PASCHIM BANGA GRAMIN BANK

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RFP FOR SELECTION OF SYSTEM INTEGRATOR FOR MIGRATION OF CORE BANKING SOLUTION FROM FINACLE 7.0.18 TO FINACLE 10.2.25 INCLUDING SUPPLY, INSTALLATION, INTEGRATION, IMPLEMENTATION AND MAINTENANCE OF HARDWARE, SOFTWARE, NETWORK, FACILITY MANAGEMENT SERVICES FOR FIVE YEARS (E –TENDER)

RFP Ref. No: PBGB/HO/DIT/198/2023-24 Date: 03/05/2023

						Dt. 24-05-2023
				Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s)		
Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/ Description	Query sought/ Suggestions of the Bidder	Remarks
1	45	3.15	Integration with approx. 25 nos. of surrounding applications	Integration with approx. 25 nos. of surrounding applications	Please provide the OEM name, product name with version of the surrounding applications which requires integration with Core Banking system	1. Mobile Banking -Lcode Technologies 2. PFMS/SBMS-Mindgate 3. Ethics-NCS 4.AEPS-Atyati 5. CTS-Vsoft 6. SMS-Netcore 7. ATM Switch-Euronet
2	47	3.16	Interface Porting of Bank's all existing interfaces (Internal and External) with Finacle 7.0.18 to Finacle 10.2.25.	List of internal and external Interfaces	Bidder understanding is that the list of interfaces is provided in section 3.15. Please confirm. If any additional interfaces are to be considered, kindly provide the complete list of interfaces to be considered by Bidder.	Interface list is gen in clauseno. 31.5

3	48	3.17	All customization retrofitting and porting along with Interface porting to be done on ASIS basis.	List of Customization	Bidder request Bank to provide the complete list of existing customization with details like (Description of customization, functionality, technology used, interfaces details etc)	Bank has 1500 customised scripts, and 1900+ Menu (1700 Finacle Core Menu and 210 customised menu)
4	48	3.17	All customization retrofitting and porting along with Interface porting to be done on ASIS basis.	Customization Documentation	Please confirm the availability of documentation for all customization which includes, Requirement document, design document, Release Notes, user documents, Test Documentation etc which will be handed over to Bidder.	It will be provided to selected bidder only
5	48	6.1	During the contract period, System Integrator should implement all new implementation and customization as non-commercial Change Request (without any cost to Bank) related to following:	Future Regulatory and other compliance requirement Changes	The changes and impact of these changes to product and architecture is not known at the time of bidding, bidder request bank to implement such changes through the change management process. Please confirm.	Clause stands as per RFP
6	115	13.3	Go Live Readiness and Go-Live by Month 8	Project Time Line :	Considering the scope, complexity, integration/implementation with different applications etc, Bidder recommends Bank to consider an implementation timeframe of 12 months instead of 8 months.	Clause stands as per RFP

7	47	3.16	Interface Porting of Bank's all existing interfaces (Internal and External) with Finacle 7.0.18 to Finacle 10.2.25.	List of internal and external Interfaces	Bidder understanding is that any changes/modifications required by existing external/internal applications for interfacing with the new Version 10 CBS will be taken care by respective vendors/Bank. Please confirm.	Necessary changes at Interfacing applications (external / internal) for integrating with Finacle 10 will be done by respective vendors. However, system Integrator has to co-ordinate and extend the support for developing interface.
8	43	3.1	Finacle Version Upgrade (Migration to new version 10.2.25) and data migration by OSD of Application:	OEM Scope	Please clarify what is Bank's expectation on SI's role and CBS OEM's role here.	SI has to do the Fiancle application version Migration through Infosys, the OSD, as per SOW mentioned under clause no, 3.2
9	43	3.1	Finacle Version Upgrade (Migration to new version 10.2.25) and data migration by OSD of Application:	Technical and functional requirement of CBS Ver10	Request Bank to provide the detailed functional and technical requirements of the New CBS Version 10.X.	Technical & Functional requirement is well specified in Scope of Work (Part IV) and technical specification (Annexure D) of the RFP.
10	43	3.1	Finacle Version Upgrade (Migration to new version 10.2.25) and data migration by OSD of Application:	Existing License Details	Kindly provide the existing CBS license details including the different modules of CBS for bidder understanding	User (Branch) based license is availble for Finacle Core. Also license for GST Determination module is availble.

11		General Query		Current Architecture	Request Bank to provide details about the current arechitecture documentation (Both technical and deployment)	3 tire architecture for Finacle 7.0.18 is available.
12	60	8	Performance testing, load testing, of proposed hardware infrastructure,UAT/functional testing security testing & data migration testing using reliable testing tools through external testing agencies (maximum 2 agencies).	Testing	Bidder recommends the following amendments to this requirement. As Industry practice, Bidder request Bank to take the responsibility of UAT execution. Bidder will provide support through fixes/Patches. For the Data Migration and Load/Performance Testing, Bidder will be performing these Testing as part of project implementation, hence request Bank to remove the need for a separate agency for Load/Performance Testing.	Performance testing, load testing, of proposed hardware infrastructure, UAT/functional testing security testing & data migration testing using reliable testing tools.
13	60	Section 8 Point B	The System Integrator will be responsible for providing all tools required to perform testing with appropriate licenses.	Test simulators	Please clarify whether Bank will arrange PC/Descktops for running testing/Data simulator to conduct load/performance testing? Please Confirm,	Bank will provide Desktops
14	61	Section 8 Point M	Functional testing approx. 1500+ customization scripts and finacle menus	Custom scripts/Menus	Please provide list of these scripts with more details(script type - SQL/Unix, Functionality) etc.	Scripts contains functionality as well as PL/SQL

15	90	10.28	The Vendor / System Integrator shall ensure facility exist for the control of documentation and application program versions, executable between environments.	10.28 – System Configuration Management –	Wha tis the configuration Management tools used currently? Can this tool be leveraged by Bidder?	No existing tool is available.
16	110	13.1	L2- Application Management including Middleware (CBS) - Minimum Resource requirement is 3	Minimum Resource Deployment during contract period	Considering the 24X7X365 Support request Bank to mandate 5 resources as minimum standard requirements to cover business hours, holidays and week-ends	Clause stands as per RFP
17	44	3.2	Reports porting – (Approx 150)	Report Migration	Bidder Request Bank to provide the list of reports and their functionality for biider to consider as part of the customization porting	Please refer corrigendum
18	113	13.2	13.2 Resource Qualification & Experience	L2- Application Management (CBS)	To provide optmized FMS cost with qualify, Bidder request Bank to allow SI to consider a team with mix of resources under different experience categories as below L2 resource with experience Between 2-3 years, 4-5 Years and > 5 years of experience	Please refer corrigendum

19	173	Annexure D Table I, Point 10	There should be a single agent on the managed node that....	Single Agent	Requesting bank to modify the clause so that both agent less and agent base mechanisms are supported. "There should be both agent less and agent base method to monitor a managed node that....	Please refer corrigendum
20	173	Annexure D Table I, Point 13	The system should integrate with Helpdesk / Service desk tool for automated incident logging and also notify alerts or events via e-mail or SMS.	Integration	Kindly provide the details of the SMS system so as to check the compatibility.	Bank has engaged a SMS vendor for sending alert messages. Si to integrate EMS alert system with SMS service provider.
21	173	Annexure D Table I, Point 8	Offered solution should support bi-directional integration between the Network and Security	Integration	Kindly ellaborate the 'bidirectional integration between Network and Security"	Single console for network & security event and closely integration with network & security devices for log / event sharing in between those devices and EMS tool.
22	174	Annexure D Table I, Point 22	Will support audit and remediation against industry best practice content such as CIS, MSFT.	Compliance	What is MSFT ? Kindly update the term to PCI which is an industry standard compliance.	Please refer corrigendum

23	175	Annexure D Table I, Point 34	The system should be able to clearly identify configuration changes / policy violations / inventory changes across multivendor network tool.	Configuration management	Kindly clarify what is meant by 'Multivendor network tool'. Kindly provide the details of any other network tool you may have. Please note that as a part of EMS you will get one network monitoring tool. If you have any other vendor's network monitoring tool then please specify its name/version. The term 'multivendor network tool' is creating confusion on your requirement. OR kindly modify the clause to :- "The system should be able to clearly identify configuration changes / policy violations / inventory changes across multivendor network **devices**'.	It is multivendor network devices

| 24 | 175 | Annexure D Table I, Point 36 | The proposed system should be able to administer configuration changes to network elements by providing toolkits to automate the following administrative tasks of effecting configuration changes to network elements: a) Capture running configuration b) Capture start-up configuration c) Upload configuration d) Write start-up configuration e) Upload firmware. | Configuration management | Kindly remove the vendor specific options " a) Capture running configuration b) Capture start-up configuration c) Upload configuration d) Write start-up configuration e) Upload firmware."

Not every OEM provides necessarily a tool kit for administering the configuration changes, because the configuration management capabilities are inherant to their product. This seems to be a vendor specific clause, hence request bank to change it to :-

The proposed system should be able to administer configuration change activities like capturing current configuration, configuration backup, upload and change the firmware on the Network devices. | Please refer corrigendum |

| 25 | 176 | Annexure D Table I, Point 37 | The proposed fault management solution must able to perform "load & merge" configuration changes to multiple network devices | Configuration management | Kindly note that the 'configuration change' is a function of Configuration management solution and not the function of a 'Fault Management' solution. You've already asked the configuration management requirement in above clauses so kindly remove this clause OR Kindly change the clause to "The proposed configuration management solution must be able to perform configuration updates to multiple network devices | Please refer corrigendum |

26	176	Annexure D Table I, Point 38	The proposed fault management solution must able to perform real-time or scheduled capture of device configurations	Configuration management	Kindly note that the 'configuration change' is a function of Configuration management solution and not the function of a 'Fault Management' solution. You've already asked the configuration management requirement in above clauses so kindly remove this clause OR Kindly change the clause to "The proposed configuration management solution must be able to perform configuration updates to multiple network devices	Please refer corrigendum
27	56	7.11	All required Oracle database licenses will be provided by Bank.	EMS Database	A pre-nstalled Oracle Database if required by EMS solution will also be provided by Bank. Please confirm our understanding.	Oracle database license required for Finacle 10 Implementation will be provided by Bank. For any other application required database and other software licenses is under the scope of SI

28	96	11.5	Monitoring of Bank WAN, using EMS tool	EMS Scope	If bank has any WAN/ Branch devices which are out of scope of this RFP to supply/manage and if you want to cover those devices in EMS monitoring scope, then we request Bank to provide the type, quantity, make/model of those devices separately. So that bidder can appropriately procure the licenses. Else/Alternately, please confirm if the scope of EMS tool will be limited to the devices/insfrastructure supplied by the bidder.	All the network, security and other equipment / devices / applinaces supplied by SI under the RFP, should be in scope of EMS tool monitoring system.
29	99	11.9. (vi)	Monitor all Network Link…	EMS Scope		SI has to supply, install, implement, maintain& Manage Branch network equipment as mentioned in clause no. 11.8 (viii).
30	99	11.9. (vii)	Monitor all Network equipment ..	EMS Scope		
31	110	12.4	System Integrator should supply, install and maintain EMS tool related hardware & software at DC and DR both locations	EMS Hardware	Kindly specify the landscapes for DC and DR for EMS solution. We recommend to have Standalone in DC and Standalone in DR. The Test and Development may not be required for EMS systems. Please advise.	Clause stands as per RFP
32	111	13.1	AD, CAV, Biometric & EMS tool management	EMS Management	We request Bank to reserve atleast 2 dedicated resources for EMS. EMS tools need regular health-checks and updates as the surrounding environment keeps updating. In the market it is difficult to find resources of the mixed skills you've asked for.	Clause stands as per RFP

33	205	B - Point 10	Enterprise Management System - "As per requirement" mention in DC and DR columns	EMS Hardware	Kindly specify the landscapes for DC and DR for EMS solution. We recommend to have Standalone in DC and Standalone in DR. The T&D setup may not be required for EMS systems. Please advise.	Clause stands as per RFP
34	56	7.35	Bank has implemented two site Core Banking data replication using Oracle data guard between DC & DR. The same data replication has to be achieved by the System Integrator in all the two sites by implementing through ODG (Oracle Data Guard) between DC & DR. Regarding this any additional license & hardware if required will be borne by System Integrator.	Oracle Dataguard Replication licenses	As per RFP Clause No 7.11, the required License for Oracle database as per the hardware sizing of will be provided by Bank. But as per Clause 7.35 the Oracle Data Guard license has to be provided by the SI. The SI would like to clarify if all Oracle licenses including Oracle Data Guard will be provided by the Bank?	No separate license for Oracle Data Guard is required, it is bundled in Enterprise dataBasa license

35	59	7.37	The System Integrator should deliver the proposed hardware and software at respective delivery locations at Kolkata & Bangalore. Delivery, installation, commissioning of the hardware / software at all the three sites should be completed within 8 weeks from the date of purchase order.	Delivery of Hardware	The bidder request the bank to consider and update the clauses as follows: *The System Integrator should deliver the proposed hardware and software at respective delivery locations at Kolkata & Bangalore. Delivery, installation, commissioning of the hardware / software at all the two sites should be completed within 14 weeks from the date of purchase order.*	Clause stands as per RFP
36	67	9.25	System Integrator should provide Knowledge transfer (KT) to Bank's team quarterly basis. Bank will review same as and when required.	Knowledge Transfer	Please elaborate on the Knowledge transfer requirement quarterly. What topics should this cover?	The changes incorporate in the system either in regular operations or through customisations, the same to be informed to Bank team.
37	74	10.5	The System Integrators should include the complete cost of the L2 support for the entire 2 years as part of the Commercial bid. Same may be renewed for a further period with existing terms and condition including cost at the discretion of the Bank.	L2 Support tenure	The bidder request the bank to consider and update the clauses as follows: *The System Integrators should include the complete cost of the L2 support for the entire 5 years as part of the Commercial bid. Same may be renewed for a further period with existing terms and condition including cost at the discretion of the Bank.*	Please refer corrigendum
38	82	10.8	Maintain tools and facilities for bank to perform batch scheduling and batch monitoring activities.	Batch Scheduling and monitoring tool	What batch scheduling or monitoring tools are present in the environment?	Batch sceduling is done through Fiancle Menu

39	44	3.2	Finacle Core 7 to 10 Customization scripts porting (approx 1500). Finacle Core 7.x 1900 menus.	Finacle Product & Custom Menus	Need the existing Finacle Menus Split up numbers - Product Menus vs Custom Menus	Bank has 1500 customised scripts, and 1900+ Menu (1700 Finacle Core Menu and 210 customised menu)
40	44	3.2	Customization Porting	Customization in Finacle Menus	How many Finacle product menus have been customized for additional data capture, custom validations etc	210 Customised menus are there apart from Finacle core menu.
41	44	3.2	Reports porting – (Approx 150)	Report Format	Should we port the reports on AS-IS basis using MRT?	Clause stands as per RFP
42	44	3.2	Customer Master to CIF porting	CIF Porting	Whether proper classification of customers available -Retail or Corporate	Yes
43	44	3.2	Customer Master to CIF porting	CIF Porting	Whether Primary SOL ID for the customers defined appropriately?	Yes
44	55	7.6	SSL Certificate	SSL Certificate	Should SI provide SSL certificates only for production or SI should include non-production environments also for SSL certificates delivery	SSL is required for production and Non-production Systems.
45	69	10.3	All the maintenance and support during this extended support period would be on-site only.	Facilities Management	Bidder requests some Application L2 resource at DR Bangalore in view of Business Continuity Plan	Please refer cluase no. 13.1 for manpower distribution.
46	72	10.4	System Integrator needs to provide a menu driven start / stop of application services, which the L1 team will use for refreshing the services as and when required and monitoring their status.	L1 Service Desk	Finacle CBS services could not be menu driven due to product limitations. Also maintenance & operations of CBS services is recommended to be done only by L2.	Application start / stop process should take minimum time through well defined procuders..

| 47 | 122 | 6. Payment Terms | **Payment related to Table A**
a. 50% of the cost of Finacle 10.x migration cost (table A), will be payable after two weeks of successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25

b. Remaining 50% of Finacle 10.x migration cost (table A), will be payable after three months of successful migration of Finacle 7.0.18 version to 10.2.25 | **Finacle Migration Cost** | **Bidder proposes the following:**

Payment related to Table A
a. On Completion of DRG- 20%
b. On Completion of UAT- 50%
c. On Completion of Simulation Run- 20%
d. After Go-Live- 10% | Please refer corrigendum |

| 48 | 122 | 6. Payment Terms | **Payment related to Table B & C** a. 90% cost of Finacle related Hardware, Network equipment and Software cost (table B & table C) will be payable after two weeks of successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25

b. 90% cost of Other solution related Hardware and Software cost (table B & table C) will be payable after successful implementation of respective application

c. Remaining 10%, cost of Finacle related Hardware, Network equipment and Software cost (table B & table C) will be payable after three months of successful migration of Finacle 7.0.18 version to 10.2.25

d.Remaining 10%, cost of other | **Hardware Software Cost** | **Bidder proposes the following:**

Payment related to Table B & C a. Request 80% payment of Finacle and Other Solutions related Hardware, Network equipment to be made on delivery of hardware/network equipment.

b. Remaining 20% payment of Finacle and Other Solutions related Hardware, Network equipment to be made on installation & commissioning of hardware/network equipment.

c. Request 100% payment of Finacle and Other Solutions related Software cost to be made on delivery of software. | Please refer corrigendum |

| 49 | 123 | 6. Payment Terms | **Payment related to Table D, E & H**

a. After expiry of warranty period, **AMC for Hardware & Network Equipment shall be paid in quarterly arrear** basis, after realizing penalty charges, if any.

c. The charges for Facility Management Resources would be payable monthly in arrears, at the end of | **AMC & ATS Cost and Facility Management Services** | **Bidder proposes the following: Payment related to Table D & H:**

a. After expiry of warranty period, **AMC for Hardware & Network Equipment shall be paid yearly in advance.**

c. The charges for Facility Management Resources would be payable **quarterly in advance.**

SLA penalties if any, would be | Clause stands as per RFP |

| 50 | 123 | 6. Payment Terms | **Payment related to Table F & G**
a. 90% cost of Finacle Implementation cost (Table F) will be payable after two weeks of successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25

b. Remaining 10% cost of Finacle Implementation cost (Table F) will be payable after three months of successful migration of Finacle 7.0.18 version to 10.2.25

c. 90% cost of Other solution implementation (table G) will be payable after successful implementation of respective application with all the functionalities of the said software

d.Remaining 10%, cost of Other solution implementation (table G) will be payable after three | **One Time Implementation cost** | **Bidder proposes the following milestones for implementation cost:**

(Table F)- HARDWARE, SOFTWARE, NETWORK ONE TIME IMPLEMENTATION COST

1. On UAT completion- 20%
2. Production at DC- 40%
3. Production at DR- 40%
4. Branch Network equipment installation cost- for every 50 branches we will raise an invoice | Please refer corrigendum |

| 51 | 123 | 6. Payment Terms | **Payment related to Table F & G** a. 90% cost of Finacle Implementation cost (Table F) will be payable after two weeks of successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25

b. Remaining 10% cost of Finacle Implementation cost (Table F) will be payable after three months of successful migration of Finacle 7.0.18 version to 10.2.25

c. 90% cost of Other solution implementation (table G) will be payable after successful implementation of respective application with all the functionalities of the said software

d.Remaining 10%, cost of Other solution implementation (table G) will be payable after three | **One Time Implementation cost** | **Bidder proposes the following milestones for implementation cost:**

(Table G)- OTHER APPILICATIONS (ACTIVE DIRECTORY, ANTIVIRUS, BIOMETRIC, EMS)
ONE TIME IMPLEMENTATION COST

1. 50% on completion of activity at centralized site
2. Rest 50% will be billed on a pro rata basis on implementation of branches (block of 50)
3. Implementation cost of EMS solutionat DC & DR-80% on implementation, 20% on go-live | Please refer corrigendum |
| 52 | | Not available | RFP is Silent on Payment days- Due date of Invoice | **Not available** | **Bidder proposes following terms:**
i. All undisputed invoices to be paid within 30 days from the date of invoice.
ii. Any delay in payment of undisputed invoices will attract interest for late payment @ 1% per month
iii. Bidder has rights to terminate or | Not acceptable |

| 53 | 124 | 8. Performance Bank Guarantee | The System Integrator, within 15 days from the date of letter of intent (LOI) will have to furnish a Performance Bank Guarantee, format as per Annexure – G, issued by any scheduled commercial bank (other than Bank) equivalent to **10% of the total project cost** valid for 63 months

Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the System Integrator is not able to fulfill any and all conditions specified in the document or is unable to complete the project within the stipulated time and such breach remains uncured within such period as mentioned in the termination clauses. | **8. Performance Bank Guarantee** | Bidder requests the following:

Bidder proposes Bank Guarantee to be issued at **3% of the Annual Contract Value** to be renewed every anniversary on the subsequent year annual contract value.

PBG can be invoked only for material breach. Bidder proposes **30 days cure period** before invoking PBG. | Clause stands as per RFP |
| 54 | 125 | 9. Uptime & | Total penalty imposed by the Bank under this contract shall not exceed 10% of the order value (TCO). | **9. Uptime & Penalty** | Bidder proposes to cap maximum penalty for SLAs at 5% of monthly payable charges for any given month.

Total overall penalty to be capped at 5% of Total Contract Value. | Clause stands as per RFP |

55	126	10. Liquida	Notwithstanding Bank's right to cancel the order, liquidated damages at **0.5%** **(one half percent) of the TCO** will be charged for every week's delay in the specified eight months duration for Go-Live of Finacle 10.x application subject to a **maximum of 10% of the total cost of ownership**	**10. Liquidated Damage**	Liquidated damages should be applicable only in the event of delay in delivery solely attributable to the Bidder. Bidder proposes LD to be computed at the rate of **0.5% of the value of the delayed deliverables** per each week of delay , subject to **maximum 5% of the relevant delayed deliverable value.**	Clause stands as per RFP
56	132	20. Order Cancellat ion	In case of cancellation of order i. In case the System Integrator fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the System Integrator with the capping of 125% of the original quoted cost for such deliverable as per commercial bid.	**20. Order Cancellation**	Since bidder will not be paid for undelivered services, hence in such case bidders liability will be restricted to 10% of the incremental cost of undelivered services quoted by the bidder.	Clause stands as per RFP

57	132	20. Order Cancellation	ii. If the System Integrator does not perform satisfactorily or delays execution of order, Bank reserves the right to get the balance order executed by another party of its choice by giving 30 days' notice for the same. In this event the System Integrator is bound to make good with the capping of 125% of the original quoted cost for such deliverable as per commercial bid, which Bank may have to incur in executing the balance order	**20. Order Cancellation**	Since bidder will not be paid for undelivered services, hence in such case bidders liability will be restricted to 10% of the incremental cost of undelivered services quoted by the bidder.	Clause stands as per RFP

58	132	20. Order Cancellation	iv. In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank. if System Integrator fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.	**20. Order Cancellation**	Bidder request to delete this clause	Clause stands as per RFP

59	138	30. Termination	viii. After award of the contract, if the System Integrator does not perform satisfactorily or delays execution of the contract, BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the System Integrator is bound to make good the additional expenditure, which BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.	**30. Termination**	Since bidder will not be paid for undelivered services, hence in such case bidders liability will be restricted to 10% of the incremental cost of undelivered services quoted by the bidder.	Clause stands as per RFP
60	139	31. Termino	The Bank, by written notice sent to the vendor, may terminate the Contract, in whole or in part, at any time for its convenience. In case of Termination of Convenience Bank will provide notice period of 90 days inclusion cure period of 30 days.	**31. Termination for**	Bidder shall have mutual right of termination for convenience by providing 90 days notice period.	Clause stands as per RFP

61	67	9.22	The System Integrator should integrate the proposed storage at DC & DR with the bank's existing enterprise storage and old tape library meeting the zero data loss during storage migration time.	Existing Storage and Tape library	Please provide the details of existing Storage Array and Tape library	Please refer corrigendum
62	12	1.2	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.	Tenure of the Cont	Reuest the clause be modified as " The SI will be engaged for migration activities from date of acceptance of Purchase Order till Go-Live of the project. SI will further be engaged for maintenance of the new CBS and other services for a period of 4 years from date of Go-Live .	Clause stands as per RFP
63	53	7. Hardwar	Backup software for Online backup of Online Backup Software for the proposed database servers and existing database server of other applications. 30 no. host base license.	Online Backup lice	Please confimr the number of licenses to be factored for online existing database in the solution	Bidder should fcator online bankup for CBS,Mobile banking etc. No of Database will be maximum 10

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	55	7.1	System Integrator will be required to supply, install and maintain hardware as per minimum sizing, configuration and business data-point with recommended application response time mentioned in Annexure D. If required, System Integrator can propose hardware sizing over and above minimum sizing mentioned in Annexure D as stated above. System Integrator should achieve successful benchmarking based on 5th year data points (Table Q, Annexure D) and during the benchmarking exercise for the all proposed hardware components the resource utilization should be less than 60%.	Benchmarking	The Bank has shared the sizing & technical specification requirement for all the Compute/Storage of CBS Servers. The bidder has no role in the the sizing and has to supply the same the infrastructure inline with the RFP requirement. Request benchmarking to be removed from the requirement and this will also be an added costs/effort for the Bank	Bidder has to validate the minimum sizing of hardware specified by Bank in Annexure D based on the 5th Year Growth projection given by Bank (Table Q) and Recommended

65			The performance testing, load testing of proposed hardware infrastructure, UAT/functional testing security testing & data migration testing will be conducted.		The Bank has shared the sizing & technical specification requirement for all the Compute/Storage of CBS Servers. The bidder has no role in the the sizing and has to supply the same the infrastructure inline with the RFP requirement. Request benchmarking to be removed from the requirement and this will also be an added costs/effort for the Bank	Application Response Time (Table P). Bidder shall make Performance testing of hardware based on 5th Year transaction volume as specified in Table Q. Benchmarking of hardware is not mandetory.
	55	7.2		Benchmarking		
66			For any performance issue, any requirement of Hardware up-gradation,change / updation/ up-gradation of software, etc. should be done by the System Integrator without any additional commercial implication to the Bank.		The Bank has shared the sizing & technical specification requirement for all the Compute/Storage of CBS Servers. The bidder has no role in the the sizing and has to supply the same the infrastructure inline with the RFP requirement. Request benchmarking to be removed from the requirement and this will also be an added costs/effort for the Bank	
	55	7.3		Benchmarking		

67	56	7.8	System Integrator should take premium support care service form respective hardware and software OEM during Warranty and AMC/ATS period.	Premium Support	Not all products will require Premium support and will be an overkill. Request the Bank to resitct the premium support to DC envionment only. The DR environment can be a standard support	System Integrator should take premium support care service for DC and stnadraed support for DR & UAT form respective hardware and software OEM during Warranty and AMC/ATS period.
68	56	7.12	System Integrator need to setup proposed hardware for Finacle 10.x production DB database along with DBA activity and maintain same during contract period. The broad scope is mentioned below: a. Setting up a UAT environment using 19c or higher Grid Infrastructure	Clarification Requi	Can you please clarify the requirement of Grid Infrastrcute in UAT environment	The Database version should be similar in Production & UAT environment.

| 69 | | 57 | 7.18 | 7.18 System Integrator should supply Backup Software Solution having 150 TB capacity base backup software and should support Full and Incremental,online & offline backup having capability of taking backups on LTO 9 Tape Drives at DC & DR location. Backup Software solution should have Industry standards encryption (256 bit or higher). System Integrator has to install Backup software solution on all Production Database servers (DC & DR | Requirement of Ba | This contradicts the requirment mentioned in Clause 7. Hardware Capacity Sizing (Backup software) in Page 53. Request you to clarify the requirement | Please refer corrigendum |

70			System Integrator's installation team has to ensure all the necessary connectivity (networking/cabling/zoning etc) for installation of new setup & integration of proposed servers and enterprise storage with the existing Core banking setup on HPE environment , which is currently available at both Primary (DC) and Disaster Recovery (DR) site for migration from Finacle 7 to 10.X.	Existing environme	Please confirm the scope of the bidder for managing the existing envionment. Our understanding is that Bank will manage the RUN suport of existing environment and bidder will only have to mnagae the new environment/infrastructure proposed as part of this RFP. Please confirm	Please refer corrigendum
	59	7.33				
71			Bank has implemented two site Core Banking data replication using Oracle data guard between DC & DR. The same data replication has to be achieved by the System Integrator in all the two sites by implementing through ODG (Oracle Data Guard) between DC & DR. Regarding this any additional license & hardware if required will be borne by System Integrator	Oracle database L	Our understanding is that Bank has Oracle EULA agreement and bank will extend all Oracle licenses to the bidder. The bidder will just have to inform Bank the number of licenses required and we may not qupote for the same as part of thus project. Please confirm	Bank doesnot have the EULA arrangement with Oracle. However, required Oracle database licenses for Finacle Application will be procured By Bank separately.
	59	7.35				

72			The System Integrator should deliver the proposed hardware and software at respective delivery locations at Kolkata & Bangalore. Delivery, installation, commissioning of the hardware / software at all the three sites should be completed within 8 weeks from the date of purchase order.	Delivery Timelines	It is not possible to Implement to Deliver and Implement the hardware within two weeks of PO. It will take minimum 12 weeks for hardware delivery from the date of signing of contact and another 12 weeks for Implementation	Clause stands as per RFP
	59	7.37				
73			Bank shall accept the application software (provided by the System Integrator) only after critical or major Bugs are fixed and are ready for production Implementation. However System Integrator needs to fixed bugs and problem with consultation of application OEM/OSD of Finacle 10.x after GO live of Finacle 10.x during application L2 support period.	Bug Fixing	The Bank has a direct agreement with OEM for ATS and any bug & problem related to the product should not impact the Go-Live of the project as long as workaround	Si shall co-ordinate with OSD of Application for any issue / problem/ bug fixixng/patches/ updates of Application.
	62	8.1				

74	65	9.1	The warranty of hardware will start after completion of successful installation of operating system and middleware and after obtaining sign off from Bank. AMC/ATS will start post completion of warranty period of three/one years.	Warranty Timelines	As per the OEM policy the warranty will start from the date of supply/delivery of Hardware & Software. Request you to modify the clause	Clause stands as per RFP
75	65	9.12	The Bank reserves the right to shift the equipment to a suitable location during the contract period within Data Centre depending upon the need. The System Integrator will arrange to shift the equipment and install and commission the same without any additional cost to the Bank. However	Equipment shifting	Any shifting of hardware within the data center if requires OEM involvement and new cabling will be discussed and taken up on a change request basis. Request you to consider this as costs/efforts for this caanot be ascertained	Clause stands as per RFP
76	69	10.2	The implementation of Hardware, Network infrastructure and Network connection to branches from proposed DC & DR site is the responsibility of System Integrator.	Implementation Sc	Please confirm whether the Branch Network devices has to be installed and Impleneted by bidder by visiting the branches or Bank will arrange for a hands & feet support at all branches	SI has to install Network equipment at branches / offices and implement dual network connectivity in all branches / offices.
77	69	10.2	Data transfer from existing data centre to proposed data centre for Finacle 10.x migration shall be done by SI.	Data Transfer	Request Bank to share more details for this requirement for better understanding	Please refer clause no. 3.7 page 44

78	69	10.3	All engineers must be in the payroll of awarded System Integrator	Change Required	Request this clause to be modified as "All critical/key resources must be in the payroll of awarded System Integrator"	Clause stands as per RFP
79	72	10.3	L3 engineers should be well versed with customization of Finacle 10.2.25 and should provide all on-demand customization and Change Requests of Bank in scheduled time. System Integrator should engage their "Center of Excellence" for complex customization. During the contract period all Change Request within the purview of Finacle 10.2.25 should be provided free of cost to Bank within the technical feasibility of Finacle 10.2.25.	Facilities Management (including L1, L2 support and other support services)	Change Request during migration will be discussed seperately	cLause stands as per RFP
80	74	10.5	Level 2 (L2): ☐ Level 2 (L2) Service desk would need to be setup at the Banks' premises covering 24x7x365.	Coverage	Does Bank needs 24x7 Application L2 Support. Please confirm	For regular operations at the business hours, off-business hours and end of day operations, L2 support of Application team ia required on 24X7 basis.

81	74	10.5	System Integrator should also note that the setup at the L2 helpdesk must provide for 1 supervisor and/or 1 support personnel from the Bank.	Requirement of 1 supervisor and/or 1 support personnel from the Bank.	Does Bank needs a Shift Supervisor , please confirm and if this is reuired please add this in commercial template.	Among L2 FM resources, someone should be Supervisor of the L2 team
82	73	10.4	The System Integrator should also note that the setup at the L1 helpdesk must provide for 1 supervisor to monitor the Helpdesk activities.	Shift Supervisor	Does Bank needs a Shift Supervisor , please confirm and if this is reuired please add this in commercial template	Among L1 FM resources, someone should be Supervisor of the L1 team
83	77	10.8	Shifting of servers within the premises and reinstallation and configurations including cabling and asset labelling	Server Shifting	Any shifting of hardware within the data center if requires OEM involvement and new cabling will be discussed and taken up on a change request basis. Request you to consider this as costs/efforts for this caanot be ascertained	Clause stands as per RFP
84	42	2	Primary Site at UCO Bank Data Centre, at Kolkata and Secondary site at UCO Bank Data Centre, Bangalore.	Broad Scope	RFP clause mentions Primary Site at UCO Bank Data Centre, at Kolkata and Secondary site at UCO Bank Data Centre, Bangalore whereas in the table below, it is mentioned Proposed UCO DC in Bangalore and UCO DR Site in Kolkata. Request Bank to correct either the statement or table with the correct location for DC and DR.	Primary Site at UCO Bank Data Centre, at Kolkata (UCO DR) and Secondary site at UCO Bank Data Centre, Bangalore (UCO DC)

| 85 | 81 | 10.8 | Perform pre-production scans to identify potential security risks on a server prior to entering the production environment.

Review the results of vulnerability scans and determine corrective actions based on the results of the scans

Review the results of penetration testing and determine corrective actions based on the results of the scans. | Hardware Manage | Bidder understanding is that Bank will perform the pre-production scans, vulnerability scans and penetration test using Bank's existing solution/tools. | It is responsibility of SI. |
|----|----|------|---|---|---|---|
| 86 | 83 | 10.9 | Security monitoring and investigation - Assess risks on a particular system [OS environment and user needs], monitor network security, monitor denial of service attacks, bad bugs programmed threats, track logins, logouts, command runs. | System Administrat | Bidder understanding is that bidder is only responsible for providing Antivirus and Next Gen Firewall solution as part of security. Bidder will assess risks identified as part of these solutions only. | Understanding is correct |

	88	10.18	Monitoring and management of logs for user access management of privileged users	Access Managem	Bank to clarify that it is not looking for a Privileged Access Management solution. Bidder will perform monitoring and management of logs for user access management of privileged users via native functionality available in the solution.	Understanding is correct
87						
88	89	10.22	All audit points raised by the auditor should be complied by the System Integrator in consultation with Bank's IT team without any additional cost to the Bank within 60 days of its notification by the Bank. During warranty and AMC / ATS period, the System Integrator needs to comply with security and system audit observation without any additional cost to the Bank.	System and Securi	As a result of audit observations if any additional solution/effort is required to be put in place then it will be mutually discussed between the Bidder and the Bank as part of a change request.	Only for out of scope solution / effort requirement arise due to audit observation, understanding is applicable.

89	93	10.34	The New solutions should have built in security features and compliant with the requirements of RBI, NABARD, UIDAI and other regulatory agencies. SI to ensure compliance of various policies, Master Direction & guidelines of regulatory authorities related to IT Infrastructure, IT Security, Cloud Governance, operational guidelines on outsourcing of I.T Services, Digital Data Protection Bill, etc.	System and Securit	Bidder will configure the native security controls that come default with the solutions proposed as part of the RFP. For complying to any additional regulatory and compliance requirements of RBI, NABARD, UIDAI and other regulatory agencies, Data Protection Bill etc. that may arise through the duration of the contract, Bidder will comply after mutually discussing and agreeing with the Bank through a change request process	Clause stands as per RFP
90	97	11.8	There should be dual layers of firewalls of different makes	Supply, installation	Since Bank has mentioned that there are core, perimeter, internet and extranet firewalls, can the Bidder go with a single OEM providing these firewalls of different models?	Clause is self-explanatory. It should be from defferent OEMs.
91	98	11.8	All the firewalls should be integrated with NIPS system. NIPS should operate in on-line /off line mode.	Supply, installation	Bidder assumes that the firewalls need to be integrated with existing NIPS system that is being managed by the Bank currently.	The NIPS should be in-built with Next Gen Firewall. No other existing NIPS is available with Bank.

92	106	12.2	Server-client model, where server is responsible to collect the updates from internet and update the clients in LAN /WAN (without internet) automatically along with centralize management of clients.	Anti-Virus System	To meet this requirement, Bidder will have to proposed a on-premise hosted solution which might not have a roadmap for 7 years, most of the OEMs are moving / already moved to cloud hosted solutions which the Bank might have to eventually consider. In such case, request Bank to enable all the clients in LAN/WAN for internet, so that Bidder can propose a cloud hosted solution.	Clause stands as per RFP
93	108	12.2	For the current sizing purpose, the numbers of desktops & servers to be considered is 1500, and should be scalable to support 2000 users.	Anti-Virus System	Request Bank to provide a segregation in the number of desktops and servers as the AV license for desktops and servers might be different.	Desktops are 1300 and servers are 200 in numbers.

94	84	10.1	10.10 Updates/Upgrades/New releases/New versions/Patch Management The OEM may from time to time release Updates/ Upgrades/New releases/New versions and notify the Bank about the same. The System Integrator agrees that all such Updates/Upgrades/ new releases/New versions, as and when released during the term of warranty or AMC will be implemented without any additional cost to the bank.	Update/Upgrade	Our understanding is that any update/Upgrade that requires OEM involvement and architectural changes will be taken on a change request basis. Please confirm	Except, major version migration for Finacle application & Oracle database, the clause no. 10.10 is applicable for all other applications including Finacle & Oracle (for non-major version migration).
95	84	10.1	System Integrators have to note that Support for IPv6 is required as recommended by RBI Guidelines. This is applicable for the entire Solution proposed by the System Integrator as part of the RFP. Also the System Integrators should ensure that the Solution should be backward compatible to IPv4.	UIP V4 to IPV6	This requires Application compatibility and OEM spport. Request you to kindly remvoe this requirement and any sich requirement in future be taken p on a change request basis	Clause stands as per RFP

96	84	10.11	Data space management - Install, configure, test and manage any tools that may be required for data space management, such as those for compressing/stacking data or re-blocking data.	Tool Requirement	Our understanding is that native tools available within the Storage/Server will be used for the same. Bank is not using any additional new solution for the same. Please confirm	To comply the requirement as specified in clause no. 10.11, bidder may use native tools or deploy some other tools.
97	88	10.2	Application Performance Tuning ☐ System Integrator needs to factor the Finacle Application Performance tuning as per Bank's requirement. ☐ System Integrator needs to do Finacle CBS Performance tuning twice in a year in consultation with application OEM/OSD. ☐ During this activity System Integrator needs to study the full end to end application parameters, response time, configuration, landscape, all channels utilization, menu specific response time etc ☐ System Integrator needs to complete the activity within 1 month and submit the report and System Integrator needs to implement the solutions within next 3 months from the	Application Peform	The OEM will not give bidder this service as Bank has a direct ATS agreement with OEM and whther this service is a part of the same please confirm	Si has to co-ordinate with OSD of applications for the referred clause.

| 98 | | | 24 X 7 X 365 Availability 24 X 7 X 365 Availability The Critical Business Solutions as defined in SLA and other proposed solutions' design and deployment architecture should be such that the system is available to users 24 X 7 throughout the year without any down-time even during EOD, BOD, OLTP, daily, monthly, quarterly , annual closings, DR-Drill , system maintenance, backups, report generation, MIS generation, and running of batch processes. The Minimum technical requirement in revised Annexure D. For 24 X 7 X 365 availability, to maintained SLA & uptime, if additional hardware/software/solution required | | During any Change Request/Preventive maintenace there will be a scheduled downtime that may be required and approval for the same will be taken prior to activity . This is a standard practice and all scheduled downtime will be exepcted from the downtime. Please confirm whether our understanding is correct | The referred cluase is not applicable for Planned downtime accepted by Bank. |
| | 89 | 10.24 | System Integrator needs to | 24x7 availability | | |

99						Bidder has to validate the minimum sizing of hardware specified by Bank in Annexure D based on the 5th Year Growth projection given by Bank (Table Q) and Recommended Application Response Time (Table P). Bidder shall make Performance testing of hardware based on 5th Year transaction volume as specified in Table Q. Benchmarking of hardware is not mandetory.
		90	10.27	10.27 – Performance Requiremen	TPS, Transaction Volume and Utilisation	The Bank has already shared the server sizing and bidder has to spply the hardware basis the technical specifications. Request Bank to review this requirement of testing/benchmarking

100		10.28	System Release - All of the deliverables referred to below, shall be delivered to the Bank on commencement of the User Acceptance Testing (UAT) following the correction of any "Non Compliances". o Software Executables o Customized Software Source Code o System Requirements Specifications o Logical Data Base Design and Data Dictionary o Technical Design Documents o Finacle 10.2.25 Technical Manual o Finacle 10.2.25 Administration Manual o Finacle 10.2.25 User Manual o Finacle 10.2.25 Security Manual	System Configuration Management –	Most of the documents will be provided by OEM as part of ATS agreement between Bank and OEM. Bidder cannot get the same from OEM	Si has to co-ordinate with OSD of applications for the referred clause.
101	91	10.29	To provide and apply all upgrades and patches free of cost during the warranty / ATS / AMC period. Such upgrades / patches should be applied within 6 months of the release in normal course and ASAP in exceptional cases, depending on the severity and criticality.	10.29 - Other important points to be noted by the System Integrator	Our understanding is that any update/Upgrade that requires OEM involvement and architectural changes will be taken on a change request basis. Please confirm	Si has to co-ordinate with OSD of applications for the referred clause.

102	93	10.34	☐ All audit points raised by the Software auditor should be complied by the vendor without any additional cost to the Bank. ☐ During AMC / ATS period, the vendor needs to comply with security and system audit observation and rectify the audit observation without any additional cost to the Bank. ☐ The New solutions should have built in security features and compliant with the requirements of RBI, NABARD, UIDAI and other regulatory agencies	System & Security Audit :	Bidder is supplying only Firewall and Antivirus as part of this RFP. Any other solution required to meet the regulatory/compliance requirement will be on a change request basis. Please confirm whether our understanding is correct	Only for out of scope solution / effort requirement arise due to audit observation, understanding is applicable.
103	94	11	Branch Link Management and Branch Device management	Network Management	Please confirm whether Branch Link Management and Branch Device management is in the scope of the bidder	SI has to supply, install, implement, maintain and manage the Branch Network Equipment as specified in the RFP. Further, they have to co-ordinate with Network Link Service provider(s) for branch link management.

104	96	11.4	Following are the services required by Bank which will be provided by the System Integrator: i) Support the Wide Area Network infrastructure of Bank across India and overseas.	Summary of the Requirement	Does Bank have any overseas branches , please confirm and share the details	Please refer corrigendum
105	97	13.1	Minimum Resource Deployment	Minimum Resource Deployment during contract period	Our understanding is that Program manager will be required only during Bank working days . Please confirm	Other than 24X7X365 days specified, it is Bank working days.
106	97	13.1	L1- Application Management & Helpdesk (CBS) and Customisation & Development (L2) in Finacle including C24	Minimum Resource Deployment during contract period	Our understanding is that Resources will be required only during Bank working days . Please confirm	Other than 24X7X365 days specified, it is Bank working days.
107	97	13.1	L2- Application Management including Middleware (CBS)	Minimum Resource Deployment during contract period	The number of resources for Application L2 is very less and we need additional reources to manage the load/coverage . Reuest you to iindly look into this	SI may provide additional resources within the TCO.
108	97	13.1	L1- Resources	Minimum Resource Deployment during contract period	Our understanding is that werever Bank has mentioned L1 -1 and coverage as 24x7x365, bidder needs to deploy 1 resource per shift. Please confirm whether our understanding is correct	Understanding is correct

109	97	13.1	Database L2, L3 Resources at DC	Minimum Resource Deployment during contract period	CBS is a complex and critical setup and Bank needs to have Database L2 -2 and 1 Database L3 resources . Request you to add the same	SI may provide additional resources within the TCO.
110	97	13.1	Middleware L2 , L3 resource	Minimum Resource Deployment during contract period	CBS is a complex and middleware is an integral part of Architecture. The Bank jas not asked for any middleware resources and this skillset cannot be clubbed with any other resource. Request you to add 1 Middleware L2 -and 1 Middleware L3 resources	L2 for Middleware management is already factored in FM resources. SI may provide additional resources within the TCO.
111	97	13.1	L2 - Hardware , OS and backup & restoration Management	Minimum Resource Deployment during contract period	The Bank has nto asked for any L2,L3 resources and is a must requirement. Request Bank to add the requirement of the same	Clause stands as per RFP
112	97	13.1	L2 - Storage and backup Management	Minimum Resource Deployment during contract period	Request Bank to add 1 L2 And 1 L3 resource and is a must requirement to manage the setup	SI may provide additional resources within the TCO.
113	97	13.1	AD, CAV, Biometric & EMS tool management	Minimum Resource Deployment during contract period	Request Bank to add 1 EMS L2 tool management resources	SI may provide additional resources within the TCO.

114	97	13.1	AD, AV management	Minimum Resource Deployment during contract period	There are more than 1500 desktops that has to be monitored and will need a dedicated team . Request Bank to add 1L2 and 2 L1 for the same	SI may provide additional resources within the TCO.
115	97	13.1	L2 for Core Network & Security Equipment monitoring & management in DC	Minimum Resource Deployment during contract period	Request Bank to add 2L2 and 1 L3 for Network devices, Firewall and Application load balancer	SI may provide additional resources within the TCO.
116	115	13.3	Hardware, Software delivery and installation - M2	Project Time Line	The current hardware delivery timelines is 10 to 12 weeks and the DC,DR installation will take minimum 8 weeks from the Delivery. Request you to kindly change the timelines	clause stands as per RFP
117	115	13.3	Overall Project Timelines	Project Time Line	The overall project timelines is very strigent and not possible to achieve. Request you to kindly change the same to 15 months from the date of signing of contract	Clause stands as per RFP
118	73	13.2	L2- Application Management (CBS) : Diploma /Engineering Graduate /Science Graduate/MCA/BCA.	Resource Qualification & Experience	Request for the following change "L2- Application Management (CBS) : Diploma /Graduate/Engineering Graduate /Science Graduate/MCA/BCA."	Please refer corrigendum

119	178	4	TYPE 2: Each Device should have minimum 6 no of 10 G Fiber port with SR module to cover multiple segment load balancing	Application Load Balancer :The no. of port mentioned in RFP is very less looking at the future scalability and segementation ask in the RFP. Also thre is no mentioned of 1G Fiber or cooper port as the bank might have the 1G and 10G connectivity and it woule be good to have both the ports to handle the traffic efficiently.	The clause should refelect as "" **Each device should have minimum 4 no of 10 G Fiber Port with SR module and 4 No of 1 G port to cover multiple segment load balancing. Or it should have combination of both Fiber and Copper for 6 No. of 10G Port ""**	Clause stands as per RFP

| 120 | 179 | 18 | The proposed solution Should support at least 100000 of concurrent SSL users connected at 2048 key size | Application Load Balancer :The No. of SSL concurrent user is very high with the given 32GB RAM as it will impact the perform to handle the 100K SSL connection with such resources. | The clause Should refelect as "" **The Proposed solution should support at lease 25K of concurrent SSL TPS with 2048 key size where SSL key should not be reused** "" | Please refer Corrigendum |

121	142	38	i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event System Integrator shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.	Limitation of liability	***Bidder requests for minor modification:*** i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event System Integrator***'s aggregate liability*** shall be liable for damages to the Bank arising under or in connection with this agreement ***as a part under this Contract regardless of the form or nature of the action giving rise to such liability (whether in contract, tort, negligence, indemnity, strict liability in tort, by statute or otherwise), shall be at actual and*** for an amount exceeding the total project cost/contract value.	Clause stands as per RFP

122	142	38	d. Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.	limitation of liability	***Bidder requests for minor modification:*** ***As bidder is a IT services provider, as such bidder is requeseting for modification as below:*** d. Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the ~~***project***~~ ***delivery of the services***.	Clause stands as per RFP

123	142	38	The System Integrator/Vendor will not be liable for any loss of profits, revenue, contracts or anticipated savings or any consequential or indirect loss or damages however caused, provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claim made by Regulatory authorities for reasons attributable to breach of services provided / obligation under this contract and by the System Integrator.	limitation of liability	**_Bidder requests for minor modification:_** The System Integrator/Vendor will not be liable for any loss of profits, revenue, **_loss of goodwill, downtime costs, business interruption,_** contracts or anticipated savings or any consequential or indirect loss or damages however caused **_including third parties, even if a party has been advised of the possibility of those Losses ;_** ~~_provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claim made by Regulatory authorities for reasons attributable to breach of services provided / obligation under this contract and by the System Integrator_~~ .	Clause stands as per RFP
124	33		e. The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.	37. Other Terms and Conditions	**_Bidder request to remove this language as there is already a separate indemnification clause in the RFP:_** e. The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed and Bidder shall give indemnity to that effect.	Clause stands as per RFP

125			e. ...... demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.		**_Bidder requests for minor modification:_** e. ....demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations **_relating to delivery of the services_** ~~_arising there from_~~ .	Clause stands as per RFP
126	130-131		Compliance With Laws - Entire cl[...]	Compliance With L[...]	**_Bidder requests that we shall held liable only the statutory obligatons relating to delivery of the services_**	Clause stands as per RFP

| 127 | 133-135 | 21 | In consideration of the Bank having agreed to accept our offer in terms of Request for Proposal No. dated _____, We the Vendor herein doth hereby agree and undertake that we shall indemnify and keep indemnified the Bank including its respective Directors, Officers and Employees, from and against any claims, demands, actions, proceedings, damages, recoveries, judgements, costs, charges liabilities, losses arising out of all kinds of accidents, destruction, deliberate or otherwise, violation of applicable laws, regulations, guidelines and/or environmental damages, if any, during the contract period or expenses..... | 21. Indemnity | ***Bidder requests for minor modification:***
 In consideration of the Bank having agreed to accept our offer in terms of Request for Proposal No. dated _____, We the Vendor herein doth hereby agree and undertake that we shall indemnify and keep indemnified the Bank including its respective Directors, Officers and Employees, from and against any claims, demands, actions, proceedings, damages, recoveries, judgements, costs, charges liabilities, losses arising out of all kinds of accidents, destruction, deliberate or otherwise, violation of applicable laws, regulations, guidelines and/or environmental damages , ***if any,*** ***which are relating to delivery of the services*** during the contract period or expenses.... | Please refer corrigendum |

128	133-135	21	.....Contract and any damage caused from and against all suits and other actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly or indirectly due to omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said Request for Proposal	21. Indemnity	_**Bidder requests for minor modification:**_ .....Contract and any damage caused from and against all suits and other actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly ~~_**or indirectly**_~~ due to omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement dated _____ _**which is resulting in third party ip infringment breach**_ .	Please refer corrigendum

	133-135	21	We the Vendor further irrevocably and unconditionally agree and undertake to hold the Bank harmless, indemnify and keep the Bank indemnified from any of its following acts and deeds, irrespective of the value, genuineness or enforceability of the aforesaid Contract/Agreement or insolvency, bankruptcy,..... i. material breach of any of the terms of the RFP/ SLA or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under these presents and/or Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement. ii. infringement of any intellectual property right.	21. Indemnity	***Bidder requests for minor modification:*** We the Vendor further ***irrevocably and unconditionall*** y agree and undertake to hold the Bank harmless, indemnify and keep the Bank indemnified from any of its following acts and deeds, irrespective of the value, genuineness or enforceability of the aforesaid Contract/Agreement or insolvency, bankruptcy,...... i. ~~*material breach of any of the terms of the RFP/ SLA or breach of any*~~ ~~*representation or false representation or inaccurate statement or assurance*~~ ~~*or covenant or warranty of the service provider under these presents and/or*~~ ~~*Request for Proposal and Service Level*~~ ~~*Agreement/Contract/Master*~~	Please refer corrigendum
129						
130	133-135	21	We hereby declare that this Indemnity is in addition to the Liquidated Damages as provided in these presents.	21. Indemnity	***Bidder requests for minor modification:*** ~~***We hereby declare that this Indemnity is in addition to the Liquidated Damages as provided in these presents.***~~	Please refer corrigendum

131	137	27	The System Integrator(s) shall be required to enter into a service level agreement (SLA) with Bank, within 15 days of the award of the Bid through a Letter of Intent or within such extended period as may be specified..... The System Integrator will also sign a Non-Disclosure Agreement and Deed of Indemnity with the Bank on a format prescribed by the Bank.	27. Signing of Cont	***Bidder requests for minor modification:*** The System Integrator(s) shall be required to enter into a ***mutually agreed*** service level agreement (SLA) with Bank, within 15 days of the award of the Bid through a Letter of Intent or within such extended period as may be specified..... The System Integrator will also sign a Non-Disclosure Agreement ~~***and Deed of Indemnity with the Bank on a format***~~ prescribed by the Bank.	Clause stands as per RFP
132	140	34	Nothing herein shall restrict the right of Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to Bank under law or otherwise.	34. Consequences	***Bidder requests for minor modification:*** ~~***Nothing herein shall restrict the right of Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to Bank under law or otherwise.***~~	Clause stands as per RFP

| 133 | | | | Silent on IPR | New clause to be added as Intellectual Property Rights | *Bidder request for the protection language of background IP, foreground IP and third party IP - Bidder request to add below language under the clause Intellectual Property Rights:* *(a) All pre-existing "Intellectual Property Rights" or "IP" (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to the Party or third party that owned such rights. All modifications, enhancements and derivative works on pre-existing ''Intellectual Property Rights" shall belong to the Party or third party that owned such pre-* | No addition of clause |

134	234	Annexure -	In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed as part of this solution/activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.	Annexure – P Undertaking Letter on the bidder's letterhead for Central Minimum Wages Act & Labour Laws.	***Bidder requests for minor modification:*** In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed as part of this solution/activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. ~~***We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for non-compliance to the above criteria.***~~	Clause stands as per RFP
135	42	2. Broad Scope #c	Primary Site at UCO Bank Data Centre, at Kolkata and Secondary site at UCO Bank Data Centre, Bangalore.	DC and DR location	The table with the proposed DC and DR site contradicts with the clause. As per *10.2 DC DR location*, we will consider DC at Bangalore and DR at Kolkata. Please confirm.	Primary Site at UCO Bank Data Centre, at Kolkata (UCO DR) and Secondary site at UCO Bank Data Centre, Bangalore (UCO DC)

136	59	7.36	Multiple instances of data e.g. Business copy in DC & DR sites, separate Report copy and separate MIS copy in DR site at database & storage level should be implemented by the System Integrator in the proposed enterprise storage solution both at Primary (DC) and Disaster Recovery (DR) sites to create multiple business/point-in-time copies.	Storage Capacity	The bidder would like to confirm that such additional storage capacity requirements are already factored in the Hardware Capacity Sizing table for the DC and DR storage requirements	Bank has estimated size of storage based on present database size. However, bidder may provide storage of more capacity as per their estimation.
137	67	9.22	The System Integrator should integrate the proposed storage at DC & DR with the bank's existing enterprise storage and old tape library meeting the zero data loss during storage migration time.		Please provide details on the existing enterprise storage, backup tool and tape library.	Clause stands deleted
138	68	10.1	Ensure successful replication between production and DR and NDR.		As per the RFP and our understanding the solution is across DC and DR. Please remove NDR from the clause to avoid any confusion.	Clause stands deleted

	153	Annexure D	Table A : Minimum Technical Requirement of Production DB, CSIS DB, APPS (J2EE+C/C++) ,C24, Uniser, Web & CSIS APP (Production) on x86 (Linux RHEL) platform d. 2 Nos. Physical server shall contains (Type C) i. 2 (Uniser) virtual Node ii. 2(C24) virtual Node iii. 2(CSIS APP) virtual Node Each physical server should host 1 no. C24, 1 no. CSIS APP and 1 no. Uniser APP virtual node	Server Type	The Sever type we believe should be Type D as described in the Annexure D table. Request the bank to make the appropriate modification in the RFP document.	Please refer corrigendum
139						
140	156	Annexure D	iii. 5 Nos. Physical server shall contain (Type F) a. 2 DB server in virtual node b. 3(C/C++) virtual node c. 3(J2EE) virtual node d. 2(HTTP) virtual node e. 1 (Uniser) virtual Node f. 1 (C24) virtual Node g. 1(CSIS APP) virtual Node	Server Type	The Sever type we believe should be Type G as described in the Annexure D table and should match the quantity mentioned in the table. Request the bank to make the appropriate modification in the RFP document.	Please refer corrigendum

| 141 | 160 | Annexure | Table D: Minimum technical requirement for Enterprise class Storage at DC and DR DC Site: 30 TB All Flash usable capacity in RAID 6 upgradable to 100 TB usable space. DR Site: 50 TB All Flash usable capacity in RAID 6 upgradable to 200 TB usable space. In all sites mentioned above, effective usable capacity should NOT include effect of compression, de-duplication or thin provisioning for storage capacity and its scalability. The usable capacity should be clearly available. | Storage Capacity | The Storage capacity as mentioned here and 7. Hardware Capacity Sizing page 53 don't match. Please clarify which one should be considered for the SI sizing. | Please refer corrigendum |

142	164	Annexure I	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR The Storage should be supplied with 10 TB usable with all flash drives to support 50000 NFS IOPS/concurrent connection or above over 10Gbps Ethernet with response time of less than 2 milliseconds excluding all overhead configuration like RAID (RAID 6) configuration formatting andhot spare disk. The storage array must support online expansion of RAID Group/Disk Group.	Storage Capacity	The Storage capacity as mentioned here and 7. Hardware Capacity Sizing page 53 don't match. Please clarify which one should be considered for the SI sizing.	Please refer corrigendum
143	168	Annexure I	Table F: Minimum Technical requirement for Backup Software 10 TB front end capacity licenses and same license can be used in DC and DR	Backup software licenses	The Backup software licensing as mentioned here and 7. Hardware Capacity Sizing page 54 don't match. Please clarify which one should be considered for the SI sizing.	Please refer corrigendum
144	170	Annexure I	Table G: Minimum Technical requirement for Tape Backup Library Minimum No. of tape drives DC and DR Site: 2 X LTO 9 FC drives and 4 X LTO 8 FC drives	Tape Drives	The Minimum number of tape drives and tapes as mentioned here and 7. Hardware Capacity Sizing page 54 don't match. Please clarify which one should be considered for the SI sizing.	Please refer corrigendum

145	49, 159	Servers for Finacle 10.x Production, CSIS, UAT, Training & Migration system	Processor for DB layer X86 platform Intel Xeon platinum 81xx @ 3.1 GHz or above with	Processor for the servers (a) Production Database for Finacle 10.x (b) CSIS database for Finacle 10.x Enterprise Class Rack (c) Production Application & Web layers for Finacle 10.x (d) UAT/Training/Migr atio n etc. Application and Web for Finacle 10.x	This RFP refers to 1st. Generation Intel Xeon Scalable architucure (Skylake) CPUs. Presently, the 3rd and the 4th generation xeon processors are available in the market. Secondly the platinum range of CPUs are primarily designed for very large memory footprint per CPU or Dense Virtualization of the data centric workloads. For the rest, Gold & Silver CPUs, with the enhanced power of the current generation, are sufficient. Moreover, the current generation Platinum CPU does not have any 8-Core SKU. Therefore, for all practical reasons, we request you to **Relpace Platinum 81xx with Gold 63xx.**	Please refer corrigendum

| 146 | 163 | Table C | Required Minimum Basic Technical Requirement – All Types of servers | Intel Xeon Platinum 81xx CPU x86-64 bit with 3.1 Ghz or higher with HT, Turbo Boosting., 4 Memory channel, Virtualization support | This RFP refers to 1st. Generation Intel Xeon Scalable architucure (Skylake) CPUs. Presently, the 3rd and the 4th generation xeon processors are available in the market. Secondly the platinum range of CPUs are primarily designed for very large memory footprint per CPU or Dense Virtualization of the data centric workloads. For the rest, Gold & Silver CPUs, with the enhanced power of the current generation, are sufficient. Moreover, the current generation Platinum CPU does not have any 8-Core SKU.

Therefore, for all practical reasons, we request you to **Relpace Platinum 81xx with Gold 63xx.** | Please refer corrigendum |

147	164	Table C	Required Minimum Basic Technical Requirement – All Types of servers	Minimum 2 x 2.4 or 4X1.2 SFF 15K RPM SAS HDD / SSD Hot Pluggable Drive. The server should support SAS, SATA and SSD hard disk drives and must have an internal slot for SD Card/Micro SD Card/ USB Flash Drive which supports booting hypervisors. The Server should have support for Boot from LAN.	2 x 2.4 or 4X1.2 SFF 15K RPM SAS HDD - 2.4TB or 1.2TB Disk Drives are available only in 10K RPM rotational speed. So, please re-phrase the same as below: **2 x 2.4 or 4X1.2 SFF 10K RPM SAS HDD**	Clause stands as per RFP

148	160		5	Minimum 512 GB DRAM to accommodate cache pages and Data in cache should be protected against unexpected power failures for minimum 72 hours of time.	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	For the asked capacity and performance in RFP 256GB cache memory is more than sufficinet. hence request to Please change this to "Minimum 256GB DRAM cache Memory. Storage Array shall be configured in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.	Please refer corrigendum
149	160		6	The Storage System should have minimum of 512 GB of Cache and should be scalable to 1 TB Cache for data and control operation. The write cache must be mirrored /protected to avoid any data loss in case of a failure	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	Asked Cache memory scalability is not required ror such small requirement of less than 250TB capacity hence request to Please remove this clause.	Please refer corrigendum
150	161		8	Minimum 100,000 IOPS upgradable to 2,00,000 IOPS at Block size - 8 KB and 70:30 Read Write for Storage DC & DR	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	Request to please remove IOPS scalability clause for this small requirement	clause stands as per RFP

151	161	9	Storage should have features like Snapshot, Clone, Temper proof/read only copy, and multisite replication etc. Storage providing enterprise class data availability, supporting zero data loss, 3-way DR replication	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	The requirement is only for 2 sites (DC and DR) and there is no NDR Site as part of the requirement hence request to please remove 3-Way DR.	Please refer corrigendum
152	161	11	Minimum 16 X 32 Gbps FC Ports (8+8) . If required bidder needs provision extra port to future provisioning during contract period.	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	Please change this to "Minimum 8 X 32 Gbps FC Ports (4+4) . If required bidder needs provision extra port to future provisioning during contract period" For the performance and capacity asked in RFP 8 port is sufficinet.	Please refer corrigendum

153	161	12	Industry Standard RAID array supporting minimum 5 and 6 levels. It should support a mix and match of RAID levels behind a pair of controllers. The storage array should allow online expansion of existing RAID Groups / SSD Disk Pools.	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	Raid 6 is standard raid level available on all OEM Storage platform which provides 2 drive failure protection in a given raid group and hence is always the recommended raid level for All Enterprise application compared to Raid5 which provides Only one drive failure protection. **Request to please change to "Industry Standard RAID array supporting minimum Raid 6 levels. It should support a mix and match of different disk size behind a pair of controllers. The storage array should allow online expansion of existing RAID Groups / SSD Disk Pools."**	Please refer corrigendum

154		161	14	The Storage system shall be configured with GUI-based Storage Management Software Tools for Management. Asingle command console shall be used for the entire storage system. In case an enterprise version of the Storage Array specific Storage Manager exists, then the same should be proposed. Vendor should provide storage management system for configuration, administration and monitoring. The storage array must provide performance monitoring, reporting and tuning (QoS). The performance monitoring should be real-time and historical providing IOPS, Response Time and utilization of individual components within the storage. If licensed separately, the vendor needs to provide the necessary licenses for full capacity. The storage	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	QoS is an important aspect of storage. Request you to include below clause for QoS. This clause was present in other UCO bank RFPs. "Offered storage array shall support quality of service for critical applications to define IOPS, bandwidth & response time in both milliseconds as well as Submilliseconds for different application logical units at real time"	please refer corrigendum

155	162	22	Licenses for point in time copies, full volume copies should be provided for the complete proposed capacity that is being supplied and configured in DC and DR Storage. However minimum 10 TB synchronous replication license to be factored both in DC and NDR storage for Near DR storage base synchronous replication for near ZERO data lose from day one.	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	Please remove this clause as there is no NDR requirement	Please refer corrigendum
156	162	25	The storage configuration should be such that it provides 99.9 data availability guarantee and meets the Zero data loss in the solution design	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	This being a critical system please amend the clause as "The storage configuration should be such that it provides 100% data availability guarantee and meets the Zero data loss in the solution design"	Clause stands as per RFP
157	171	18	The system should be quoted with 5years with 24 x 7 and **4 HR CTR** Support by the OEM.	Table G: Minimum Technical requirement for Tape Backup Library	Please change this to 6 HR CTR	Please refer corrigendum

158	171		2	Redundant 2 no. of SAN Switch with latest generation 32/16 Gbps FC Switches with enterprise-class availability features such as Dual-redundant control processors, hot swappable FC modules, power and cooling subsystems at DC & DR	Table H: Minimum Technical requirement for SAN Director/switch	This requirement is for fixed configuration switch. Request you to remove "Dual-redundant control processors" which is applicable only for Director class SAN Switches . Hence request to pleaes change to "Redundant 2 no. of SAN Switch with latest generation 32Gbps FC Switches with Dual-redundant power supply module and cooling subsystems at DC & DR"	Please refer corrigendum
159	172		3	Minimum 128 X 32 Gbps/16 Gbps	Table H: Minimum Technical requirement for SAN Director/switch	For such small requirement 128 Ports will be overkill and hence suggest to change the clasue to "Minimum 24*32 Gb/s FC switch. Bidder needs to include additional SAN switch port as required to meet solution requirement. "	Please refer corrigendum
160	172		8	The system should be quoted with 5years with 24 x 7 and **4 HR CTR** Support by the OEM.	Table H: Minimum Technical requirement for SAN Director/switch	Please change this to 6 CTR	Please refer corrigendum

161	121	4.1	The System Integrator must provide 3 (Three) year on-site comprehensive warranty for all hardware and peripheral items to be supplied under this RFP covering all parts and Label from the date of acceptance of the systems by Bank at the respective locations i.e. onsite comprehensive warranty and two year AMC (4th Year AMC & 5th Year AMC).	Warranty for Hardware, Network & Software items	Request you to opt for 5 Yr upfront support for hardware components. This will give better TCO to Bank.	Clause stands as per RFP
162	-	-	-	-	Request you to include D2D as primary backup target. This will help bank for quick recovery and fast backup and at the same time allow Immutability option to protect backups from ransomeware etc.	No addition of clause
163	168	Table F: Minimum Technical requirement for Backup Software	10 TB front end capacity licenses and same license can be used in DC and DR		What is the total front end capacity to be considered for the backup	Please refer corrigendum

164	57	7. Hardwar	System Integrator should supply Backup Software Solution having 150 TB capacity base backup software and should support Full and Incremental, online & offline backup having capability of taking backups on LTO 9 Tape Drives at DC & DR location. Backup Software solution should have Industry standards encryption (256 bit or higher). System Integrator has to install Backup software solution on all Production Database servers (DC & DR		What is the total front end capacity to be considered for the backup	Please refer corrigendum
165	184	Table L:	Minimum Technical requirement for Branch Router	Should support Firewall features (transparent and bridging)	Request to please change this as "Should support Firewall features (transparent and bridging) or Statefull Firewall or Zone based Firewall	Clause stands deleted
166	185	Table L:	Minimum Technical requirement for Branch Router	Should have extensive support for SLA monitoring for metrics like delay, latency, jitter, packet loss.	Request to please remove this.This is more relevant in Core level.	Clause stands deleted

167	186	Table M:	Minimum Technical requirement for Core Switch	Switch should support field replaceable components such as Supervisor, Linecards , Power-supply and Fan trays and have embedded RFID tag which facilitates easy asset/inventory management using commercial RFID readers.	RFID is OEM specific.Request to please remove for wider OEM participation.Request to please change this as "Switch should support field replaceable components such as Supervisor, Linecards , Power-supply and Fan trays".	Clause stands as per RFP
168	187	Table M:	Minimum Technical requirement for Core Switch	Platform should integrated with SDN platform, SDN controller can be added as and when required	OEM to OEM solution architecture differs.In HPE we don't have any controller architecture,Solution supports REST API and also programmable.	Clause stands deleted

169	187	Table M:	Minimum Technical requirement for Core Switch	Should have minimum 16 GB DRAM with minimum 10GB Flash and should have 2 x 240GB SSD to host 3rd party container based application in future.	Request to please modify this as "Should have minimum 16 GB DRAM with minimum 10GB Flash." so that other OEM can participate here.	Please refer corrigendum
170	187	Table M:	Minimum Technical requirement for Core Switch	IPv4 Routing entry support : Minimum 100K	Request to please modify this as "Minimum 60" so that other OEM can participate here.	Please refer corrigendum
171	187	Table M:	Minimum Technical requirement for Core Switch	Multicast Routing entry support : Minimum 16K	Request to please modify this as "Minimum 8K" so that other OEM can participate here.	Please refer corrigendum
172	187	Table M:	Minimum Technical requirement for Core Switch	Should have AES-256 support with MACSEC-256 encryption algorithm on hardware	Request to please remove for wider OEM participation.	Clause stands deleted

173	187	Table M:	Minimum Technical requirement for Core Switch	Platform should support identifying malware in encrypted traffic in Campus LAN layer or an external appliance for the same functionality can be provided.	This is OEM specific.Request to please remove for wider OEM participation.	Clause stands deleted
174	188	Table M:	Minimum Technical requirement for Core Switch	Switch shall be IEEE 802.3BT 90W PoE Ready	This is OEM specific.Request to please remove for wider OEM participation.	Clause stands deleted
175	188	Table M:	Minimum Technical requirement for Core Switch	Switch should support MacSec-256	Request to please remove for wider OEM participation.	Clause stands deleted
176	188	Table M:	Minimum Technical requirement for Core Switch	Switch should support 24 Multigigabit 100/1000 Mbps 2.5/5 Gbps 10GBASE-T ports and 24 10/100/1000 ports	Request to please change this as "Switch should support 24 Multigigabit 100/1000 Mbps 2.5/5 Gbps ports".for wider OEM participations.	Please refer corrigendum

177	188	Table M:	Minimum Technical requirement for Core Switch	Switch should support scale of 1000 VRFs from logical segmentation perspective	Request to please modify this as "Switch should support scale of 256 VRFs from logical segmentation perspective" so that other OEM can participate here.	Please refer corrigendum
178	188	Table M:	Minimum Technical requirement for Core Switch	Switch must provide Application visibility using Deep packet inspection technology	Request to please change this as "Switch must provide Application visibility using Deep packet inspection technology or equivalent".	Please refer corrigendum
179	189	Table M:	Minimum Technical requirement for Core Switch	Point#45,46,47 and 52	All points are very specific to one OEM solution architecture.	Please refer corrigendum
180	189	Table M:	Minimum Technical requirement for Core Switch	Switch should support GRE tunnels and NAT (Static.Dynamic, PAT) for integration with 3rd party or migration kind of scenarios	Request to please change this as "Switch should support GRE tunnels",so that other OEM can participate.	Clause stands as per RFP
181	189	Table M:	Minimum Technical requirement for Core Switch	The Switch should be IPv6 Ready Logo Phase-2 certified	Request to please change this as "The Switch should be IPv6 Ready" for wider OEM participations.	Please refer corrigendum

182		190	Table N:	Minimum Technical requirement for Network Switch (Extranet, Internet & Branch)	The proposed devices should be SD-WAN compatible	Request to please remove this.This is related to WAN.	Clause stands deleted
183		190	Table N:	Minimum Technical requirement for Network Switch (Extranet, Internet & Branch)	Efficient MAC Address learning engine supports up to 16K MAC Addresses	Request to please change this as "Efficient MAC Address learning engine supports minimum 8K MAC Addresses".	Please refer corrigendum
184		192	Table N:	Minimum Technical requirement for Network Switch (Extranet, Internet & Branch)	The Switch should support Auto QoS or equivalent for certain device types and enable egress queue configurations.	Request to please modify this as "The Switch should support Auto QoS or QOS or equivalent for certain device types and enable egress queue configurations".	Please refer corrigendum

185	192	Table N:	Minimum Technical requirement for Network Switch (Extranet, Internet & Branch)	The Switch should support real-time network event detection in order to take informational, corrective actions when the monitored events occur (Embedded Event Manager or equivalent mechanism through external software) from day 1.If Vendor is providing external software than necessary hardware/software to install at bank locations from day 1 without any extra cost to bank. This point is	Request to please make it optional for all type of switches	Please refer corrigendum

186			Price Validity	The System Integrator will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever during the period of 12 months and Bank may place the additional Purchase Orders to the System Integrator for any or all of the services at the agreed unit rate for line items as mentioned in the commercial	Request to kindly have the price validity till 6 months owing to volatile market condition.	Please refer corrigendum
187				Hardware, Software, Network equipment delivery within 8 weeks	Request to kindly change the delivery as below due to global supply chain issue Hardware, Software, Network equipment delivery within 12-14 weeks	clause stands as per RFP

188	106	12.2- ii	It should take care all types of RHEL based servers and windows based desktops. Regular updation of AV signatures should be automated from central server.	Anti-Virus System	Please mention the exact number of Linux & windows based servers & number of Windows endpoints.	Desktops are 1300 and servers are 200 in numbers.
189	106	12.2 - vi	SI has to establish Centralised Antivirus system for desktops at branches & Offices and servers at DC & DR Site.	Anti-Virus System	Please mention the number of Server & desktop who will use DR or report to DR.	No desktop will specifically use DR setup. It is redundant to DR systems.
190	106	12.2	System Integrator will be responsible for deployment of Antivirus Solution at all Computers, Servers Branches & Offices.	Anti-Virus System	Our understanding is the bidder will rollout Antivirus agents centrally from the Data Center. Any agent Installation/reinstallation if required will be done by Bank's desktop/deskside vendor and the bidder will support them centrally. Please confirm if our understanding is correct	First time installation of Antivirus agent / client software in desktop /servers (not managed by SI) is under the scope of work of SI. In case of servers managed by SI, any insttallation of antivirus during the contract is under role & responsibility of SI.

191	106		12.2	System Integrator will be responsible for deployment of Antivirus Solution at all Computers, Servers Branches & Offices.	Anti-Virus System	During the Run phase of there is a requirement of AV agent re-installation because of any hardware, Software issue the same will be done by bidder centrally. However, if it required any deskside support at branch end the same will be done by Bank's desktop/deskside vendor and the bidder will support them centrally. Please confirm if our understanding is correct	First time installation of Antivirus agent / client software in desktop /servers (not managed by SI) is under the scope of work of SI. In case of servers managed by SI, any insttallation of antivirus during the contract is under role & responsibility of SI.
192	106		12.1	System Integrator has to establish an Active Directory setup for all the desktops available at branches & offices	Active Directory	Our understanding is the bidder will do the setup centrally and make the necessary configuration changes. However, any deskside support required at branch end will be done by Bank's desktop/deskside vendor and the bidder will support them centrally. Please confirm if our understanding is correct	First time configurration of Active directory including domain joining is under the scope of work of SI.
193				General	Ticket volume	Can you please share the ticket volumes for Helpdesk, Branch Network of last six months	Not available
194	23		21	Bids shall remain valid for one year after the date of bid opening prescribed by BANK.	Period of Bid Validity	Request you to change the validity to 6 months	clause stands as per RFP

195		127	11	The System Integrator will be required to keep the price valid for a period of 01 year (12 months) from the date of issuance of 1st Purchase Order	Price Validity	Request you to modify the same as "The System Integrator will be required to keep the price valid for a period of 6months (6 months) from the date of issuance of 1st Purchase Order	Please refer corrigendum
196		194	Table O	The appliance must be fully populated with at least 4 X 10G SFP+ and 8 X 1G Gigabit Base-T and interfaces from day 1 with dual power supply	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	The appliance must be fully populated with at least 4 X 10G SFP+ and 8 X 1G Gigabit Base-T and interfaces from day 1 with dual power supply. The same appliance must have a scalability to accommodate additional 8 X 1G Gigabit Base-T and 4 X 10G SFP+ in future	Clause stands as per RFP
197		194	Table O	The appliance hardware should be with at least 16 physical and 32 virtual cores with hyper threading enabled, 64 GB RAM and at least 1 X 480 GB SSD storage from day 1	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	The appliance hardware should be with at least 6 Cores with hyper threading enabled, 16 GB RAM and with Option of Compact Flash	Please refer corrigendum

198	194	Table O	NGFW must have minimum Next Generation Firewall with IPS and application visibility throughput of 20 Gbps.	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must have minimum Next Generation Firewall with IPS and application visibility throughput of 10 Gbps.	Please refer corrigendum
199	194	Table O	NGFW must have minimum Firewall with IPS throughput of 20 Gbps	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must have minimum Firewall with IPS throughput of 12 Gbps	Please refer corrigendum
200	194	Table O	NGFW must support at least 330K connection per second and 16M concurrent connections from day 1	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must support at least 500K connection per second and 7M concurrent connections from day 1	Please refer corrigendum

201	194	Table O	The appliance must be fully populated with at least 4 X 10G SFP+ and 8 X 1G Gigabit Base-T and interfaces from day 1 with dual power supply	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	The appliance must be fully populated with at least 4 X 10G SFP+ and 8 X 1G Gigabit Base-T and interfaces from day 1 with dual power supply. The same appliance must have a scalability to accommodate additional 8 X 1G Gigabit Base-T and 4 X 10G SFP+ in future	Clause stands as per RFP
202	194	Table O	The appliance hardware should be with atleast 16 physical and 32 virtual cores with hyperthreading enabled, 64 GB RAM and atleast 1 X 480 GB SSD storage from day 1	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	The appliance hardware should be with at least 6 Cores with hyper threading enabled, 16 GB RAM and with Option of Compact Flash	Please refer corrigendum
203	194	Table O	NGFW must have minimum Next Generation Firewall with IPS and application visibility throughput of 20 Gbps.	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must have minimum Next Generation Firewall with IPS and application visibility throughput of 10 Gbps.	Please refer corrigendum

204	194	Table O	NGFW must have minimum Firewall with IPS throughput of 20 Gbps	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must have minimum Firewall with IPS throughput of 12 Gbps	Please refer corrigendum
205	194	Table O	The Next Generation Threat Prevention Throughput must be at least 5 Gbps from day 1	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	The Next Generation Threat Prevention Throughput must be at least 9 Gbps from day 1	As per RFP
206	194	Table O	NGFW must support at least 330K connection per second and 16M concurrent connections from day 1	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must support at least 500K connection per second and 7M concurrent connections from day 1	Please refer corrigendum

207	194	Table O	Solution must be able to segment the rule base in a subpolicy structure in which only relevant traffic is being forwarded to relevant policy segment for an autonomous system	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	Specific to one OEM. Request for Deletion	Clause stands deleted
208	194	Table O	Solution must be able to segment the rule base in a layered structure. Solution must be able to segment the rule base to allow structure flexibility to align with dynamic networks.	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	Specific to one OEM. Request for Deletion	Clause stands deleted
209	194	Table O	The proposed solution must support the ability to lock configuration while modifying it, avoiding administrator collision when there are multiple people configuring the appliance	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	Specific to one OEM. Request for Deletion	Clause stands deleted

210	137	27. Signing of Contract	There is no order of precedence clause in the RFP	Signing of Contract	Bidder request to add below language in the clause 27. Signing of Contract: "Both the Parties acknowledge and agree that the Contract will have precedence over the RFP, subsequent response to the pre-bid queries, amendments, addendum and corrigendum. However, in the event of the Clauses which are not explicitly covered under the Contract, they will have interpretation and bearing as defined in the RFP, response to the pre-bid queries, amendments, addendum and corrigendum"	clause stands as per RFP
211	13	2	The bidder must have minimum annual turnover of Rs. 500 Crore each in last three financial years i.e. 2019-20, 2020-21 & 2021-22. This must be the individual company turnover .		The bidder must have minimum annual turnover of Rs. 100 Crore each in last three financial years i.e. 2019-20, 2020-21 & 2021-22. This must be the individual company turnover .	Clause stands as per RFP

212	13	2	The bidder must have minimum annual turnover of Rs. 500 Crore each in last three financial years i.e. 2019-20, 2020-21 & 2021-22. This must be the individual company turnover and not that of any group of companies.		Kindly wave off for MSME till 15 Cr	Clause stands as per RFP
213	14	4	The bidder should be Original Equipment Manufacturer (OEM) of Hardware or their authorized representative or System Integrator (SI) in India.		Request you to allow Saraswat infotech to participate as partner with Infosys for Finacle	Clause stands as per RFP

	15		10	The bidder should have experience in delivery, integration, installation, management & maintenance of Finacle Core Banking Solution & Infrastructure in at least one in Public Sector Bank / Regional Rural Bank in India having more than 500 branches operation in the last 5 years along with the following areas of Banking setup: a)ITInfrastructurelike Management of Servers, Storage, SAN Switch, Backup solution. b)Database & Operating System administration & management		Kindly waveoff for MSME or allow us to showcase our OEM experience	Clause stands as per RFP
214							
215	15		12	The Bidder/OEM should have service /support infrastructure in Kolkata and Bengaluru for after sale support and maintenance of offered hardware and software.		Kindly waveoff as we have support centre in Mumbai	Clause stands as per RFP

| 216 | 42 | Part IV | Scope of Work/Introduction | The bidders are required to provide solution for Core Banking migration / upgrade, customization porting, Database Migration and implementation of Finacle 10.2.25, including supply & installation of required Hardware, Network & security equipment at DC, DR & Branches, Software, Licenses, trainings, other applications, facility management | We suggest the Opex model for IT Infrastructure for 5 years .Please confirm if the same can be proposed. | Clause stands as per RFP |

217	15	Eligibility Criteria point no.10	The bidder should have experience in delivery, integration, installation, management & maintenance of Finacle Core Banking Solution & Infrastructure in at least one in Public Sector Bank / Regional Rural Bank in India having more than 500 branches operation in the last 5 years along with the following areas of Banking setup: a) IT Infrastructure like Management of Servers, Storage, SAN Switch, Backup solution. b) Database & Operating System administration & management		We request Bank to consider some relaxation and change the clause to : i) The bidder / consortium partner should have experience in delivery, integration, installation, management & maintenance of Banking Infrastructure in at least one Bank in India in the last 5 years along with the following areas of Banking setup : a) IT Infrastructure like Management of Servers, Storage, SAN Switch, Backup solution b) Database & Operating System administration & management	Clause stands as per RFP
218	90	10.27 pt. no. 3	Server Utilization <50%		This threshold is too low. Request bank to keep it < 70%	Clause stands as per RFP
219	111	13.1 Minimum Resource Deployment during contract period	L2- Application Management including Middleware (CBS)	3 application support resources including the Middleware for CBS is requested for	It is not possible to run application support L2 services including middleware with only 3 resources, request for increasing the number to 4 to ensure normalization	Clause stands as per RFP

220	116	13.3 Project Time Line	Hardware, Software delivery and installation completion by M2	Hardware and software delivery	Considering prevailing situation, delivery of hardware will take 3 months and post that one more month to implement supporting software and application. Hence, we request Bank to consider extension of timeline to 'Hardware, Software delivery and installation completion by M4'.	Clause stands as per RFP
221	116	13.3 Project Time Line	Testing activities (System Integration Testing, Performance Testing and User Acceptance Testing) are not included in the timeline	Minimum of 3 months are required for completion of testing activities in the best case scenario	We request Bank to consider addition of testing and extension of timeline for Go-live to M11-M12, Post Migration support can be 3 months from M12	Clause stands as per RFP
222	116	Project Go-Live: This project will be said to Go-Live when	It is System Integrator's responsibility to complete the migration process in time. The Go Live of the project must be completed on or before 31st March 2024	This project will be said to Go-Live when .. Last paragraph	We request Bank to consider deletion of this clause as confirmation of end date without an agreed start date is not realistic	Clause stands as per RFP

| 223 | 132 | Clause no. 20 Order Cancellation | i. In case the System Integrator fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, BANK reserves the right to procure these deliverable from alternate sources at the risk, cost and responsibility of the System Integrator with the capping of 125% of the original quoted cost for such deliverable as per commercial bid. | | We request Bank to consider 100% capping of original quoted cost in both the points | Clause stands as per RFP |

	106	RFP	5	Antivirus solution should provide following minimum features but not limited to ☐ Host Intrusion Prevention ☐ Host Firewall ☐ Host Vulnerability Scanning ☐ Application Control ☐ Anti-malware ☐ Server-client model, where server is responsible to collect the updates from internet and update the clients in LAN /WAN (without internet) automatically along with centralize management of clients.		Antivirus solution should provide following minimum features but not limited to ☐ Host Firewall ☐ Host Vulnerability Scanning ☐ Anti-malware ☐ Server-client model, where server is responsible to collect the updates from internet and update the clients in LAN /WAN (without internet) automatically along with centralize management of clients. Justification: Security technologies like IPS and Application control are powered by a Cloud based service as they require latest updates to signatures and application vulnerabilities. It is recommended industry practice to use such controls. Request to change this clause or allow for Cloud based management approach.	Clause stands as per RFP
224							

225	107	15	The solution should be capable of automatic (dynamic) deployment to client workstations, as well as, removal of any existing Antivirus software.		The solution should be capable of automatic (dynamic) deployment to client workstations. Justification: Most security solutions are designed to prevent their uninstallation. This is done so that if attacker is sucessful, he will be able to remove all security policies. It is impossible for another security vendor to provide uninstallation for other security clients. Hence request to change this clause.	Clause stands deleted
226			Recommended addition		The solution can be managed by on-prem management or by a cloud based management portal that has India hosted tenant (to prevent Data privacy violation). Same console should be used to push agent for servers and desktops. Justification: having option for Cloud powered solution allows for higher level of technical capabilities in solution. A consolidated solution makes it easier for administrator to push policies.	No addition of clause

227			Recommended addition		The solution is able to provide phishing protection for end user for even zero-day phishing scams. Browser based/fileless attacks should also be prevented using browser based agent. Justification: it is important to secure end user browser and provide a layer of protection. This ensures higher security for end user even if they click on malicious link by mistake. Hence request to add this clause.	No addition of clause
228	98	11.8 Vii)	There should be dual layers of firewalls of different makes, those should be crossed by every network traffic before reaching to core Banking & other Application & database services.		There should be dual layers of firewalls of different models, those should be crossed by every network traffic before reaching to core Banking & other Application & database services. Justification: Request to add this clause as it will allow more seamless and easier management for security administrator, easier logging and monitoring of threats, and also ensure that if there exists a flaw in one model then other firewall is not exposed.	Clause stands as per RFP