in each of the cases individually. Self-certification of the OEM, along with the customer names and proof of software delivery must be submitted at the time of bid submission.		
11	Solution should ensure compatibility of existing Infrastructure with the procured infrastructure and it must fill the end functionality of the project. Offered solution should support bi-directional integration between the NOC and SOC to have the single consolidated console of infrastructure and security events.		
12	The proposed Enterprise Management tools must be able to monitor end to end performance of Server Operating Systems & Databases and Should be able to manage distributed, heterogeneous systems – Windows, UNIX & LINUX from a single management station.		
13	There should be a single agent on the managed node that provides the system performance data, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations		
14	The system must support multiple built in discovery mechanisms for e.g. Active Directory, Windows Browser, DNS with capability to discover and services discovery		



S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
15	Each operator should be provided with user roles that should include operational service views enabling operators to quickly determine impact and root cause associated with events.		
16	The system should integrate with Helpdesk / Service desk tool for automated incident logging and also notify alerts or events via e-mail or SMS.		
17	The system should have context-based analysis and forecasting based on performance data with automated policy deployment with detailed, intelligent monitoring of performance and availability data collection		
18	The Solution offered should be highly scalable to be able to monitor thousands of servers in data Center.		
19	Solution should provide alarm correlation and facilitate reduction of total number of alarms displayed by means of intelligent alarm correlation, suppression and root cause analysis techniques built in to the system. The system must ensure reduction in MTRR by means of advanced event correlation, filtering and root cause analysis.		
20	The proposed Alarm Correlation and Root Cause Analysis system shall integrate network, server and database performance information and alarms in a single console and provide a unified reporting interface for network components. The current performance state of the entire		
21	It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool, Systems monitoring tool and other domain monitoring tools.		
22	Alarm Filtering should allow flexible filtering rules for SDC staff to filter the alarms by category, severity, elements, duration, by user, by views, by geography or by department.		
23	The proposed solution should provide out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis.		
24	Alarms should be mapped to the live topology views and real time updates to topology based on alarm occurrences.		
25	Should trigger automated actions based on incoming events / traps. These actions can be automated scripts/batch files.		
26	Should be able to send e-mail or Mobile –SMS to pre-defined users for pre- defined faults.		
27	Should Detect, collect and maintain information about Managed Servers, including packaged, unpackaged software, runtime state, host/guest relationships and more.		
28	Should have capability to auto install agent onto target server		
29	Defines server build sequences for provisioning, incorporating operating systems, patches, and software policies. Supports Solaris, Linux, and Windows. However in case of Solaris/AIX/HP-UX , it is responsibility of bidder to apply OS patches of Solaris/AIX/HP-UX server manually on regular interval during contract period.		
30	Identifies server vulnerabilities quickly and easily and reduces the time needed to patch multiple servers. Enables patch policy creation and flexible patch deployments. Supports native patch formats for all major operating systems. Provides out-of-the-box integration with Microsoft Patch Network and Red Hat Enterprise Linux		
31	Enables rapid troubleshooting and configurable compliance management by comparing servers to reference servers, most golden reference snapshots, industry best practices, or user-defined scripts. Provides comprehensive compliance dashboard with consolidated servers and cross-tier compliance views.		
32	Uses the communications channel with enhanced security features, audit logs, and access control policies to provide direct connections to servers in any location. Supports remote desktop connections, Windows PowerShell, and any shell of Linux environments.		



S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
33	Improves automation efficiency by managing remote systems and executing tasks from a command line interface. Also supports Windows PowerShell to provide a command line interface (CLI) to Windows servers.		
34	Provides dynamic, real-time, and historical reports into hardware, software, patches, and operations activities in complex, heterogeneous data Centers. Includes out-of-the-box compliance reports and at-a-glance compliance status with actionable links to servers, policies, and other objects. Exports reports to HTML and comma-separated values (CSV) formats.		
35	Will support audit and remediation against industry best practice content such as CIS, MSFT.		
36	Open a remote terminal or get complete server history directly in the application visualization interface		
37	System should provide a shell interface to let users operate through a command line across multiple servers simultaneously.		
38	The Network Management function must monitor performance across heterogeneous networks from one end of the enterprise to the other.		
39	The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time; in order to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces.		
40	The proposed Network Fault Management console must also provide network asset inventory reports		
41	The tool should automatically discover different type of heterogeneous devices (all SNMP supported devices i.e. Router, Switches, LAN Extender, Servers, Terminal Servers, Thin-Customer and UPS etc.) and map the connectivity between them with granular visibility up to individual ports level. The tool shall be able to assign different icons/ symbols to different type of discovered elements. It should show live interface connections between discovered network devices		
42	It should support various discovery protocols to perform automatic discovery of all L2, L3 Network devices across SWAN and any further Network connectivity's planned in future.		
43	The tool shall be able to discover IPv4 only, IPv6 only as well as devices in dual-stack. In case of dual stack devices, the system shall be able to discover and show both IPv4 and IPv6 IP addresses.		
44	The tool shall be able to work on SNMP V-1, V-2c & V-3 based on the SNMP version supported by the device. It shall provide an option to discover and manage the devices/elements based on SNMP as well as ICMP.		
45	The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP Trap based discovery. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms		
46	The proposed solution must provide a detailed asset report, organized by vendor name, device type, listing all ports for all devices. The Solution must provide reports to identify unused/dormant Network ports in order to facilitate capacity planning		
47	The system should be able to clearly identify configuration changes / policy violations / inventory changes across multi-vendor network tool.		
48	The system should support secure device configuration capture and upload and thereby detect inconsistent "running" and "start-up" configurations and alert the administrators.		
49	The proposed system should be able to administer configuration changes to network elements by providing toolkits to automate the following administrative tasks of		



S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
	effecting configuration changes to network elements: a) Capture running configuration b) Capture start-up configuration c) Upload configuration d) Write start-up configuration e) Upload firmware		
50	The proposed fault management solution must able to perform "load & merge" configuration changes to multiple network devices		
51	The proposed fault management solution must able to perform real-time or scheduled capture of device configurations		
52	Reporting solution should be able to report on Service Level status of configured business service.		
53	It should be able to collect and collate information regarding relationship between IT elements and business service, clearly showing how infrastructure impacts business service levels.		
54	The solution should be user configurable for building additional reports.		
55	Solution should be able to collect Key performance measurements and statistics from all network domains and store it. This data is to be used for evaluation of performance of the end to end network infrastructure/services.		
56	The performance management system shall be able to collect and report data like: a. Packet delay and packet loss b. User bandwidth usage rate d. Network availability rate e. CPU usage rate f. Input/output traffic through physical ports g. Input/output traffic through logical ports		
57	The Performance Management shall have user defined set of reports like: a. Summary Reports for specific groups: Reports displaying per group of resources the group aggregations for a set of metrics (for example, per City, the maximum traffic or the total traffic). b. Summary Reports for specific Resources: Reports displaying for a set of resources the period aggregations for the same set of metrics (for example, per interface, the maximum traffic over the day) c. Detailed chart Reports: Reports displaying for one resource and the same set of metrics the values over the period (for example, the raw collected values for the day). d. Resource Threshold Violation Reports: Reports displaying the resources for which a threshold was violated		
58	Should able to support and handle large volume of incident, service requests, changes management etc.		
59	Should able to integrate with third party IVR or CTI		
60	OGC Gold level or Pink Elephant certifications for ITILv3 process.		
61	The solution should have a Single Architecture and leverage a single application instance across ITIL processes, including unique data and workflows segregated by business unit, cost Center, and user role for Incident, Problem, Change, Knowledge Management, Asset Management and CMDB.		
62	Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units		
63	The solution should provide to browse through CMDB which should offer powerful search capabilities for configuration items and services, enabling to quickly find Cis as well as their relationships to other Cis.		
64	Should provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location or customer.		
65	Should provide modern data analysis methods for insight and value to service desk by leveraging unstructured as well as structured data		



S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
66	Tool Analytics should be completely configurable in terms of source data and results, enabling Process Managers and other IT Users to proactively identify trends that can be used to drive action. Multiple instances shall be allowed to be configured in different ways in different modules for different outcomes – for example one should be able to identify trends in one set of data and subsequently develop linkages with other data, or Analytics can run on top of reporting results to provide further insights from unstructured data.		
67	The tool should allow the user to take a screenshot of the error message and sends it to the service desk. The user can type in a couple of text lines to describe the error in simple language. The service desk agent then can pick up the ticket with the information already filled in (category, impact, and assignment).		
68	The tool should have the knowledge management OOB – knowledge databases to support investigations, diagnoses, root cause analysis techniques, and creating / updating workarounds, temporary fixes and resolutions		
69	The tool should allow the creation of different access levels (i.e. Read only, write, create, delete) to knowledge management system		
70	The tool should allow creation and enforced use of data input rules for creating knowledge records For example: mandatory fields for content and information; QA and change approval to move from draft to production		
71	The Knowledge Management solution should be available in a Multi Tenanted environment		
72	Solution should support comprehensive SLA management platform		
73	Must allow creating and applying various operational level parameters to Incidents, Requests, Changes, and Release management modules.		
74	The application should have a predefined/customizable field to indicate & track the progress/status of the lifecycle of ticket(s).		
75	The tool should provide an audit trail, tracking & monitoring for record information and updates from opening through fulfilment to closure For example: IDs of individuals or groups opening, updating & closing records; dates / times of status & activities updates, etc.		
76	SI's must proposed a full fledges Service Level Management Solution that allows for tracking of various service level performances of IT Infrastructure and vendor performance.		
77	The solution should support SLA violations alerts during the tracking period.		
78	The solution should support managing and maintaining a full history of an SLA.		
79	The solution must provide a flexible framework for collecting and managing service level templates including Service Definition, Service Level Metrics, Penalties and other performance indicators measured across infrastructure and vendors		
80	Discovery should work without requiring agent installation (that is, agent- less discovery) while discovery Layers 2 through Layers 7 of OSI model		
81	Should use Industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent		
82	Discovery system should have ability to modify out-of-box discovery scripts, create customized discovery scripts		
83	The bidder has to give certificate of assurance for supply of proposed solution (Hardware and software) over a period of five (5) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory. All the hardware should be quoted with 99.50% SLA uptime (calculated monthly) with 8 hours response time		
84	Bidder should mention maximum rated power (watts) and cooling (BTU/hr) and rack space requirement for the server.		





APPENDIX 5 – LOAD BALANCER

Bidder should propose **Load Balancer** solution as per minimum specification mentioned but not limited to. The Datasheet of the solution propose should justify the specification mentioned.

S/N	Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	Compliance (Yes/No)	Remark
1	Make:		
2	Solution shall be dedicated, purpose built, & Appliance based solution.		
3	The Solution should support minimum 5 Gbps L7 throughput. Solution should support minimum SSL throughput of 2 Gbps. Each device should have minimum 32 GB RAM		
4	Each Device should have minimum 6 no of 10 G Fiber port with SR module to cover multiple segment load balancing		
5	The solution proposed should have dual SMPS for connecting to dual power source in the rack. Memory should be good enough to ensure high performance and compatible for all OEMs.		
7	Appliance should support a LCD panel/LED to display alerts and fault information for an administrator to monitor the system		
8	The solution should support performing load balancing for Layers 4 through 7 of the Open Systems Interface (OSI) reference model with support to the IP, TCP and UDP protocols.		-
9	The solution should support load balancing based on ROUNDROBIN - Distribute requests in rotation, regardless of the load. LEAST CONNECTION - The service with the fewest connections. LEAST RESPONSE TIME - The service with the lowest average response time. LEAST BANDWIDTH - The service currently handling the least traffic. LEAST PACKETS - The service currently serving the lowest number of packets per second, Hashing (URL, Domain, Source IP, Destination IP, and Custom ID), SNMP provided metric, Server Application State Protocol (SASP)		-
10	The solution should support virtual servers that can listen on UDP and TCP ports and has the ability to enable and disable individual servers behind a virtual address.		-
11	The proposed solution should Support TYPE2: minimum 2 Million L4 concurrent connections and minimum 200k L4 connections per second		
12	The offered solution should provide the configuration wizards for LB etc.		
13	Protocols supported: TCP, UDP, FTP, HTTP, HTTPS, DNS (TCP and UDP), SIP (over UDP), RTSP, RADIUS, DIAMETER, SQL, RDP, IS-IS, SMPP		-
14	The Proposed solution must support Database Load Balancing at Database layer.		-
15	The solution should support SSL offload - the ability to manage client side SSL traffic by terminating incoming SSL connections and sending the request to the server in clear text.		
16	The solution should support end to end SSL if required		
18	The proposed solution Should support at least 100000 of concurrent SSL users connected at 2048 key size		
19	The solution should support hardware or software based SSL acceleration.		
20	The Proposed Solution should support 1024, 2048 and 4096 bit key for SSL offloading		
21	Load Balancer should supports session affinity (sticky sessions) to be deployed with any application e.g Finacle 10.2.25 and FEBA Application and Web		

S/N	Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	Compliance (Yes/No)	Remark
22	The Proposed Solution Should support HTTP caching and compression to minimize the network bandwidth utilization and to optimize the application performance.		
23	The Proposed Solution Should support minimum 4 Gbps of compression.		
24	The solution should support HTTP hardware or software compression		
25	The Solution should support selective compression to avoid known compression problems in commonly used browsers		
26	The solution should support one-arm , two-arm mode deployment		
27	The solution should have capability to Perform load balancing in Transparent mode (client transparency mode)		
28	The Solution Should support IPv4 and IPv6 addressing along with NAT64 and NAT46.		
29	The Proposed Solution must support failover capability between data centers in active-active or active-backup modes. The Proposed Solution must have performing load balancing across multiple geographical sites for transparent failover, complete disaster recovery among sites and optimal service delivery , Single application failure etc		
30	The Solution Should support seamless failover between units in a pair i.e. it should support transparent failover between 2 devices, the failover should be transparent to other networking devices		
31	The solution should support Web Based Management for full device configuration (GUI)		
32	The solution should support modifying configuration via modular CLI / SSH		
33	The solution should support diagnostics which are readily available and easy to send to support (capture core dumps, configurations, logs, and so on).		
34	The solution should Support integration with RSA-SA SIEM Tool for broader visibility and web traffic analysis.		-
35	The solution should Support integration with Health monitoring Tool based on SNMP v2 and above.		
36	The proposed solution should support real Time Reporting and Monitoring for Load-Balancer.		
37	The Proposed Solution must have Unified (Centralized) Consolidated Management for Configuration Management, SSL Certificate Management, Configuration Auditing , Reporting etc.		
38	The solution should support TCP Multiplexing and HTTP connection pooling as well as support customized multiplexing setting per virtual IP address.		
39	The Solution should support Inbuilt Packet logging and capture on demand.		
40	The solution should support minimum ip based persistency, session based cookie persistency and headers inspection, url redirection, hash ip, round robin, shortest repose time and least connections, and these are various algorithm support for maximum options and help granular control per service and applications.		
41	The proposed solution should have the capability of Rate shaping, QOS Support, Rate Limiting and TCP Surge Protection.		-
42	The Proposed Solution must have global redirection based on DNS		
43	The Proposed Solution Should be able to monitor TCP, HTTP Based applications.		
44	The Proposed Solution Should be Identifying the root cause of slow performance issues		



S/N	Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	Compliance (Yes/No)	Remark
45	For Internet segment all the features mentioned are must and all the modules should be from same OEM however for Intranet segment GSLB can be excluded		
46	Bidder should quote same OEM solution for Internet and Intranet segment		
47	The appliance should have option to enable xforwarder option per service to log actual client IP in webserver log		
48	The proposed solution should have capability to handle and Configure multiple load balancing (Layer 7) protocols on same appliance		-
49	The proposed solution should have capability of Rate Limiting and TCP Surge Protection		-
50	The proposed solution should have the capability to configure multiple services on same Virtual IP with different ports and services options.		
51	The proposed solution should support atleast 5 number of virtual ADC or context or partition or segmentation or VLAN without any additional license		
52	The proposed solution Should have Application Visibility. Appliance should support customized reports example, Location of the user, IP Address, Hostname, Resolve Server IP Address etc., Number of Clients rejected etc.		
53	The appliance should have feature of Cluster failover over industries standard is preferred with within 3 second failover		
54	The solution should have various options to control and redirect user request to ensure proper load distribution and ensure incoming traffic is properly load balanced and distributed for best performance		
55	The appliance should have feature of GSLB with Per host name TTL value control GSLB (Global Server Load Balancer) for Application Failover across Datacentre. GSLB should be capable of monitoring health of application across data centre example Primary site and DR site. Support DNS Rate Limiting and DNS. DNS report per host name.		
56	The proposed solution should provide DNS reporting per user request with statistics last second, minute, hour usage and peak usage per application host name		
57	ADC and Load balancer should support multiple segmentation for different VLAN for load balancing different application.		
58	The system should be quoted with 6 years with 24 x 7 support (with 3 years upfront warranty and AMC for year 4, 5 and 6 year). The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 with 24x7 support. All the hardware should be quoted as per SLA uptime (calculated monthly) with response time for replacement/ rectification as per SLA and it's should be back to back support from OEM (Documentary evidence of OEM to submitted). Proactive services like Patches & fixes for the OS shall be provided free of cost during contract period for all the systems quoted. The supplied hardware should be covered under Data Centre mission critical or equivalent support.		
59	Bidder should mention maximum rated power (watts) and cooling (BTU/hr) and rack space requirement for the server.		

**APPENDIX 6 – DATABASE ADMINISTRATOR (MINIMUM QUALIFICATION)**

Bidder should engage the Database Administrator (DBA) having following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a graduate in any discipline
- b. Should have a valid "Oracle Database Administrator" certification.

2. Minimum Experience:

- a. Should have minimum of **4 years** of experience as Database Administrator with Oracle Enterprise Edition
- b. Should have adequate knowledge and expertise in Installation, configuration, monitoring of DB, enrolling users in DB.
- c. Should have capability in creating, optimizing, and allocating storage, table spaces, modify structure of database
- d. Should have good knowledge of RDBMS, Backing up and recovering databases with understanding of database security and High Availability.

**APPENDIX 7 – L2 SUPPORT FOR CBS & OTHER DELIVERY CHANNELS**

Bidder should engage the L2 support for CBS and delivery channels having following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a graduate in any discipline

2. Minimum Experience:

- a. Should have minimum experience of **5 years** in any Finacle version as L2 support. Out of which, minimum of **2 years** of experience as L2 or L3 support in Finacle 10.2.25.
- b. Should have adequate experience and expertise in implementation, configuration and support in Finacle version 10.2.25.
- c. Should have experience in similar Projects as Finacle Application L2 support in any Bank in India having more than 100 branches.
- d. Should have knowledge on Banking Operation, Delivery channels, EOD / BOD etc

**APPENDIX 8 – L2 SUPPORT FOR CUSTOMIZATION**

Bidder should engage the L2 support for customization in CBS and delivery channels having following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a graduate in any discipline

2. Minimum Experience:

- a. Should have minimum experience of **5 years** in any Finacle version as L2 support. Out of which, minimum of **2 years** of experience as L2 or L3 developer or customization engineer in Finacle 10.2.25.
- b. Should have adequate experience and expertise in customization, implementation, configuration and support in Finacle version 10.2.25.
- c. Should have experience in similar Projects as Finacle Application L2 customization support in any Bank in India having more than 100 branches.
- d. Should have knowledge on Banking Operation, Delivery channels, EOD / BOD etc.

**APPENDIX 9 – L2 SUPPORT FOR INFRASTRUCTURE**

Bidder should engage the L2 support for Infrastructure support and OS admin having following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a Diploma/Engineering Graduate/Science Graduate

2. Minimum Experience:

- a. Should have minimum experience of **7 years** in as Infrastructure support and OS administrator.
- b. Should have experience in administration of Server, Database, Load Balancer, backup solution.
- c. Should have adequate knowledge/expertise/experience on Infrastructure Management - Windows/Solaris administration, / HP UNIX / AIX / x.86.
- d. Should have experience in Linux and Windows servers OS administration.
- e. Specific experience with Storage (e.g. SAN, NAS) and Backup (e.g. Veritas, Tape libraries, TSM) technologies.
- f. Should have experience on File base cluster system, Middleware like Redhat, WebLogic, WebSphere
- g. Technical certifications like MCSE, SA, etc.
- h. Should have worked in 2 Similar Projects as L2 for at least one Scheduled Bank in India.
- i. Should have experience in storage and backup and should able to manage backup activities.

**APPENDIX 10 – PROJECT DIRECTOR**

Bidder should engage Project Director for Governance following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a Diploma/Engineering Graduate/Science Graduate
- b. Should have either PMI / PMP Certification or MBA

2. Minimum Experience:

- a. Should have minimum experience of **15 years**. Out of which, minimum of **3 years** of experience as Project Director of managing IT Infrastructure managed services, Finacle Implementation and operations engagements in at least one Scheduled Bank in India having more than 100 branches.
- b. Should have at least **2 years** of experience in Finacle 10.2.25 in any Bank in India.

**APPENDIX 11 – MIDDLEWARE ENGINEER**

Bidder should engage the L2 engineer for middleware having following minimum qualification and experience. The resume of the same to be provided with the technical bid.

1. Minimum Qualification:

- a. Should be a Diploma/Engineering Graduate/Science Graduate

2. Minimum Experience:

- a. Should have minimum experience of **5 years** in Core Banking / Account Management system and functional experience (preferably Finacle Core knowledge).
- b. Should have good level of technical and middleware basic knowledge / awareness (Tibco, Jboss, Nginx, Oracle RDMS, XFB, REST APIs)
- c. Should have good/experienced/expert at troubleshooting on IT system
- d. Should have hands-on experience for managing servers on *nix environment
- e. Should have several years of Java development, large-scale system integrations, building CD/CI pipeline(s) and automation using TFS.
- f. Should have the skills to quickly address issues: IT, operations – is it Finacle or Front-office application, monitoring, health check, quick fixes
- g. Should accepting to be part of an "out of business hours support", being on call to fix incidents/perform changes 24/7 (a schedule of 1 or 2 weeks a month)



APPENDIX 12 – CURRENT MODULES

Following modules of Finacle 7.0.18 are currently in use.

Srl No	Product Description	Modules
1	AEPS/Aadhar Linking	AADHAAR
2	ALL TYPES OF ACCOUNT OPENING, CLOSURE AND MAINTAINCE	ACCOUNTS
3	Automated Teller Machine/POINT OF SALE/CARD MAINTAINCE	ATM
4	General Ledger & Accounting (GL)/BALANCE REPORT/P&L	AUDIT
5	Cash	CASH
6	All Types of Charges	CHARGES
7	Clearing (Inward and Outward)	CLEARING
8	Demand Draft/Bankers cheque	DD
9	E-Commerce Purchase	DELIVERY CHANNEL
10	All SMS Delivery Services	DELIVERY CHANNEL
11	CASA, TD and RD accounts/Daily Deposit	DEPOSIT
12	EOD/BOD/CEOD/CBOD	EOD
13	Batch Jobs / Schedulers	FINACLE CONFIGURATION
14	Central Stand-In Server	FINACLE CONFIGURATION
15	SCHEME CODE MAINTAINCE	FINACLE CONFIGURATION
16	Integration with PMJBY, PMSBY and PPF schemes with cust	FINACLE CONFIGURATION
17	PMJBY/PMSBY	GOVT INSURANCE
18	Atal Pension Yojana/PMSYM	GOVT PENSION
19	Guarentee	GUARANTEE
20	Scheme Based Management System	INTEGRATION
21	Integration with IMPS, ABPS, NACH, AePS transactions	INTEGRATION
22	Reconcillation of office account and system account	INTER BANK RECONCILLATION
23	Interest module, Fee and charges are maintained as batch jobs	INTEREST CALCULATION MODU;E
24	Cheque inventory/Register /issue	INVENTORY
25	Electronic-Know Your Customer	KYC
26	Loan Bulk Reschedule/Loan accounts with sweeps /CC/OD	LOANS
27	Lockers	LOCKER
28	Customer Master Maintenance(CUMM)/CRM	MASTER CREATION
29	NPA Management, Asset classification and Provisioning	NPA
30	System Asset Classification	NPA MANAGEMENT
31	Office account opening and its maintance	OFC AC MAINTAINCE



Srl No	Product Description	Modules
32	NEFT/RTGS/IMPS	PAYMENT
33	IMPS MODULE	PAYMENT
34	DBT/PFMS/ECS/NACH/APBS	PAYMENT
35	Reports Maintenance/ MIS/	REPORT
36	Basic module of Signature scan	SIGNATURE
37	Limit Management and Collateral	SRM
38	Subsidy module in ACM/Customized	SUBSIDY
39	Subvent	SUBVENTION
40	The Central Board of Direct Taxes	TAX
41	Goods And Service Tax (Receipt Only)	TAX
42	Tax Deduction at Source > 1 Cr Withdrawal	TAX
43	Transaction Maintenance	TRANSACTIONS

APPENDIX 13 – ADD-ON MODULES OR APPLICATION

Bank has identified to implement the following new modules but not limited to as mentioned below of Finacle 10.2.25. These should be implemented without any additional cost.

1. Functional Modules

- a. Referral system
- b. CIF
- c. Daily Collection Deposits
- d. Liquidity Management System (Notional Pooling & Sweeps)
- e. Credit Monitoring
- f. Subsidy / Subvention
- g. Over Draft
- h. Signature Verification System
- i. Top up deposit
- j. Variant loan
- k. Bhim Aadhar
- l. E-KYC & improvements for C-KYC
- m. Integration with Positive Payment System (PPS)
- n. Card Management System

2. Technical Modules

- a. 24 * 7 platform
- b. Single Sign on
- c. Integration of Biometric for Authentication
- d. India Localization
- e. Finacle Integrator Workbench
With Fin Mapper, Module-wise Business messages (deposits, loans, casa, paysys, tfin, cif, limits, SVS),
IFX Messages Technical

3. FSDP Tools

- a. Fin Customization IDE Core
- b. Fin Customization IDE CRM
- c. Finacle Script IDE
- d. Finacle Report Designer
- e. Finacle Data Transformer
- f. Finacle Data Migration Tool kit
(Finacle supported file format method can be used as alternate)
- g. Finacle Environment Synchronization tool kit
- h. Finacle Parameter Promotion Tool
- i. Finacle Load Simulator

4. Other features

- 1) India Specific Enhancements/features as part of Core product– NPA Functionality complying with RBI guidelines, Social security schemes, Kisan credit card features, TDS features.
- 2) GUI tools
- 3) Finacle Integrator – Comprehensive integration framework supporting various integration mechanisms including Web Services, EJBs, XML/MQ, ISO8583