



ODISHA GRAMYA BANK

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

RFP Ref. No OGB/RFP/ITD/CBS/009/2021-22 dated 28th October 2021, Amendment_2 Date: 03-12-2021

AMENDMENT_1: REQUEST FOR PROPOSAL (RFP) TO SELECT SERVICE INTEGRATOR FOR MIGRATION OF CBS FROM FINACLE 7.0.18 TO FINACLE 10.2.25

All bidders are hereby informed that based on the discussion in the Pre-bid meeting held at Head Office of Odisha Gramya Bank, on date 26th November 2021, the response to queries submitted by all bidders are in Table# 2 and necessary amendments to RFP are provided in Table#1.

Table#1: Amendment_1

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
1	Section 8 – Terms and Conditions Amendment_1, point# 6	78	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.	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.

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				<p>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.</p> <p>In case of order cancellation, any payments made by OGB to the Bidder for the particular undelivered items or services would necessarily have to be returned to OGB. 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 or vendor for the undelivered portion of the work.</p>	<p>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.</p> <p>In case of order cancellation, any payments made by OGB to the Bidder for the particular undelivered items or services would necessarily have to be returned to OGB except for AMC of Hardware, ATS or License cost of OS and Databases delivered. 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 or vendor for the undelivered portion of the work, with the capping of 125% (incremental cost of 25%) of the original quoted cost for such deliverable as per commercial bid.</p>
2	<p>Section 8 – Terms and Conditions</p> <p>Amendment_1, point# 4</p>	70, 71	8.10 Penalty Clauses:	<p>1) <u>Penalty for delay in project implementation and migration:</u></p> <p>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.</p> <p>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</p>	<p>1) <u>Penalty for delay in project implementation and migration:</u></p> <p>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.</p> <p>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</p>

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				<p>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 undelivered items, where 0.5% of 'Total PO amount of delayed deliverables' will be deducted as penalty per week or part thereof for failure as indicated in the RFP with the maximum penalty of 5% of 'Total PO amount of delayed deliverables'.</p> <p>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 for 'all components of undelivered items or services' under consideration. This shall not be applicable for delay due to reasons entirely attributed to the Bank.</p> <p>Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.</p> <p>2) <u>Penalty for downtime for Post implementation:</u></p> <p>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.</p> <p>The uptime will be calculated on monthly basis and penalty will be charged as specified below:</p> <table><tr><th>S. No.</th><th>Uptime in percentage (%)</th><th>Penalty Charges</th></tr><tr><td>1</td><td>99.90%and above</td><td>Nil</td></tr></table>	S. No.	Uptime in percentage (%)	Penalty Charges	1	99.90%and above	Nil	<p>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 undelivered items, where 0.5% of 'Total PO amount of delayed deliverables' will be deducted as penalty per week or part thereof for failure as indicated in the RFP with the maximum penalty of 5% of 'Total PO amount of delayed deliverables'.</p> <p>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 for 'all components of undelivered items or services' under consideration. This shall not be applicable for delay due to reasons entirely attributed to the Bank.</p> <p>Once the maximum deduction is reached, the Bank may consider termination of the Contract at its discretion.</p> <p>2) <u>Penalty for downtime for Post implementation:</u></p> <p>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.</p> <p>The uptime will be calculated on monthly basis and penalty will be charged as specified below:</p>
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				<table><tr><td>2</td><td>99.50% to 99.90%</td><td>1% of Total Monthly Payment</td></tr><tr><td>3</td><td>99.00% to 99.49%</td><td>3% of Total Monthly Payment</td></tr><tr><td>4</td><td>95.00% to 98.99%</td><td>5% of Total Monthly Payment</td></tr><tr><td>5</td><td>Below 95.00%</td><td>10% of Total Monthly Payment</td></tr></table> <p>3) <u>Penalty on SLA for Software and Application Support</u></p> <p>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</p> <p>For not complying with the SLA defined for “Problem/ Issue/ Defect” under Section 8.9, penalty of 0.5% with maximum penalty of 5% of “the total monthly support resources cost” will be deducted from monthly payment.</p> <p>For each week delay after agreed timeline for application support and customization as non-chargeable activity or CR, penalty of 0.1% with maximum penalty of 5% of “the total monthly resource cost” for application support will be deducted from the monthly payment.</p> <p>For each week delay after agreed timeline for customization or activity as chargeable CR, penalty of 0.3% with maximum penalty of 5% of “the total agreed man day cost” for the particular customization or activity will be deducted.</p>	2	99.50% to 99.90%	1% of Total Monthly Payment	3	99.00% to 99.49%	3% of Total Monthly Payment	4	95.00% to 98.99%	5% of Total Monthly Payment	5	Below 95.00%	10% of Total Monthly Payment	<table><tr><th>S. No.</th><th>Uptime in percentage (%)</th><th>Penalty Charges</th></tr><tr><td>1</td><td>99.90%and above</td><td>Nil</td></tr><tr><td>2</td><td>99.50% to 99.90%</td><td>1% of Total Monthly Payment</td></tr><tr><td>3</td><td>99.00% to 99.49%</td><td>3% of Total Monthly Payment</td></tr><tr><td>4</td><td>95.00% to 98.99%</td><td>5% of Total Monthly Payment</td></tr><tr><td>5</td><td>Below 95.00%</td><td>10% of Total Monthly Payment</td></tr></table> <p>3) <u>Penalty on SLA for Software and Application Support</u></p> <p>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</p> <p>For not complying with the SLA defined for “Problem/ Issue/ Defect” under Section 8.9, penalty of 0.5% with maximum penalty of 5% of “the total monthly support resources cost” will be deducted from monthly payment. Issues that requires involvement of Edge Verve / Infosys will be excluded from SLA subject to prior discussion and acceptance by the Bank and proper justification on dependency on Edge Verve / Infosys.</p> <p>For each week delay after agreed timeline for application support and customization as non-chargeable activity or CR, penalty of 0.1% with maximum penalty of 5% of “the total monthly resource cost” for application support will be deducted from the monthly payment.</p>	S. No.	Uptime in percentage (%)	Penalty Charges	1	99.90%and above	Nil	2	99.50% to 99.90%	1% of Total Monthly Payment	3	99.00% to 99.49%	3% of Total Monthly Payment	4	95.00% to 98.99%	5% of Total Monthly Payment	5	Below 95.00%	10% of Total Monthly Payment
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				<p>4) <u>Penalty on not meeting “2.13 Performance requirement”</u> ₹ 5,000/- per instance will be deducted from any of the monthly payment for CPU utilization exceeding 70% at an instance except during Day-End process.</p> <p>5) <u>Penalty on Disaster Recovery Site unavailability</u> Business operations should resume from Disaster Recovery Site within defined RPO and RTO on service failure at Data Centre. Penalty of ₹ 10,000.00 per instance will be deducted from Facility Management payment for not meeting the RPO or RTO.</p>	<p>For each week delay after agreed timeline for customization or activity as chargeable CR, penalty of 0.3% with maximum penalty of 5% of “the total agreed cost” for the particular customization or activity will be deducted.</p> <p>4) <u>Penalty on not meeting “2.13 Performance requirement”</u> ₹ 5,000/- per instance will be deducted from any of the monthly payment for CPU utilization exceeding 70% at an instance (sustained peak for a period of 15 mins) except during Day-End process.</p> <p>5) <u>Penalty on Disaster Recovery Site unavailability</u> Business operations should resume from Disaster Recovery Site within defined RPO and RTO on service failure at Data Centre. Penalty of ₹ 10,000.00 per instance will be deducted from Facility Management payment for not meeting the RPO or RTO.</p> <p>The maximum cumulative penalties on recurring payments in a year shall not exceed 5% of the total annual contract value.</p>
3	Section 3 – Scope of Work Amendment_1, point# 17	22	2.9 Database	<p>1. All DB production instances should be hosted in separate physical server to maintain server level redundancy.</p> <p>2. “Node 1” and “Node 2” should be in HA, active-passive and redundant instances in separate physical box with zero data loss.</p> <p>3. “Node 3” and “Node 4” should be replica of DC Cluster (Node 1 & Node 2) with auto synchronization.</p> <p>4. “DC DB Cluster” and “DRC DB Cluster” should be in Active – Passive sync with RPO of 15 min and RTO of 2 Hrs and near Zero Data Loss.</p>	<p>1. All DB production instances should be hosted in separate physical server to maintain server level redundancy.</p> <p>2. “Node 1” and “Node 2” should be in HA, active-passive and redundant instances in separate physical box with zero data loss.</p> <p>3. “Node 3” and “Node 4” should be replica of DC Cluster (Node 1 & Node 2) with auto synchronization.</p> <p>4. “DC DB Cluster” and “DRC DB Cluster” should be in Active – Passive sync with RPO of 15 min and RTO of 2 Hrs. Bidder should optimize the</p>

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				5. It should be possible to leverage the standby database to run reporting work load to optimizing the load on the primary.	synchronization schedule to minimize the data loss to the best possible and as suggested by Bank based on environment conditions. 5. It should be possible to leverage the standby database to run reporting work load to optimizing the load on the primary.																																				
4	Section 3 – Scope of Work Amendment_1, point# 21	34	2.18 Project Time Line	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 or 10 months from the date of issue of Purchase Order, whichever is later. To expedite the process, Bidder should engage adequate engineers to complete the migration process before scheduled time well in advance.	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 or 10 months from the date of contract, whichever is later. To expedite the process, Bidder should engage adequate engineers to complete the migration process before scheduled time well in advance. The bidder should ensure signing and execution of the contract within 2 weeks of acceptance of PO																																				
5	Section 3 – Scope of Work Amendment_1, point# 23	43	2.31 Recovery Time Objective (RTO) & Recovery Point Objective (RPO)	<p>***** The clause on RTO and RPO has been changed as under.</p> <p>The architecture and setup provided should meet following RTO and RPO. Non-compliance to the same will attract penalty under “clause 8.10 Penalty Clause - 2)Penalty for downtime for Post implementation”</p> <table><tr><th>Service</th><th>RPO</th><th>RTO</th></tr><tr><td>Core Banking System</td><td>10 min</td><td>120 min</td></tr><tr><td>Database</td><td>10 min</td><td>60 min</td></tr><tr><td>Aadhaar Data Vault</td><td>30 min</td><td>120 min</td></tr><tr><td>e-KYC</td><td>60 min</td><td>180 min</td></tr><tr><td>All types of Payment Interfaces</td><td>15 min</td><td>120 min</td></tr></table>	Service	RPO	RTO	Core Banking System	10 min	120 min	Database	10 min	60 min	Aadhaar Data Vault	30 min	120 min	e-KYC	60 min	180 min	All types of Payment Interfaces	15 min	120 min	<p>***** The clause on RTO and RPO has been changed as under.</p> <p>The architecture and setup provided should meet following RTO and RPO. Non-compliance to the same will attract penalty under “clause 8.10 Penalty Clause - 2)Penalty for downtime for Post implementation”</p> <table><tr><th>Service</th><th>RPO</th><th>RTO</th></tr><tr><td>Core Banking System</td><td>15 min</td><td>120 mins</td></tr><tr><td>Database</td><td>15 min</td><td>120 mins</td></tr><tr><td>Aadhaar Data Vault</td><td>30 min</td><td>120 mins</td></tr><tr><td>e-KYC</td><td>60 min</td><td>180 mins</td></tr><tr><td>All types of Payment Interfaces</td><td>15 min</td><td>120 mins</td></tr></table>	Service	RPO	RTO	Core Banking System	15 min	120 mins	Database	15 min	120 mins	Aadhaar Data Vault	30 min	120 mins	e-KYC	60 min	180 mins	All types of Payment Interfaces	15 min	120 mins
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				SMS and missed call alert interface	30 min	180 min	SMS and missed call alert interface	30 min	180 mins																																																																																				
				GST and invoice management solution	15 min	120 min	GST and invoice management solution	15 min	120 mins																																																																																				
				Card Management System	60 min	240 min	Card Management System	60 min	240 min																																																																																				
6	Section 3 – Scope of Work Amendment_1, point# 27	22	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. <table><tr><th>Resource</th><th>Shifts</th><th>On-site Location</th><th>Units</th><th>Type</th><th>Minimum Qualification</th></tr><tr><td>Database Administrator L2</td><td>D</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 6</td></tr><tr><td>Database Administrator L1</td><td>N</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 15</td></tr><tr><td>Database Administrator L1</td><td>E</td><td>DR, Hyderabad</td><td>1</td><td>Dedicated</td><td>APPENDIX 15</td></tr><tr><td>Infrastructure Support and OS Admin</td><td>D, N</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 9</td></tr><tr><td>Infrastructure Support and OS Admin</td><td>N</td><td>DR, Hyderabad</td><td>1</td><td>Dedicated</td><td>APPENDIX 9</td></tr><tr><td>L2 Support Engineers</td><td>M, D, E, N</td><td>Head Office, Bhubaneswar</td><td>6</td><td>Dedicated</td><td>APPENDIX 7</td></tr></table>			Resource	Shifts	On-site Location	Units	Type	Minimum Qualification	Database Administrator L2	D	DC, Chennai	1	Dedicated	APPENDIX 6	Database Administrator L1	N	DC, Chennai	1	Dedicated	APPENDIX 15	Database Administrator L1	E	DR, Hyderabad	1	Dedicated	APPENDIX 15	Infrastructure Support and OS Admin	D, N	DC, Chennai	1	Dedicated	APPENDIX 9	Infrastructure Support and OS Admin	N	DR, Hyderabad	1	Dedicated	APPENDIX 9	L2 Support Engineers	M, D, E, N	Head Office, Bhubaneswar	6	Dedicated	APPENDIX 7	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. <table><tr><th>Resource</th><th>Shifts</th><th>On-site Location</th><th>Units</th><th>Type</th><th>Minimum Qualification</th></tr><tr><td>Database Administrator L2</td><td>D</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 6</td></tr><tr><td>Database Administrator L1</td><td>N</td><td>DC, Chennai</td><td>1</td><td>Dedicated</td><td>APPENDIX 15</td></tr><tr><td>Database Administrator L2</td><td>E</td><td>DR, Hyderabad</td><td>1</td><td>Dedicated</td><td>APPENDIX 6</td></tr><tr><td>Infrastructure Support and OS Admin</td><td>D, N</td><td>DC, Chennai</td><td>2</td><td>Dedicated</td><td>APPENDIX 9</td></tr><tr><td>Infrastructure Support and OS Admin</td><td>N</td><td>DR, Hyderabad</td><td>1</td><td>Dedicated</td><td>APPENDIX 9</td></tr><tr><td>L2 Support Engineers</td><td>M, D, E, N</td><td>Head Office, Bhubaneswar</td><td>6</td><td>Dedicated</td><td>APPENDIX 7</td></tr></table>			Resource	Shifts	On-site Location	Units	Type	Minimum Qualification	Database Administrator L2	D	DC, Chennai	1	Dedicated	APPENDIX 6	Database Administrator L1	N	DC, Chennai	1	Dedicated	APPENDIX 15	Database Administrator L2	E	DR, Hyderabad	1	Dedicated	APPENDIX 6	Infrastructure Support and OS Admin	D, N	DC, Chennai	2	Dedicated	APPENDIX 9	Infrastructure Support and OS Admin	N	DR, Hyderabad	1	Dedicated	APPENDIX 9	L2 Support Engineers	M, D, E, N	Head Office, Bhubaneswar	6	Dedicated	APPENDIX 7
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				L2 Engineers (Customization) Developer for all customization	D	Head Office, Bhubaneswar	2	Dedicated	APPENDIX 8	L2 Engineers (Customization) Developer for all customization	D	Head Office, Bhubaneswar	2	Dedicated	APPENDIX 8
				Project Director	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX 10	Project Director	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX 10
				Middleware Engineer	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX 11	Middleware Engineer	D	Head Office, Bhubaneswar	1	Dedicated	APPENDIX 11
				Storage and backup L2	D, N	DC, Chennai	1	Dedicated	APPENDIX 16	Storage and backup L2	D, N	DC, Chennai	2	Dedicated	APPENDIX 16
				Storage and backup L1	OD	DR, Hyderabad	1	On-Demand	APPENDIX 16	Storage and backup L1	OD	DR, Hyderabad	1	On-Demand	APPENDIX 16
				Application Load Balancer L2	D	DC, Chennai	1	Dedicated	APPENDIX 17	Application Load Balancer L2	D	DC, Chennai	1	Dedicated	APPENDIX 17
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				<p>2. The Project director should be in Bidder's direct payroll. For the other categories minimum 60% of the resources has to be in bidder's direct payroll and remaining 40% resources can be on third party.</p> <p>However it is bidder's responsibility for end to end management including SLA. Also note that this capping of 60% is also applicable for individual capability asked in RFP (Applications L2, Database Admin L2 and System Admin).</p> <p>Resources type where only 1 unit irrespective of location has been asked should be under scope of bidder only. On Demand resource can either be on bidder's payroll or on third party.</p>						<p>2. The Project director should be in Bidder's direct payroll. For the other categories minimum 60% of the resources has to be in bidder's direct payroll and remaining 40% resources can be on third party.</p> <p>However it is bidder's responsibility for end to end management including SLA. Also note that this capping of 60% is also applicable for individual capability asked in RFP (Applications L2, Database Admin L2 and System Admin).</p> <p>Resources type where only 1 unit irrespective of location has been asked should be under scope of bidder only. On Demand resource can either be on bidder's payroll or on third party.</p>					

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					3. On handing over of the existing infrastructure of Finacle 7.0.18 for the upgradation to Finacle 7.0.25, the responsibility of Application maintenance (except infra support and DBA) of existing SI will be transferred to the selected SI and the AMS team engaged by the new SI for the migration period will be responsible for smooth operation and required customization of the CBS in Finacle 7.0.25 till go-live. If required the new SI should engage engineers with required skillset for operation of CBS in Finacle 7.0.25 till upgrade to Finacle 10.2.25. During this period, the uptime and other SLA conditions as applicable to the existing SI has to be ensured by the new SI.
7	APPENDIX 10 – PROJECT DIRECTOR Amendment_1, point# 58	135	1. Minimum Qualification:	b. Should have either PMI / PMP Certification or MBA or any other certifications related to project management / project methodology.	b. Should have either PMI / PMP Certification or MBA or BE/B. Tech any other certifications related to project management / project methodology.
8	2. SCOPE OF WORK FOR FINACLE MIGRATION (PART A):	22	2.8 Architecture *Database	Oracle Enterprise Edition DB, Full use & Perpetual in nature with Active Data guard certified with Finacle 10.2.25 by Edge Verve	Oracle Enterprise Edition DB, Full use & Perpetual in nature with Native Data guard certified with Finacle 10.2.25 by Edge Verve. SI should use native data guard of Oracle Database.
9	2. SCOPE OF WORK FOR FINACLE MIGRATION (PART A):	51	4. Hardware Sizing	New Clause	11. The Hardware for UAT and Development should be sized as 30% each of production environment and should be without HA. The UAT and Development environment should be provided only at DC, Chennai.
10	2. SCOPE OF WORK FOR FINACLE MIGRATION (PART A):	22	2.8 Architecture	New Clause	AVAILABILITY: 1. CBS should be in active-active with HA cluster at Both DC and DR using two load balancers

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					<p>at each site and active-passive between DC and DR.</p> <p>2. Internet banking solution should be in active-active with HA cluster at DC and DR using one load balancer at each site and active-passive between DC and DR.</p> <p>3. All other applications should be in standalone at DC and DR without HA and in active-passive between DC and DR. On failure of DC site, the application hosted at DR site should be pointed to CBS at DC for the period of restoration of the application at DC site.</p>
11	3. VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B):	50	h. AVAILABILITY	New clause	<p>The VMs provided under this section should be without High Availability and synchronization between applications to be hosted in the VM(s) are under scope of Bank.</p> <p>However, the storage and database engine level replications between DC and DR is under scope of Bidder.</p>
12	Section 3 – Scope of Work Amendment_1, point# 30	52	6. Enterprise Management Solutions (Third Party Applications)	<p>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.</p> <p>The EMS tools proposed or combination of tools proposed as EMS should comply with minimum specification mentioned in “APPENDIX 4”. Bidder to</p>	<p>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.</p> <p>The EMS tools proposed or combination of tools proposed as EMS should comply with minimum specification mentioned in “APPENDIX 4”. Bidder to</p>

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				<p>share the release note of proposed EMS software compiling to specification mentioned.</p> <p>Bidder needs to provide all OS, software, license and hardware for EMS solution. EMS tool covering features like call & IT service desk/helpdesk management, change management, patch management (DC, DR infrastructure) along with Server, database monitoring, and overall reporting to bank irrespective of any location. Bidder should supply, install and maintain EMS tool related hardware & software at DC and DR both locations. However, EMS tools database should be in sync with DR and should work during DR-Dill or in case of any exigency. The tool servers and solution should be standalone and without HA.</p> <p>Call/Helpdesk with Change management feature – 20 nos. of concurrent users.</p> <p>Additionally, bidder should implement call/helpdesk management solution such as way that branch/corporate office users should be able to access call management/helpdesk portal/URL for call ticketing/call lodge at any point of time and that should be attended by L1 & L2 support team for resolution accordingly.</p> <p>DC, DR infrastructure monitoring and Patch management for 125 devices.</p> <p>Middleware monitoring (JOBSS): 20 (DC & DR).</p> <p>Database monitoring 30 nos. of various application DB instances.</p>	<p>share the release note of proposed EMS software compiling to specification mentioned.</p> <p>Bidder needs to provide all OS, software, license and hardware for EMS solution. EMS tool covering features like call & IT service desk/helpdesk management, change management, patch management (DC, DR infrastructure) along with Server, database monitoring, and overall reporting to bank irrespective of any location. Bidder should supply, install and maintain EMS tool related hardware & software at DC and DR both locations. However, EMS tools database should be in sync with DR and should work during DR-Dill or in case of any exigency. The tool servers and solution should be standalone and without HA.</p> <p>Call/Helpdesk with Change management feature – 20 nos. of concurrent users with following minimum numbers of user's licenses in case of named user licenses.</p> <p>a. with at least 30 technician or helpdesk user license (including OGB helpdesk and SI engineers)</p> <p>b. with at least 600 end user license (30 concurrent)</p> <p>Additionally, bidder should implement call/helpdesk management solution such as way that branch/corporate office users should be able to access call management/helpdesk portal/URL for call ticketing/call lodge at any point of time and that should be attended by L1 & L2 support team for resolution accordingly.</p>

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				1) Bidder needs to factor EMS hardware in such a way that any point time same hardware is able to handle the load from day one implementation and system resources should not go beyond 70% at any point of time during contract period. If any point of time during contract period system resources utilization goes beyond 70%, bidder needs to upgrade EMS hardware within 1 month without any additional cost to Bank.	<p>The licenses required for DC, DR infrastructure monitoring and Patch management should be calculated by the bidder in order to cover all devices and should be factored, except for patch management of storage. For storage, native patch management service should be used.</p> <p>Middleware monitoring: 20 (DC & DR).</p> <p>Database monitoring 30 nos. of various application DB instances.</p> <p>Bidder needs to factor EMS hardware in such a way that any point time same hardware is able to handle the load from day one implementation and system resources should not go beyond 70% at any point of time during contract period. If any point of time during contract period system resources utilization goes beyond 70%, bidder needs to upgrade EMS hardware within 1 month without any additional cost to Bank.</p> <p>However bidder should calculate the numbers of devices, applications and VMs proposed in the solution and accordingly the required numbers of licenses should be provided for monitoring and patch management. Wherever necessary the native patch management service should be used.</p>
13	APPENDIX 4 – ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL	122-126	Minimum Technical requirement for EMS Tool	APPENDIX 4 – ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL	APPENDIX 4 – ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL (Revised)

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14	Section 4 – Eligibility Criteria Amendment_1, 46	58	4.1 Eligibility Criteria	The bidder cannot sub-contract the migration activity to any other company or firm and the implementation for the Bank must be done by the employees of the bidder, however support services can be sub-contracted as per clause defined in Amendment_1, 27.	The bidder cannot sub-contract the entire migration activity to any other company or firm. Wherever specific skill set is required during the migration period the portion of the activity can be carried out through third party vendor within the obligation of Bidder. The support services can be sub-contracted as per clause defined in Amendment_1, 27.
15	Section 3 – Scope of Work	50	2. SCOPE OF WORK FOR FINACLE MIGRATION (PART A):	New Clause 2.45 Card Management System:	Bidder should provide customization in the new CBS of Finacle 10.2.25 for following requirements: <ol style="list-style-type: none"> 1. Integration with the debit card vendors for file upload, file download as per format specified by the card vendor using APIs or through file based process. 2. Generate reports for monitoring and MIS. 3. Maintaining the card inventory details in CBS. 4. Managing data of Rupay debit cards. 5. Card application entry / approval 6. Interface or menu to branch user for Card data lifecycles maintenance (block/ lost/ hotlist/close etc.) and integrating the requests to Bank's switch. 7. Menu or interface for branch users for card management and dashboard for management users. 8. Customization requirements during the period of support without additional cost. 9. Total 12.50 Lakhs of card details are available in the current CBS database.
16	Section 3 – Scope of Work	42	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	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

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				<p>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.</p> <p>2. Bidder needs to factor the ATS of all the new licenses taken over in Migration.</p> <p>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.</p> <p>4. Bidder will be responsible for deployment of Antivirus Solution at all Computers, Servers and Firewalls at Data Centre and DRC only.</p> <p>5. Antivirus solution for all the end points located at Branches and Offices shall not be in the scope of the Bidder.</p>	<p>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.</p> <p>2. Bidder needs to factor the ATS of all the new licenses taken over in Migration.</p> <p>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.</p> <p>4. Bidder will be responsible for deployment of Antivirus Solution at all Computers, Servers and Firewalls at Data Centre and DRC only.</p> <p>5. Antivirus solution for all the end points located at Branches and Offices shall not be in the scope of the Bidder.</p> <p>6. Bidder should propose antivirus licenses for all servers and VMs proposed by the bidder for items under Part A.</p> <p>7. Bidder should add additional of 30 AV licenses to be used in VMs to be provided under Part B and these will be used by bank as per requirement.</p>
17	Annexure I – Technical Bid Evaluation Criteria Amendment_1, point# 53	94	Credentials (2)	Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version (Finacle 7.x to Finacle 10.x) within last 10 years. Proof of such work should be submitted along with the response.	Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version within last 10 years. Proof of such work should be submitted along with the response.
18	Amendment_1	38	ANNEXURE B1 - BID SECURITY DECLARATION (IN PLACE OF EMD)	Bank will proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to EMD Value) and we will be suspended for participation in the tendering process of the Bank in future and will be blacklisted	Bank will proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to EMD Value) and we will be suspended for participation in the tendering process of the Bank in future, if we are in breach of our obligation(s) under the bid conditions, because

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				by the Bank, if we are in breach of our obligation(s) under the bid conditions, because we	we:-
19	Section 3 – Scope of Work	48, 49	2.42 AADHAAR VAULT	<p>Bidder should provide an on premise “Aadhaar 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.</p> <p>Bidder should provide following services to the Bank without any additional cost:</p> <ol style="list-style-type: none"> 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. <p>The Proposed solution should have following capabilities:</p> <p>a. The underlying Database need not be in HA but in sync with DB of Aadhaar vault of DRC.</p>	<p>Bidder should provide an on premise “Aadhaar 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.</p> <p>Bidder should provide following services to the Bank without any additional cost:</p> <ol style="list-style-type: none"> 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. <p>The Proposed solution should have following capabilities:</p> <p>a. The underlying Database need not be in HA but in sync with DB of Aadhaar vault of DRC.</p>

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				<p>b. The data should be encrypted at rest and in transit and should be protected from highly privileged users.</p> <p>c. All audit data should be encrypted and stored securely for alerts and compliance reporting and there should be a firewall at the database layer for preventing unauthorized SQL traffic such as SQL injection etc.</p> <p>d. There should be a robust Identity and Access Management Solution based on Least Privilege, Federation, Multifactor Authentication, Segregation of Duties principles etc.</p> <p>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.</p>	<p>b. The data should be encrypted at rest and in transit and should be protected from highly privileged users.</p> <p>c. All audit data should be encrypted and stored securely for alerts and compliance reporting.</p> <p>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.</p>																																																																																																														
20	Section 3 - Scope of Work	25, 26	2.13 Performance requirement	<p>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.</p> <table><tr><th></th><th colspan="2">1st Year</th><th colspan="2">2nd Year</th><th colspan="2">3rd Year</th><th colspan="2">4th Year</th><th colspan="2">5th Year</th></tr><tr><th>Parameters</th><th>Average</th><th>Peak</th><th>Average</th><th>Peak</th><th>Average</th><th>Peak</th><th>Average</th><th>Peak</th><th>Average</th><th>Peak</th></tr><tr><td>Transaction per Second (TPS)</td><td>100</td><td>200</td><td>110</td><td>220</td><td>120</td><td>250</td><td>130</td><td>280</td><td>150</td><td>310</td></tr><tr><td>Server utilization</td><td>10%</td><td>70%</td><td>10%</td><td>70%</td><td>10%</td><td>70%</td><td>10%</td><td>70%</td><td>10%</td><td>70%</td></tr><tr><td>Transaction per day</td><td>2 lakhs</td><td>6 lakhs</td><td>2.30 lakhs</td><td>6.90 lakhs</td><td>2.65 lakhs</td><td>7.93 lakhs</td><td>3.04 lakhs</td><td>9.11 lakhs</td><td>3.50 lakhs</td><td>10 lakhs</td></tr></table> <p>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</p>		1 st Year		2 nd Year		3 rd Year		4 th Year		5 th Year		Parameters	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	<p>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.</p> <table><tr><th></th><th colspan="2">1st Year</th><th colspan="2">2nd Year</th><th colspan="2">3rd Year</th><th colspan="2">4th Year</th><th colspan="2">5th Year</th></tr><tr><th>Parameters</th><th>Average</th><th>Peak</th><th>Average</th><th>Peak</th><th>Average</th><th>Peak</th><th>Average</th><th>Peak</th><th>Average</th><th>Peak</th></tr><tr><td>Transaction per Second (TPS)</td><td>65</td><td>150</td><td>67</td><td>155</td><td>67</td><td>155</td><td>70</td><td>162</td><td>70</td><td>162</td></tr><tr><td>Server utilization</td><td>10%</td><td>70%</td><td>10%</td><td>70%</td><td>10%</td><td>70%</td><td>10%</td><td>70%</td><td>10%</td><td>70%</td></tr><tr><td>Transaction per day</td><td>2 lakhs</td><td>6 lakhs</td><td>2.30 lakhs</td><td>6.90 lakhs</td><td>2.65 lakhs</td><td>7.93 lakhs</td><td>3.04 lakhs</td><td>9.11 lakhs</td><td>3.50 lakhs</td><td>10 lakhs</td></tr></table> <p>2. For Bulk data and transaction processing, the servers or VMs should be re-sized to perform all the</p>		1 st Year		2 nd Year		3 rd Year		4 th Year		5 th Year		Parameters	Average	Peak	Average	Peak	Average	Peak	Average	Peak	Average	Peak	Transaction per Second (TPS)	65	150	67	155	67	155	70	162	70	162	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
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				<p>tuned to handle flash processing of high volume of transactions.</p> <p>3. Report download should not slow down the performance of production server at any movement.</p> <p>4. Bidders should engineer the sizing of the servers and Virtual Machines to meet the above requirements.</p>	<p>transaction within required time. Server should be tuned to handle flash processing of high volume of transactions.</p> <p>3. Report download should not slow down the performance of production server at any movement.</p> <p>4. Bidders should engineer the sizing of the servers and Virtual Machines to meet the above requirements.</p> <p>5. The hardware sizing proposed for CBS should support up to 200 TPS without upgradation of RAM or CPU from day-1 with utilization of 85%.</p>
21	APPENDIX 1 – STORAGE SPECIFICATION, Amendment_1, point# 38	117	13 CAPACITY & PERFORMANCE REQUIREMENT	<p>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 at least 1,50,000 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</p> <p>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>	<p>The proposed array should be configured with usable capacity of 50 TB using SSD / NVMe disks in RAID5/RAID6 or equivalent and should be able to deliver at least 1,50,000 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.</p> <p>Bidder has to submit output of OEM sizing tool for the performance.</p> <p>However Bidder to resize the specification to meet the required performance of this project.</p>
22	APPENDIX 1 – STORAGE SPECIFICATION	117	SCALABILITY:	<p>The proposed storage must be scalable to at-least 120 TB of usable capacity using NVMe drives without replacement of controllers.</p>	<p>The proposed storage should be scalable without any additional controller with 2 Times proposed capacity with same disk type/capacity. The storage capacity should be size with 75% capacity utilization at Year5.</p>

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					Bidder can also propose storage with integrated system based hardware solutions.
23	APPENDIX 1 – STORAGE SPECIFICATION	117	VMWARE INTEGRATION:	<p>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.</p> <p>a. Management of storage array from VMware vCenter using plug-in.</p> <p>b. Storage management console should be VMware aware and should report virtual machines running on storage data store/VVOL container, including VM level performance and capacity details. Provide additional software capability if not supported natively.</p> <p>c. Storage array should support VAAI and VASA integration</p> <p>d. Storage array should support VMware VRO and VRA plugins</p> <p>e. Storage array should be certified with VMware Cloud Foundation (VCF) using FC and iSCSI protocols</p> <p>f. Support for VMware SRM for integration with storage based replication</p>	This clause has been made optional and should be considered by the bidder based on the Virtualization solution to be proposed by the bidder.
24	Section 8 – Terms and Conditions	79	8.26 Effect of Termination	4. • 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	4. • OGB shall make such prorata payment for services rendered by the Bidder, only after acceptance of the services by OGB in the event of termination, provided that the Bidder is in compliance

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				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.	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.
25	Section 3 – Scope of Work	50	2. SCOPE OF WORK FOR FINACLE MIGRATION (PART A):	New Clause 2.46 Asset Liability Management:	<p>Bidder need not to propose separate Asset Liability Solutions. However, necessary customization should be done in the Finacle 10.2.25 to provide following functionality.</p> <p>As per RBI guidelines, the ALM report of Deposits and Advances should be prepared disclosing the Residual Maturity as per below time periods:</p> <ol style="list-style-type: none"> 1. Day 1 2. 2 to 7 Days 3. 8 to 14 Days 4. 15 to 28 Days 5. 29 Days to 3 months 6. Over 3 months and up to 6 months 7. Over 6 months and up to 1 year 8. Over 1 year and up to 3 years 9. Over 3 years and up to 5 years 10. Over 5 Years <p>For the above purpose, following RBI guidelines should be followed:</p> <p>A. DEPOSITS</p> <p>i. Demand Deposits (Current and Savings bank Deposits):</p>

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					<p>Savings Bank and Current Deposits may be classified into volatile and core portions. Savings Bank (10%) and Current (15%) Deposits are generally withdrawable on demand. This portion may be treated as volatile. While Volatile portion can be placed in the "Day 1" time bucket, the core portion may be placed in over 1-3 years bucket.</p> <p>ii. Term Deposits: To be placed under respective maturity buckets as per the maturity dates of the Term Deposits.</p> <p>B. ADVANCES</p> <p>i. Bills Purchased and Discounted: To be placed under respective maturity buckets as per the maturity dates of the Bills.</p> <p>ii. Cash Credit / Overdrafts and Demand Loans: Banks should undertake a study of behavioral and seasonal pattern of available based on outstanding and the core and volatile portion should be identified. While the volatile portion could be shown in the near-term maturity buckets, the core portion may be shown under over 1-3 years bucket.</p> <p>iii. Term Loans: The cash flows on account of the interest and principal of the loan may be shown under respective maturity buckets.</p> <p>The ALM report should be prepared as per above requirement of RBI so that it can be generated for any specific date for the Bank as a whole.</p>

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					Any customization to the reports should be done without any additional charges during the contract period.
26	Section 3 – Scope of Work	34	2.17 Migration process	<p>The migration from Finacle 7.0.18 to Finacle 10.2.25 should be staged as follows:</p> <ol style="list-style-type: none"> 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. 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. Stage 3: Integration of payment channels, ancillary services and user testing. Stage 4: Go-Live of the project after user acceptance. <p>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.</p>	<p>The migration from Finacle 7.0.18 to Finacle 10.2.25 should be staged as follows:</p> <ol style="list-style-type: none"> Stage 1: The database should be migrated from single byte system to multi byte system. This includes big bang migration of database along with upgrade of CBS from Finacle 7.0.18 to Finacle 7.0.25. The upgrade should be done in existing infrastructure of Finacle 7.0.18. If the system with Finacle 7.0.25 is to be made available to end users, then the upgrade should include the integration of ancillary services and payment interfaces and testing of the same. <p>After upgradation of CBS to Finacle 7.0.25 in existing infrastructure, the application supports for CBS in existing infrastructure should be provided by new SI till go-live date. Bidder should quote accordingly in “FM-manpower” cost as part of TCO for the said period. The infrastructure support of the existing infrastructure till go-live will be under Bank’s existing vendor EIT.</p> <ol style="list-style-type: none"> 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. Bidder should quote all required engineer’s costs to manage infra and application of new setup till go-live, in

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					<p>the migration cost only. The payment for the engineers engaged from date of upgrade to Finacle 7.0.25 till Go-live will be done as per clause defined for “Other Recurring Payments”.</p> <p>3. Stage 3: Integration of payment channels, ancillary services and user testing.</p> <p>4. Stage 4: Go-Live of the project after user acceptance.</p> <p>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.</p> <p>*NOTE: Any reference to "migration" in this RFP document shall be read as "Upgradation/Migration"</p>																												
27	Section 3 – Scope of Work	50	3. VIRTUAL ENVIRONMENT FOR NON-CBS APPLICATIONS (PART B)	<p>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.</p> <p>a. Bidder should provide following application VMs for application / web but not for Database.</p> <table><tr><th>VM type</th><th>Used for</th><th>Physical Core / VM</th><th>Operating system / VM</th><th>RAM / VM</th><th>Storage Space / VM</th><th>Number of VMs</th></tr><tr><td>Type A1</td><td>Application – Windows</td><td>4</td><td>Windows Server Enterprise</td><td>8 GB</td><td>512 GB</td><td>14</td></tr></table>	VM type	Used for	Physical Core / VM	Operating system / VM	RAM / VM	Storage Space / VM	Number of VMs	Type A1	Application – Windows	4	Windows Server Enterprise	8 GB	512 GB	14	<p>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.</p> <p>a. Bidder should provide following application VMs for application / web but not for Database.</p> <table><tr><th>VM type</th><th>Used for</th><th>Physical Core / VM</th><th>Operating system / VM</th><th>RAM / VM</th><th>Storage Space / VM</th><th>Number of VMs</th></tr><tr><td>Type A1</td><td>Application – Windows</td><td>4</td><td>Windows Server Enterprise Edition with SA</td><td>8 GB</td><td>512 GB</td><td>14</td></tr></table>	VM type	Used for	Physical Core / VM	Operating system / VM	RAM / VM	Storage Space / VM	Number of VMs	Type A1	Application – Windows	4	Windows Server Enterprise Edition with SA	8 GB	512 GB	14
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				<table><tr><td></td><td></td><td></td><td>Edition with SA</td><td></td><td></td><td></td></tr><tr><td>Type A2</td><td>Application – Windows</td><td>4</td><td>Windows Server Enterprise Edition with SA</td><td>16 GB</td><td>512 GB</td><td>16</td></tr></table> <p>*Note: Bidder can opt to propose and quote for Windows Server Datacentre Edition with SA to meet the above requirement of VMs in place of Enterprise Edition OS as per the design proposed by the bidder.</p> <p>b. Bidder should provide following Database instances for non CBS application.</p> <table><tr><th>VM type</th><th>Used for</th><th>Instances</th><th>Database Size / instance</th></tr><tr><td>Type D1</td><td>Database – Oracle Enterprise Edition</td><td>24</td><td>50 GB</td></tr><tr><td>Type D2</td><td>Database – Microsoft SQL Server Enterprise Edition</td><td>12</td><td>20 GB</td></tr></table> <p>c. Bidder can propose any kind of VM solution as best suited like KVM, VPAR, LPAR, Hyper visor, VM Ware, etc.</p> <p>d. The management of these infra will be under scope of the bidder.</p> <p>e. 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.</p> <p>f. The administrative user access should be provided to Bank.</p> <p>g. The security controls of these VMs will be under scope of the bidder.</p> <p>h. Backup of the database and application will</p>				Edition with SA				Type A2	Application – Windows	4	Windows Server Enterprise Edition with SA	16 GB	512 GB	16	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	<table><tr><td>Type A2</td><td>Application – Windows</td><td>4</td><td>Windows Server Enterprise Edition with SA</td><td>16 GB</td><td>512 GB</td><td>16</td></tr></table> <p>*Note: Bidder can opt to propose and quote for Windows Server Datacentre Edition with SA to meet the above requirement of VMs in place of Enterprise Edition OS as per the design proposed by the bidder.</p> <p>b. Bidder should provide following Database instances for non CBS application.</p> <table><tr><th>VM type</th><th>Used for</th><th>Instances</th><th>Database Size / instance</th></tr><tr><td>Type D1</td><td>Database – Oracle Enterprise Edition</td><td>24</td><td>50 GB</td></tr><tr><td>Type D2</td><td>Database – Microsoft SQL Server Enterprise Edition</td><td>12</td><td>20 GB</td></tr></table> <p>c. Bidder can propose any kind of VM solution as best suited like KVM, VPAR, LPAR, Hyper visor, VM Ware, etc.</p> <p>d. The management of these infra will be under scope of the bidder.</p> <p>e. 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.</p> <p>f. The administrative user access should be provided to Bank.</p> <p>g. The security controls of these VMs will be under scope of the bidder.</p> <p>h. Backup of the database and application will be under scope of the bidder.</p>	Type A2	Application – Windows	4	Windows Server Enterprise Edition with SA	16 GB	512 GB	16	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
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				be under scope of the bidder.	i. Bidder should provide a centralized console for monitoring and management of VMs for A1, A2, D1, D2 servers at DC and DR.
28	Section 8 – Terms and Conditions	71, 72	8.12 Payment Terms:	<p>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:</p> <p>1 Hardware and Servers:</p> <p>The payment against new hardware or servers will be released as below.</p> <ol style="list-style-type: none"> 80% of the Hardware Cost on delivery. 20% on Go-Live of the project or on submission of an equivalent amount a separate Bank Guarantee with a validity of 1 year and claim period of 3 months, post completion of installation of the systems in all respects. <p>2 License Cost:</p> <p>The payment against one time cost of DB License, OS License and Tools licenses will be released as below.</p> <ol style="list-style-type: none"> 80% of the One Time Cost on delivery. 20% on Go-Live of the project or on submission of an equivalent amount a separate Bank Guarantee with a validity of 1 	<p>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:</p> <p>1 Hardware and Servers:</p> <p>The payment against new hardware or servers will be released as below.</p> <ol style="list-style-type: none"> 80% of the Hardware Cost on delivery. 20% on Go-Live of the project or on submission of an equivalent amount a separate Bank Guarantee with a validity of 1 year and claim period of 3 months, post completion of installation of the systems in all respects. <p>2 License Cost:</p> <p>The payment against one time cost of DB License, OS License and Tools licenses will be released as below.</p> <ol style="list-style-type: none"> 80% of the One Time Cost on delivery. 20% on Go-Live of the project or on submission of an equivalent amount a separate Bank Guarantee with a validity of 1 year and claim

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				<p>year and claim period of 3 months, post completion of installation of the systems in all respects.</p> <p>3 AMC and ATS Cost: AMC of Hardware, Subscriptions and ATS of all software licenses will be released as annually in Advance.</p> <p>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 monthly arrear.</p> <p>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.</p> <p>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.</p> <p>5 Training Cost</p>	<p>period of 3 months, post completion of installation of the systems in all respects.</p> <p>3 AMC and ATS Cost: AMC of Hardware, Subscriptions and ATS of all software licenses will be released as annually in Advance.</p> <p>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 monthly arrear.</p> <p>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.</p> <p>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.</p> <p>5 Training Cost The payment towards Training will be released only after successful completion of all trainings</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>The payment towards Training will be released only after successful completion of all trainings under scope of bidder and submission of feedback report from participants. The average feedback score from participants should be 3 out of 5.</p> <p>6 Migration Cost</p> <p>The payment towards transition and migration activities (Total of Transition and Migration Cost in commercial format) will be released on Signoff of migration process after go-live and after deduction of penalty as defined under "8.10 Penalty Clauses: (1) Penalty for delay in project implementation and migration".</p> <p>7 Per man-day charges for customization:</p> <p>The payment towards per man-day charges for a CR, agreed between Bank and SI as chargeable CR will be paid with following formula after completion of the activity and on acceptance of the same by Bank.</p> <p>"per man-day charge" x "agreed man days"</p> <p>8 On Demand (OD) resource engagement:</p> <p>The On Demand resource engagement should be pre-approved by Bank. The payment towards period of engagement should be billed with following formula after completion of the activity assigned in full.</p>	<p>under scope of bidder and submission of feedback report from participants. The average feedback score from participants should be 3 out of 5.</p> <p>6 Migration Cost</p> <p>The payment towards transition and migration activities (Total of Transition and Migration Cost in commercial format) will be released on achieving following two milestones and after deduction of penalty as defined under "8.10 Penalty Clauses: (1) Penalty for delay in project implementation and migration".</p> <p>1. 30% of "Total of Transition and Migration Cost in commercial format" on upgradation of CBS in existing infrastructure to Finacle 7.0.25.</p> <p>2. 70% of "Total of Transition and Migration Cost in commercial format" on Go-Live of new CBS with Finacle 10.2.25.</p> <p>7 Per man-day charges for customization:</p> <p>The payment towards per man-day charges for a CR, agreed between Bank and SI as chargeable CR will be paid with following formula after completion of the activity and on acceptance of the same by Bank.</p> <p>"per man-day charge" x "agreed man days"</p> <p>8 On Demand (OD) resource engagement:</p> <p>The On Demand resource engagement should be pre-approved by Bank. The payment towards period of engagement should be billed with</p>

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Amendment
				<p>"contract rate of OD charges" x "number of days engaged"</p> <p>Invoice Terms:</p> <p>Bank will release payment of GST compliant invoice within 30 days of receipt of the physical copy of the same, if and only if,</p> <ol style="list-style-type: none"> 1. the invoice is in order 2. there is no dispute or discrepancies available 3. The services billed on the invoice have been delivered and accepted in full and as per terms and condition mentioned in the RFP. 	<p>following formula after completion of the activity assigned in full.</p> <p>"contract rate of OD charges" x "number of days engaged"</p> <p>Invoice Terms:</p> <p>Bank will release payment of GST compliant invoice within 30 days of receipt of the physical copy of the same, if and only if,</p> <ol style="list-style-type: none"> 1. the invoice is in order 2. there is no dispute or discrepancies available 3. The services billed on the invoice have been delivered and accepted in full and as per terms and condition mentioned in the RFP.
29	Section 2 – Introduction, Amendment_1 dated 22.11.2021, 14	11	2.2 Objective of this RFP	The SI will be engaged for migration activities from date of acceptance 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.	<p>The SI will be engaged for migration activities from date of contract 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.</p> <p>The bidder should ensure signing and execution of the contract within 2 weeks of acceptance of PO.</p>
30	Section 3 – Scope of Work	53	10.Technical Details Required From Bidder	Point# 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	This clause stands cancelled.

APPENDIX 4 – ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL (Revised)

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, or any other widely accepted enterprise or open source application, 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. Bidder can propose any widely accepted enterprise or open source applications (with required subscriptions for enterprise support and use) compiling to specification mentioned.		
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.		

S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
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		
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 MTTR 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, middleware, application 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 system		
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.		

S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
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.		
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, PCI.		
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 EMS tools should have all necessary functionality to monitor and report the network traffic between the servers and VMs to be provided under scope of this RFP.		
39	Number of devices and VMs to be monitor should be calculated by the bidder as per their proposed solution.		
40	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.		
41	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		
42	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		
43	Should able to support and handle large volume of incident, service requests, changes management etc.		
44	Should able to integrate with third party IVR or CTI		

S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
45	Certified for ITILv3 process or design document / release note states that the proposed solution is in compliance with ITILv3 process.		
46	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.		
47	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		
48	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.		
49	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.		
50	Should provide modern data analysis methods for insight and value to service desk by leveraging unstructured as well as structured data		
51	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.		
52	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).		
53	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		
54	The tool should allow the creation of different access levels (i.e. Read only, write, create, delete) to knowledge management system		
55	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		
56	The Knowledge Management solution should be available in a Multi Tenanted environment		
57	Solution should support comprehensive SLA management platform		
58	Must allow creating and applying various operational level parameters to Incidents, Requests, Changes, and Release management modules.		
59	The application should have a predefined/customizable field to indicate & track the progress/status of the lifecycle of ticket(s).		

S/N	Minimum Technical requirement for EMS Tool	Compliance (Yes/No)	Remark
60	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.		
61	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.		
62	The solution should support SLA violations alerts during the tracking period.		
63	The solution should support managing and maintaining a full history of an SLA.		
64	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		
65	Discovery should work without requiring agent installation (that is, agent- less discovery) while discovery Layers 2 through Layers 7 of OSI model		
66	Should use Industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent		
67	Discovery system should have ability to modify out-of-box discovery scripts, create customized discovery scripts		
68	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		
69	Bidder should mention maximum rated power (watts) and cooling (BTU/hr) and rack space requirement for the server.		
70	The EMS tools licenses should be in annual subscription based license and should be in the name of Odisha Gramya Bank.		

Table#2: Clarification on queries of bidders

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
1	DXC	71, 72	8.12 Payment Terms:	6 Migration Cost The payment towards transition and migration activities (Total of Transition and Migration Cost in commercial format) will be released on Signoff of migration process after go-live and after deduction of penalty as defined under "8.10 Penalty Clauses: (1) Penalty for delay in project implementation and migration".	Proposed change requested. Payment for Transition and Migration should be made on successful completion of the following milestones: 1) 20% payment on successful Signoff by Bank on the Gap Analysis/Detail system Study of Finacle Upgrade 2) 20% payment on successful Signoff by Bank on DRG document 3) 20% payment on successful Server Installation, OS Installation, DB Installation 4) 10% on Integration Sign Off 5) 15% on successful UAT/ SIT Signoff 6) 15% on Go Live	The clause in Amendment_1 dated 22.11.2021 stands. Please refer to the clause# 5 of Amendment_1
2	DXC	78	Order Cancellation	In case of order cancellation, any payments made by OGB to the Bidder for the particular undelivered items or services would necessarily have to be returned to OGB. 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 or vendor for the undelivered portion of the work.	a). In case of Order Cancellation, Bank reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the Vendor with the capping of 125% (incremental cost of 25%) of the original quoted cost for such deliverable as per commercial bid. b). We understand in case of cancellation of order, any advance payments made by the Bank to the Vendor would be returned to the Bank. Please confirm this. The ATS/ AMC should be exempted from this as DXC has to make the	Refer to Amendment_2, point# 1 Clarification: Yes, Any advance payments made by the bank for the undelivered items or services will have to be returned with compensation for additional expenditure as mentioned in the clause.

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					payment in advance to the vendors for these services.	
3	DXC	71-72	1) Timeline and Penalty for delay in project implementation:	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 for 'all components of undelivered items or services' under consideration	Same understanding as point (b) above under order cancellation clause.	The clause in Amendment_1 dated 22.11.2021 stands. Please refer to the clause# 4 of Amendment_1 Clarification: Any advance payments made by the bank for the undelivered items or services will have to be returned.
4	DXC	70,71	8.10 Penalty Clauses:	2) Penalty for downtime for Post implementation, 3) SLA for Software Support, 4) Penalty on not meeting "2.13 Performance requirement", 5). Penalty on Disaster Recovery Site unavailability	Overall Penalty during the support phase shall not exceed 5% of the monthly payment.	Refer to Amendment_2, point# 2
5	DXC	13	Serial No 17 - Section 3 – Scope of Work	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-passive and redundant instances in separate physical box with zero data loss. 3. "Node 3" and "Node 4" should be replica of DC Cluster (Node 1 & Node 2) with auto synchronization. 4. "DC DB Cluster" and "DRC DB Cluster" should be in Active – Passive sync with RPO of 15 min and RTO of 2 Hrs and near Zero Data Loss. 5. It should be possible to leverage the standby database to run	Request you to kindly remove this as near Zero data loss is not possible between DC and DRC DB cluster without Near DR site 4. "DC DB Cluster" and "DRC DB Cluster" should be in Active – Passive sync with RPO of 15 min and RTO of 2 Hrs and near Zero Data Loss.	Refer to Amendment_2, point# 3

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				reporting work load to optimizing the load on the primary.		
6	DXC	4	Section 8 – Terms and Conditions	Penalty on not meeting "2.13 Performance requirement" ₹ 5,000/- per instance will be deducted from any of the monthly payment for CPU utilization exceeding 70% at an instance except during Day-End process.	Request you kindly make this change ₹ 5,000/- per instance will be deducted from any of the monthly payment for CPU utilization exceeding 70% (sustained peak for a period of 30 mins) at an instance except during Day-End/Batch process like SB interest booking	Refer to Amendment_2, point# 2
7	DXC	4	Section 8 – Terms and Conditions	For each week delay after agreed timeline for application support and customization as non-chargeable activity or CR, penalty of 0.1% with maximum penalty of 5% of "the total monthly resource cost" for application support will be deducted from the monthly payment	As this is related to customization , request you to change the costs reference and modify the clause as " For each week delay after agreed timeline for application support and customization as non-chargeable activity or CR, penalty of 0.1% with maximum penalty of 5% of "the total monthly resource cost" for application customization support will be deducted from the monthly payment	The clause in Amendment_1 dated 22.11.2021 stands. Please refer to the clause# 4 of Amendment_1
8	DXC	4	Section 8 – Terms and Conditions	For not complying with the SLA defined for "Problem/ Issue/ Defect" under Section 8.9, penalty of 0.5% with maximum penalty of 5% of "the total monthly support resources cost" will be deducted from monthly payment.	This will have dependency on OEM and any issues that requires OEM involvement should be excluded from this. Other than this the penalty is very stringent and request you to kindly relax the same and make it fixed penalty	Refer to Amendment_2, point# 2
9	DXC	16	21 Section 3 – Scope of Work	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 or 10 months from the date of issue of Purchase Order, whichever is later. To expedite the process, Bidder should engage	The timelines will start from the date of signing of contract. Request you to modify the clause as "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 or 10 months from the date of signing of	Refer to Amendment_2, point# 4

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				adequate engineers to complete the migration process before scheduled time well in advance.	contract issue of Purchase Order, whichever is later. To expedite the process, Bidder should engage adequate engineers to complete the migration process before scheduled time well in advance.	
10	DXC	17		RPO -10 mins for CBS and for Database - RPO of 10 mins & RTO of 60 mins	In Serial No 13 Bank has mentioned RPO of 15 mins and is contradicting here. Request you to kindly change this to 15 mins. Also there cannot be a separate RPO and RTO of Database. Hence request you to remove the same	Refer to Amendment_2, point# 5
11	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Database Administrator L2 -1	The setup cannot be run by a single Database L2. Request you to add One more Database L2 so that bidder can adhere to SLA uptime requirement of Bank and will also ensure proper coverage during business hours of Bank	Refer to Amendment_2, point# 6
12	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Infrastructure Support and OS Admin - 1	Our understanding is that 1. Bidder need to propose L2 Engineer 2. The shift coverage should be D, E instead of D, N 3. Also confirm that Bank needs two shift coverage so the number of resources required will be 2	Refer to Amendment_2, point# 6
13	DXC	22	2.10 Application Maintenance, Support Services (AMS)	Storage and backup L2 - D,N	Bidder will have to propose 2 Engineers for covering two shifts. Also please confirm if the coverage required is D,N or D,E	Refer to Amendment_2, point# 6
14	DXC	22	2.10 Application Maintenance, Support Services (AMS)	However it is bidder's responsibility for end to end management including SLA. Also note that this capping of 60% is also applicable for individual capability asked in RFP	Request you to keep an overall capping of 60% for overall Infra resources (Database, OS & System, Middleware and Load balancer) as it	The clause in Amendment_1 dated 22.11.2021 stands. Please refer to the clause# 27 of Amendment_1

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				(Applications L2, Database Admin L2 and System Admin). Resources type where only 1 unit irrespective of location has been asked should be under scope of bidder only. On Demand resource can either be on bidder's payroll or on third party.	will allow flexibility for bidder to propose resources	
15	DXC	58	APPENDIX 10 – PROJECT DIRECTOR	Should have either PMI / PMP Certification or MBA or any other certifications related to project management / project methodology.	Request you to modify the clause as " b. Should have either PMI / PMP Certification or MBA or BE/BTech or any other certifications related to project management / project methodology.	Refer to Amendment_2, point# 7
16	DXC	22	Oracle Database license	Kindly share the scope related to Oracle Database Active Data Guard. Is it only for data replication from primary site to secondary site or we are running some reports from secondary site on replicated data from primary site? Clarification: Primary objective of Active Data Guard is for data replication between DC and DRC and correction of corrupted data block.	The DC- DR replication can take place using native feature/functionality of Database. Does Bank needs additional oracle data guard also. Please confirm	Refer to Amendment_2, point# 8 Clarification: Bidder should use the native data guard of Oracle Database. Bidder need not to propose Active data guard.
17	DXC	51	Hardware Sizing	Request Bank to share the requirement hardware sizing for Training, UAT, Development environment in % of production sizing	This is required for the sizing the hardware for Non-Production environment and ensure normalization in the infrastructure requirement	Refer to Amendment_2, point# 9
18	DXC	51	Architecture requirement for other solutions being supplied	Request Bank to let us know if they need High Availability in DC , stand alone in DR for the new solutions asked by Bank	Our understanding is that bidder has to propose hardware, OS, DB for new solutions asked in the RFP. This is required for the sizing the hardware for other solutions.	Refer to Amendment_2, point# 10

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
19	DXC		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 / web but not for Database.	The Bank has shared the sizing for the Type A, Type A2 , Type D1 & Type D2 Servers. We need the following clarifications from Architecture perspective 1. Whether bidder can propose all the VM's of Type A1 in a single server or spread in two different Servers . If we propose two different servers then redundancy can also be built in future between applications if require. Request you to confirm this for all four types A1,A2, D1 & D2	Refer to Amendment_2, point# 11
20	DXC	25	Table_1: S.No 30	Call/Helpdesk with Change management feature – 20 nos. of concurrent users.	1) Kindly provide the actual number of agents/users because very few helpdesk tools have licensing model based on Concurrent users. In lack of counts of named users, SI will have very limited option for ITSM tools. 2) Are these 20 users includes SI's helpdesk/service desk agents OR whether these are specific to OGB's usage ?	Refer to Amendment_2, point# 12
21	DXC	26	Table_1: S.No 30	DC, DR infrastructure monitoring and Patch management for 125 devices.	In the EMS Specifications in Appendix 4, you've also asked for NMS solution in specifications # 38-57.If yes please provide the split of 125 devices as how many of these are servers (Physical, virtual) , storages, network devices because there are different tools for network , server, storage which are licensed as per their respective device counts. Please also note that in this clause 'Patch management' will be only applicable for network and servers/OS.. It will not be applicable for	Refer to Amendment_2, point# 12 & 13

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					storage as the storage firmwares are patched by their native storage applications.	
22	DXC	14	2.3.9	The network infrastructure is being managed by third party vendor M/s CMS IT Services Pvt. Ltd.	Kindly re-evaluate the need of an NMS as we believe your existing Network MSP may have established the NMS tools. Also kindly note that in section 2.3.12 , there is no existing NMS tool of HP , so procuring a new NMS tool may create duplicacy with your Network MSP's tools.	Clarification: Bidder should monitor the network traffic between the servers proposed by the bidder under the scope of this RFP. For that matter, if separate license is required in the proposed EMS tools, than bidder should factor the same.
23	DXC	27	Table_1: S.No 33	Certified for ITILv3 process.	Kindly remove this clause as none of the Open source tool will be Certified for ITIL V3 or V4. OR you may remove the 'Open source' from S.No 30 clause in Table-1 in Addendum	Refer to Amendment_2, point# 13
24	DXC	26	Table_1: S.No 30	All customization to these application as per requirement of Bank should be addressed by bidder without any additional cost during the contract period.	The tool updates, customizations etc needs resources/manpower. So requesting bank to mandate atleast 2 resources for managing the tools on day-to-day basis in general shift.	The clause in Amendment_1 dated 22.11.2021 stands. Refer to Amendment_2, point# 12
25	DXC	124	APPENDIX 4 – ENTERPRISE MANAGEMENT SOLUTION (EMS) TOOL - 35	Will support audit and remediation against industry best practice content such as CIS, MSFT.	Kindly advise what is MSFT and whether its applicable to OGB's environment. Request you to please change this clause as "Will support audit and remediation against industry best practice content such as CIS, PCI.	Refer to Amendment_2, point# 13
26	DXC	12	Point 14	The SI will be engaged for migration activities from date of acceptance 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	Request you to modify the clause as 'The SI will be engaged for migration activities from date of signing of contract of acceptance 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	Refer to Amendment_2, point# 29

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				(whichever is later) for migration activities.	date of contract (whichever is later) for migration activities.	
27	DXC			L2 Support engineer in M,D,E,N shift and min resources 6	Request bank to make minimum L2 support to increase to 8 considering new solutions getting implemented with CBS and 4 shifts. This will normalise the resource count for all bidders for quality delivery.	Clarification: The clause on number of L2 support resources will remains same. Refer to Amendment_2, point# 6
28	DXC	32	46	The bidder cannot sub-contract the migration activity to any other company or firm and the implementation for the Bank must be done by the employees of the bidder, however support services can be sub-contracted as per clause defined in Amendment_1, 27.	There are certain activities requiring niche skills which requires involvement of partners. However, the overall responsibility will remain with the bidder for the deliverables. Request Bank to amend this clause as below 'Bidder may engage the services of partner for performing its obligations under this agreement. However, Bidder will remain overall responsible for the said deliverables'.	Refer to Amendment_2, point# 14
29	DXC	73	113	Card Management System - The Card Management System should be provided by Bidder and same should be integrated with CBS. Commercial template" Migration Cost" tab row 19	Card Management System : Bidders understanding was Card Management system is getting implemented by bank and Bidder responsibility will be only to integrate CBS with Card Management solution to be implemented by Bank. Please confirm this. If Bidder need to implement the solution request bank to provide the solution scope, transaction volumes and functionalities expected.	Refer to Amendment_2, point# 15
30	DXC	24	29	The recurring cost of GSP should be quoted by bidder in commercial format and the charges for GSP will	There is no provision to add the recurring Charges for GSP	Refer to the Commercial Bid Format-Amended-2.xlsx

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				be released as defined for recurring payment to the bidder		
31	DXC		Commercial Template	Commercial Template "Application License" tab "Asset Liability Management "	There is no Asset Liability management solution asked in RFP. Request bank to review and clarify or correct.	Refer to the Commercial Bid Format-Amended-2.xlsx Also refer to the Amendment_2, point# 25
32	DXC	18	24	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. The security controls of these VMs will be under scope of the bidder.	Bank has mentioned that Bidder should provide 30 VMs (14 Type A1 and 16 Type A2) and 36 DB Instances (24 Type D1 and 12 Type D2). Other than these VMs that the Bidder will propose does Bank want AV solution for other servers in DC and DR also? If yes, Bidder needs to know the total count of servers to be covered by the AV solution.	Refer to Amendment_2, point# 16
33	DXC	32	7. Database 1.Oracle Enterprise Edition: - Point 48	c. Bidder should also supply and install following additional licenses: 1) Diagnostic Tunic licenses 2) Partitioning 3) Audit Vault and database firewall Clarification This clause stands cancelled	In the clarification Point 48 in Page Number 32 bank has deleted the requirement of supply of Diagnostics, Partitioning, tuning and Audit vault & Database Firewall. . However, in Pg 75, Pt. 129 Bank is also stating that security related to Data will be under scope of SI. Understand that Audit Vault and database firewall will provide controls like Database Activity Monitoring, hence request Bank to clarify whether this solution is needed or not.	Clarification: SI should ensure the security of data with native features of database without Audit Vault and Database firewall. Bidder need not to propose additional database product licenses for the same.
34	DXC	74	127	Kindly provide the Security measures that will be considered for go-live sign off (security controls/components listed below for reference).	Bank's remark for this clarification is not there.	Clarification: Bidder to consider for all possible security measures using the native features of the solutions proposed and as per guidelines of NABARD

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				Kindly provide the details of what you have (from the list of security controls listed below) so that we can analyse and bring or recommend what is required for minimum security posture to be implemented Based on the responses for the below solutions availability we will further send queries for design and quantification		for RRB on security measures to the extend it is applicable under scope of this RFP.
35	DXC	75	129	Clarification: Security related to Data will be under scope of "SI"	<p>If security related to Data is under scope of "SI", then "SI" will need to provide additional controls. In that case, request Bank to clarify if there is a requirement for non-native security tools for the below solutions:</p> <ul style="list-style-type: none"> - Database Activity Monitoring - Data Loss Prevention - Key Management - Data at rest / in transit /in use encryption - Data Masking/Obfuscation/Anonymization/Pseudonymization - - Information rights management <p>Our understanding is that bidder only has to propose Aadhaar Data Vault and Antivirus as part of security solutions asked in the RFP.</p>	<p>Clarification: Bidder should ensure the data security using the native features of the solutions proposed and as per guidelines of NABARD for RRB on security measures to be extend within applicable under scope of this RFP.</p>
36	DXC	75	130	Clarification: "SI" can either use the Active Directory service available with Bank for IAM or can provide the same as per feasibility.	Bidder understanding is that non-native solutions for SSO and RBAC is not required and need not be proposed by bidder. The RBAC can be	<p>Clarification: Bidder should use the native features or functionalities only.</p>

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					provided using the native functionality available within CBS application	
37	DXC	2,84	Table#1: Amendment_1 Point 1 and point	Point 1 states "The no of users for tokenization shall be approximately 10 during UAT. However, bidder should factor for additional users if it is required as per design proposed by the bidder without any additional cost."	This point is contradicting to Clarification provided against Query 188 that "Clarification: Separate dedicated Aadhaar Vault for UAT is not required." Please clarify what is expected in UAT for Aadhaar Vault .	Clarification: Separate UAT for Aadhaar Data Vault is not required. Bidder should use the Aadhaar Data Vault of DR site for UAT.
38	DXC	Serial Number 105 - Wipro query	Serial Number 105 - Wipro query	Wipro query: We can remove the dependency on intermediate migration to 7.0.25. It is not needed if we are using ETL approach. Even Multi Byte conversion also would not be required. Please revisit. OGB clarification: If bidder is having alternate improved approach to skip any of the step of migration, the same will be studied by Bank during Business Requirement Documentation, and if found to be suitable and effective, the same can be accepted by Bank.	New implementation of Finacle 10 and data migration through ETL approach is different from 'as is' migration mandated in RFP. The ETL approach as stated above will not take care of the closed entities and some old data of Finacle 7 into Finacle 10. Request Bank to provide clarification on the approach	Refer to Amendment_2, point# 26 Clarification: Bidder should following the migration process defined under Amendment_2, point# 26 . Bidder should consider approaches which will ensure zero data loss during upgrade or migration and having sufficient success used cases.
39	DXC		New Clause	Suspension Rights of Vendor	Vendor shall have the right to suspend services or terminate the Contract in the event of (a) default by Bank of its payment obligations of undisputed invoices or any other material breach of the Contract by the Bank and the same remains uncured at the end of a thirty (30) days written notice from the Vendor; (b) Bank enters into any arrangement or composition with or for benefit of its creditors; or (c) winding up of the Bank.	Existing clause in RFP stands

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
40	DXC	94	Annexure I – Technical Bid Evaluation Criteria Credentials	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. Proposed Change requested: '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	Proposed Change requested: "Should have done upgrade /migrate or under process of migration of Finacle CBS from one version to a higher version within last 10 years. Proof of such work should be submitted along with the response."	Refer to Amendment_2, point# 17
41	DXC	Annexure B.1	Format of Bid Security Declaration	Bank will proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to EMD Value) and we will be suspended for participation in the tendering process of the Bank in future and will be blacklisted by the Bank, if we are in breach of our obligation(s) under the bid conditions, because we:-	a) As per the govt. notification dt. ____, EMD reference is to be replaced by suspension. But, EMD reference is taken by Bank which is not w.r.t the given notification. In this view, request Bank to delete the subject text as below since Bank already has ample remedies of suspension, blacklisting rights in this RFP and provide a period of such suspension and blacklisting periods as modified below: . Modified Clause: Bank will proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to EMD Value) and we Bidder will be suspended for participation in the tendering process of the Bank in future	Refer to Amendment_2, point# 18

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					and will be blacklisted by the Bank for a period of Two years, if we are in breach of our obligation(s) under the bid conditions, because we:-	
42	DXC	26	2.14 Finacle 10.2.25 Upgrade / Migration responsibility	Point 18 Documents · The Bidder/Vendor shall provide the project plan including · 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.)	Our understanding is that there Is no benchmark that bidder has to carry out and no documentation has to be provided for the same. Please confirm	Clarification: Bidder should submit the benchmarking documents, only if the same is available for the solutions.
43	DXC	26	2.14 Finacle 10.2.25 Upgrade / Migration responsibility	Bidder / Vendor should give details of the System Performance benchmarks on the various Network configurations such as Ø Leased Lines Ø VSAT Ø RF Ø MPLS Ø SD-WAN Bidder to mention the bandwidth requirement for the client systems. Bank will provide required bandwidth at Branches and Offices. Ø 10	Bidder can provide reference document of Network requirement from Edgeverve . However, there is no details like this available. Request you to remove the requirement	Clarification: Bidder can either provide the available document related to network requirement from Edge verve or can submit a self-prepared document on network requirements.
44	DXC	53	10. Technical Details Required From Bidder	Bidder / vendor should give details of the proven System Response times benchmarks for different versions of Operating System and Database of	There is no benchmark as such available, Request you to remove the clause	Refer to Amendment_2, point# 30

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
				the proposed version of Finacle 10.2.25		
45	DXC	33	Table#1: Amendment_1 Point 49 Clause 2.42 Aadhaar Data Vault	<p>The Proposed solution should have following capabilities:</p> <p>a. The underlying Database need not be in HA but in sync with DB of Aadhaar vault of DRC.</p> <p>b. The data should be encrypted at rest and in transit and should be protected from highly privileged users.</p> <p>c. All audit data should be encrypted and stored securely for alerts and compliance reporting and there should be a firewall at the database layer for preventing unauthorized SQL traffic such as SQL injection etc.</p> <p>d. There should be a robust Identity and Access Management Solution based on Least Privilege, Federation, Multifactor Authentication, Segregation of Duties principles etc.</p>	<p>Request Bank to re-consider the below 2 points as this would require the Bidder to provide additional license or security solutions on top of Aadhaar Data Vault solution</p> <p>c. All audit data should be encrypted and stored securely for alerts and compliance reporting and there should be a firewall at the database layer for preventing unauthorized SQL traffic such as SQL injection etc.</p> <p>d. There should be a robust Identity and Access Management Solution based on Least Privilege, Federation, Multifactor Authentication, Segregation of Duties principles etc.</p>	Refer to Amendment_2, point# 19
46	DXC	Annexure B.1	Format of Bid Security Declaration	<p>Bank will proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to EMD Value) and we will be suspended for participation in the tendering process of the Bank in future and will be blacklisted by the Bank, if we are in breach of our obligation(s) under the bid conditions, because we:-</p>	<p>a) As per the govt. notification dt. 12/11/2020, EMD reference is to be replaced by suspension. But, EMD reference is taken by Bank which is not w.r.t the given notification.</p> <p>In this view, request Bank to delete the subject text as below since Bank already has ample remedies of suspension, blacklisting rights in this RFP and provide a period of such suspension and blacklisting periods as modified below: .</p>	Refer to Amendment_2, point# 18

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					<p>Modified Clause: Bank will proceed against us for recovery of actual direct losses as per the remedy available under an applicable law (maximum up to EMD Value) and we Bidder will be suspended for participation in the tendering process of the Bank in future and will be blacklisted by the Bank for a period of Two years, if we are in breach of our obligation(s) under the bid conditions, because we:-</p>	
47	Wipro	1 Table 2 Point no. 106	2.17	Migration Process	As per the best practice Finacle upgrade [7.18 to 7.0.25] has to be carried out on HP-UX platform and the binary for Finacle 7.0.25 will be provided by bank to the bidder.	Refer to Amendment_2, point# 26
48	Wipro	16	Section 3	Scope of Work	Bidder will provide the details for bandwidth (To achieve RPO as per RFP), power, space, cooling and cabling requirement for this RFP scope during HLD/LLD preparation and bank will make necessary provision for the same.	<p>Clarification: Bidder should provide the details of bandwidth required between DC and DRC to achieve RPO as per RFP.</p> <p>The Power, Space and cooling for servers will be available are as per standard maintained by the Tire-3 DC vendor.</p> <p>The cabling between the servers and the cable till bank's designated switch port / Firewall cluster ports are under scope of bidder.</p>
49	Wipro	25	2.13	Performance requirement	"Current 200 TPS and 3Lacs transaction/Day as well as Year5 310	Refer to Amendment_2, point# 20

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					<p>TPS and 6Lacs transaction/Day figures are not matching for TPS calculation. We suggest you to relook the TPS calculation.</p> <p>We are suggesting to consider 140TPS (2Hours Peak time for 10Lacs transaction) for Year5 hardware sizing but the hardware should support 210TPS without any CPU or RAM upgrade from Day1. This will help us to reduce database and middleware license from day1."</p>	
50	Wipro	16	Section 3	Scope of Work	Request Bank to confirm that Bank existing Antivirus can be leverage for its deployment in DC and DRC for CBS setup. Kindly share the details of existing antivirus BOQ.	Clarification: Bidder should propose new solution for Antivirus.
51	Wipro	11-15	Section 2.3	Overview of existing infrastructure	<p>"We are suggesting minimum hardware sizing for varous environment as per below table as compare to production environment.</p> <p>1. Storage OEM should be in Gartner Magic Quardrant for all primary storage.</p> <p>2. Bidder has to proposed Enterprise SSD/ NVMe Disks.</p> <p>3. Bidder should provide storage capacity with minimum 150K IOPS with 8K Block size for 70% Read and 30% Write with sub millisecond latency. Bidder has to submit output of OEM sizing tool for the performance.</p> <p>4. The same storage should be scalable without any additional controller with 2 Times proposed</p>	Refer to Amendment_2, point# 21, 22

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					<p>capacity with same disk type/capacity. The storage capacity should be size with 75% capacity utilization at Year5.</p> <p>5. The bidder has to proposed clone copy capacity for the CBS database in the same storage.</p> <p>6. The bidder has to proposed storage with snapshot, clone, Thin Provisioning, Inline Compression & Deduplication and 3way DR replication license for the proposed entire capacity from day 1.</p> <p>7. Bidder has to provide Controller, DRAM, Disks, Ports based on the project requirement</p>	
52	Wipro	Page no 4	8.1	Penalty Clauses:	We requested the following clause to be added "The overall maximum penalty and LD, if any that can be imposed on the selected bidder under this contract shall not exceed 10% of the Yearly Contract Value.	Refer to Amendment_2, point# 2
53	Wipro	Page 73	8.17	Indemnity	We request to add the following clause "The liability of bidder (including all indemnities) under the scope of this RFP is limited to the value of the relevant order"	Refer to RFP clause 8.18 Bidder's Liability
54	Wipro	72-73	8.26	Effect of termination	<ul style="list-style-type: none"> 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 	Refer to Amendment_2, point# 24

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					<p>services.</p> <ul style="list-style-type: none"> • The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by BANK, continue to provide facility to BANK at <u>an mutually updated and agreed</u> no less favorable terms than those contained in this RFP. In case BANK wants to continue with the Bidder's facility after the completion of this RFP/contract then <u>both party shall agree on mutually updated and agreed terms through amendment.</u> the Bidder shall offer the same terms to BANK. • BANK shall make such prorata payment for services rendered by the Bidder and accepted by BANK at the sole discretion of BANK 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. • BANK 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 	

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark
					<p>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.</p> <ul style="list-style-type: none"> • 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 BANK. BANK also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services at the cost of the Bank. <u>In the event of termination by Customer, Wipro shall be paid for the: 1. Goods delivered; 2. Services rendered; 3. Work in progress; 4. Unpaid AMCs/ Services; 5. Third party orders in pipeline which cannot be cancelled despite Wipro's best efforts; 6. Unrecovered investments shall be paid by customer as per termination schedule till the date of termination.</u> 	
55	Wipro	116	Section 12 – Appendix	APPENDIX 1 – STORAGE SPECIFICATION	We request you to add the clause " In case bidder is proposing storage with integrated system based hardware solutions, they can offer the same."	Refer to Amendment_2, point# 21
56	Wipro			Various Environment Sizing	We are suggesting minimum hardware sizing for varous environment as per below table as compare to production environment.	Clarification: Bidder should refer to the specification and performance requirement given in the RFP and

Sr. No.	Bidder	Page No	Clause No	Description in RFP	Clarification Sought	Bank's Remark																																
					<table><tr><th>Environment</th><th>Compute</th><th>Storage</th><th>High Availability</th></tr><tr><td>Production @ DC</td><td>100%</td><td>100%</td><td>Yes</td></tr><tr><td>Production @ DR</td><td>100%</td><td>100%</td><td>Yes</td></tr><tr><td>MIS</td><td>60%</td><td>100%</td><td>No</td></tr><tr><td>Mock</td><td>60%</td><td>100%</td><td>No</td></tr><tr><td>Dev</td><td>20%</td><td>30%</td><td>No</td></tr><tr><td>Test/UAT</td><td>30%</td><td>50%</td><td>No</td></tr><tr><td>Training</td><td>30%</td><td>30%</td><td>No</td></tr></table>	Environment	Compute	Storage	High Availability	Production @ DC	100%	100%	Yes	Production @ DR	100%	100%	Yes	MIS	60%	100%	No	Mock	60%	100%	No	Dev	20%	30%	No	Test/UAT	30%	50%	No	Training	30%	30%	No	subsequent Amendment for sizing of the hardware.
Environment	Compute	Storage	High Availability																																			
Production @ DC	100%	100%	Yes																																			
Production @ DR	100%	100%	Yes																																			
MIS	60%	100%	No																																			
Mock	60%	100%	No																																			
Dev	20%	30%	No																																			
Test/UAT	30%	50%	No																																			
Training	30%	30%	No																																			