



RFP FOR SELECTION OF SYSTEM INTEGRATOR FOR SUPPLY, INSTALLATION, INTEGRATION, IMPLEMENTATION, MAINTENANCE AND FACILITY MANAGEMENT SERVICES OF HARDWARE, SOFTWARE, NETWORK FOR CORE BANKING SYSTEM (FINACLE 10.2.25) FOR FIVE YEARS (RE-TENDER) (E –TENDER)

RFP Ref. No: PBGB/HO/DIT/746/2023-24 Date: 23/06/2023

Dt. 07-07-2023

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s)

SI	RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought / Suggestions of the Bidder	Reply to Query
1	53	3.36	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	As per the our understanding the Bank will provide the ODG licenses going forward as well. However, if there are any other Hardware/Software required for replication that will be bidder's responsibility to supply and implement. Please confirm our understanding.	Bank has Oracle Enterprise licenses. if any other Hardware/Software is required for replication of data between DC & DR, the same will be bidder's responsibility to supply and implement.
2	141	Annexure D	DC site: 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	We believe it should be Type D instead of Type C. Please confirm	Please refer corrigendum

3	144	Annexure D	5 Nos. Physical server shall contain (Type G) 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	There is contradicting information provided for Type G Server. The Bank has requested 5 Servers in the clause, whereas in the preceding table for Minimum number of Physical servers from day-1 it is mentioned 4. Please clarify how many Type G servers needs to be supplied.	Please refer corrigendum
4	93	8.Implementation of Active Directory , Anti-Virus, Biometric and EMS Solution	Bank's Desktops has valid Windows License. Any other Licenses if required to implement AD, it should be supplied by SI in the name of Bank	Does the Bank have CAL (Client Access License) for all users/device required for Active directory or want the SI to factor Windows CAL licenses?	Bank's desktop has only Windows Operating System Licenses.
5	93	8.1	System Integrator has to establish an Active Directory setup for all the desktops available at branches & offices	Our understanding is the bidder will do the setup centrally and make the necessary configuration changes. However, any desktside support required at branch end will be done by Bank's desktop/desktside vendor and the bidder will support them centrally. Please confirm if our understanding is correct	First time Installation / joining in Active Directory Domain / Centralise Anti-Virus / Biometric Client in Branch Desktop is reponsibility of System Integrator.
6	51	3.2	System Integrator has to migrate existing 200 nos. of LTO 4/ LTO 6 tapes to LTO 9 tapes to preserve all data files.	LTO4 tape migration will be a challenge. Request you to remove the requirement of LTO4	Clause stands as per RFP
7		3.26	Application flow diagram.	This should be done by Finacle 10.x application Vendor/Partner of bank. Request you to remove this from scope of bidder in this RFP	This is to be prepared in co-ordination with Application vendor.

8	71	6.5	Maintain specific batch cycles utilizing the standard operating system CRON scheduler throughout the operational support coverage hours as necessary to meet defined service levels.	This should be done by Finacle 10.x application Vendor/Partner of bank. Request you to remove this from scope of bidder in this RFP.	This is to be executed in co-ordination with Application vendor.
9	72	6.6 System Administration	File/system/application access management in approval from Bank - Maintaining file and directory permissions on OS and application access management like creating user accounts at application level, assigning application access, setting application passwords, user lockout etc.	Application Access Management will be done by Finacle 10.x application Vendor/Partner of bank. Request you to remove this from scope of bidder in this RFP	Please refer corrigendum
10	75	6.13 Database Monitoring and Administration	Perform pre-batch activities- Scheduling of resources-Scheduling batch services-Define, maintain and document a work schedule for running production system batch jobs, and possible started tasks- Install and document system related batch jobs in the automated job scheduling package-Manage the root cause analysis for scheduling problems- Develop and maintain standards for job acceptance and implementation. The System Integrator can either use scripts or propose a tool for batch automation <ul style="list-style-type: none"> • Remove applications from the application portfolio following decommissioning from projects or improvements. 	Application batch scheduling will be done by Finacle 10.x application Vendor/Partner of bank. Request you to remove this from scope of bidder in this RFP	Please refer corrigendum

11	79	6.24 System Configuration Management	<p>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".</p> <ul style="list-style-type: none"> o Software Executables o Customized Software Source Code o System Requirements Specifications o Logical Data Base Design and Data Dictionary o Technical Design Documents 	This will be done by the vendor performing Application migration. Request you to remove from scope of bidder in this RFP	Related to Application software under the scope
12	79	6.25 - Other important points to be noted by the System Integrator:	<p>Testing: To assist Bank's team in developing a comprehensive acceptance-testing plan for the different migration phases , includingo "Functional tests" To demonstrate that the completed system performs the functions as is designed to performo "Load tests" to demonstrate the ability of the system to performwithout degradation when under maximum traffic load carryingconditions as defined in the manufacturer's specifications. • "Performance tests" to demonstrate satisfactory performance during a 30-day period.</p>	The functional Testing, SIT and UAT, Data Migration of CBS will be done by vendor performing Application migration and cannot be done by the bidder. Request you to remove from the scope of the bidder	During migration of Finacle version, functional testing of Finacle 10 application including testing of customisation scripts to be done by testing agency(s) of System Integrator. During post- go live operation phase, any customisation requirement provided by Bank will be tested by Bank Team.All load testing & performance testing of hardware, network, security system should be carried out by System Integrator as & when required throughout contract period.

13	81	6.30 System and security audit	<p>6.30 System & Security Audit :</p> <ul style="list-style-type: none"> • 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. • SI to ensure compliance of various policies of the Bank, 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. • New Solutions should have high level of reliability with particular emphasis on data integrity and security. Authorized users to use the application if available on Internet / Intranet, generate logs and audit trails. • Before live implementation / migration of the software solution in production system, the product may be audited by Bank's appointed Software Audit firm / in house team. • All audit points raised by the Software auditor should be complied by the vendor without any additional cost to the Bank. • During the contract period, the vendor needs to comply with security and system audit 	<p>Any issues related to Application will be addressed by the Bank/its partner doing the migration/management of CBS & Allied applications. However, any infra related issues bidder will be in the scope of bidder. However, any new solution required to mitigate the findings will be on a change request basis</p>	Clause stands as per RFP
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			<p>observation and remediate the audit observation without any additional cost to the Bank.</p> <ul style="list-style-type: none"> • The solution should have built in security features and compliant with the requirements of regulatory agencies. • It should have high level of reliability with particular emphasis on data integrity and security. Authorized users to use the application if available on Internet / Intranet, generate logs and audit trails. • Post installation of OS, VA & PT (Vulnerability Assessment & Penetration Testing) is conducted and reported will be provided by Bank to System Integrator. All findings/issues pointed out in the report to be complied/fixed before installation of the software (Database, application) 		
14	186		Table P	Some of the criteria asked is largely dependent on Application and cannot be achieved in isolation by bidder. Request you to kindly remove this criteria as Bank has already defined SLA's that bidder will manage as part of this RFP	Clause stands as per RFP

15	12	Section 1.1	The PBGB intends to engage SI (System Integrator) for required servers, licenses, Network equipment, Network link, support service and manage the entire Finacle 10 set up for a period of 5 years from date of Go-Live of the Finacle 10 project.	Please let us know the overall contract period for which we need to factor Warranty/AMC/ATS for hardware/software being supplied from the date of signing of contract. This has to be normalised across the bidders for uniformity	It is five years after implementation period.
16	12	Section 1.1	The PBGB intends to engage SI (System Integrator) for required servers, licenses, Network equipment, Network link, support service and manage the entire Finacle 10 set up for a period of 5 years from date of Go-Live of the Finacle 10 project.	Please let us know the tenure of FMS Support that we have to factor as part of this contract. This has to be normalised across the bidders for uniformity	It is five years from Go-Live
17	12	Section 1.1	As a part of continuous technology upgrade, the selected bidder is expected to utilize various new features / technological advancement of the newer version of the CBS and to provide better and enhanced service to its customers through re-engineering of its existing business processes.	The bidder is proposing the solution as per the requirement of the RFP. However, with the new advancement in future any new technology/solution if required for newer version will be on a change request basis on mutual discussion. Please confirm whether our understanding is correct	Clause stands as per RFP
18	23	Part -II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS ; Point 21 Period of Bid Validity	Bids shall remain valid for one year after the date of bid opening prescribed by BANK. BANK holds the rights to reject a bid valid for a period shorter than 90 days as non-responsive, without any correspondence.	Request you to make the validity of the bid to 6 months as there is continuous fluctuation of forex and OEMs are not ready to hold the prices	Please refer corrigendum
19	42	Part IV - SCOPE OF WORK	j. Work closely with vendor(s) and Bank for smooth migration of the database from Finacle 7.x database to Finacle 10.x database	Our understanding is that the current database is multibyte and conversion of single byte to multibyte is not in scope of the bidder. Please confirm	Present database is on single byte and conversion to multibyte is the role of existing System Integrator.

20	43	Part IV - SCOPE OF WORK	k. Bidder needs to factor Enterprise premium Support (24X7) for RHEL, JBOSS EAP and standard support other 3rd party for DC and standard support for DR location respectively.	Please clarify whether bidder needs to factor Standard support for all DR Redhat Licenses. Also confirm the support requirement for non-production environment	Standard support for DR & Non production system.
21	44	3. Hardware Capacity Sizing	Production Database for Finacle 10.x and CSIS Database	Can bidder provide a Server that will host both CBS & CSIS Database in the same server (by virtualising) with the required Core and memory sizing. This will help bank optimise the Oracle Database and also data centre foot print	Clause stands as per RFP
22	45	3. Hardware Capacity Sizing	UAT 1 DB (Physical) and UAT 1 CSIS DB (Physical)	Can bidder provide a Server that will host both UAT DB & UAT CSIS Database in the same server (by virtualising) with the required Core and memory sizing. This will help bank optimise the Oracle Database and also data centre foot print	Clause stands as per RFP
23	48	3. Hardware Capacity Sizing	Backup Server - 1 each in DC and DR	We will need HA for backup Servers , request you to kindly modify the same. The Qty for Backup Servers in Commercial template is mentioned as 2 each in DC & DR. Request this point to be changed in this section	Please refer corrigendum
24	50	3.9	System Integrator should supply, install new setup & integrate with old setup for migration of data.	The existing and new setups are in two different Data Centres and independent setup. Request Bank to explain the requirement of Integration between these two setup	Please refer corrigendum

25	49	3.1	<p>3.1 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) with Recommended Application Response Time (Table P) and during the benchmarking exercise for the all proposed hardware components the resource utilization should be less than 60%.</p>	<p>Request you to change the utilisation to 70% and also this should exclude EoD/BoD and batch related activities</p>	<p>Clause stands as per RFP</p>
26	49	3.4	<p>3.4 All the servers as specified above must be physically separate servers, unless otherwise specified. Partitioning of any sort in the same machine will not be treated as separate server for this purpose.</p>	<p>Can we do virtualisation for other Servers that bidder is proposing for the new solutions that will be supplied as part of this RFP requirement. Please confirm</p>	<p>Clause stands as per RFP</p>
27	52	3.3	<p>All passive cablings between server-to-server, server-to-tape, storage-to tape, server -to -SAN, Storage-to SAN (including and all other combinations connected) (for connecting between new-to-new or new to-existing setup) will be provided and installed/ configured by the System Integrator. The management of these cabling (including replacement whenever required) to be provided by the System Integrator during the tenure of the contract without any additional cost to the Bank.</p>	<p>Our understanding is that the Bidder has to supply the infrastructure to new Data Centre of Bank and is a new setup. Please clarify the requirement of new to existing setup</p>	<p>It is a new setup.</p>

28	53	3.38	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 8 weeks from the date of purchase order.	Request Bank to relax the timelines for hardware delivery & installation. As per the OEMs current hardware delivery will take approx. 16 weeks from the Date of signing of contract and the Installation will be done in a phased manner . Post the complete delivery of hardware bidder will be able to install the Non-Production environment within 8 to 10 weeks	Please refer corrigendum
29	54	3.42	Facility Management Service is to be provided at Bank's premises on 24x7x365 basis deployed for this purpose shall act as single point of contact with the bank for any matter pertaining to scope of work specified in the RFP.	Our understanding is that FMS will be delivered from Banks Data Centre at Kolkata and Bangalore. Please confirm	FM Services shall be delivered from Bank's DC & DR sites at Kolkata & Bangalore and from Bank's Head Office at Howrah also.
30	57	4.7	The System Integrator should also conduct the functional testing to verify that each function of the software application operates in conformance with the requirement specification.	This is not relevant for the scope of bidder. We are system integrator for hardware	This is the role of testing agency(S) engaged by System Integrator.
31	59	5.8	Supply and integrate other applications/tools/solutions for configuration management, change management, release and deployment management, application performance monitoring, service level monitoring etc.	The Bank has not asked for any Application monitoring tools in the detailed technical specifications of EMS> Request you to share the requirement of the same if required	Clause stands as per RFP

32	59	5.11	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 shifting the equipment to a suitable location outside datacentre during the contract period will be decided with mutually agreed terms and condition at that point of time. The de-commissioning and commissioning activity is required to be carried out by System Integrator Engineers only.	Any shifting of equipment and decommissioning/re-installation will be on mutually agreed terms. Please confirm whether our understanding is correct	Clause stands as per RFP
33	60	5.14	The System Integrator shall ensure seamless integration of the upgraded Core Banking Solution with other existing applications/utilities, network, security, platform and storage infrastructure in the Bank's Data Centre, Near Site and Disaster Recovery Site.	This will be an independent setup , request the Bank to share the requirement of Integration. Please also clarify on the Near Site requirement as mentioned in the clause	Please refer corrigendum
34	60	5.15	System Integrator will do the partitioning of the production Finacle core banking application database with help/recommendation of Application vendor as and when required, however System Integrator needs to relook the same and need to maintain and perform activities to increase the performance of the database and application.	All Oracle Database partitioning, diagnostics and tuning licenses will be provided by bank. Please confirm	Required Oracle license will be provided by Bank.
35	60	5.17	System Integrator has to ensure that these resources are well versed with the Bank's specific functionality / Interface and customizations for the smooth rollout Support.	Bidder is not doing any application migration/customization. Please clarify this requirement	Resources should have desired educational qualification and experience as mentioned in the RFP to carry out the task when necessary.

36	61	5.19	System Integrator should make do necessary server setup to enable Monthly MIS/Report and daily MIS/Report for data extraction for various peripheral systems like Audit MIS, AML etc.	Request Bank to clarify the requirement on server sizing as bidder will not be able to size the same. Also share the software required for the server	DR site production servers will be used for Report/MIS servers
37	63	6.2	Data transfer from existing data centre to proposed data centre for Finacle 10.x migration shall be done by SI.	Request bank to share the process of data transfer during migration as the data centres are in different locations/cities, existing and proposed.	System Integrator has to suggest best feasible way of data transfer from existing data centre to Proposed site during migration of CBS.
38	64	6.3	All engineers must be in the payroll of awarded System Integrator	Request this clause be applicable for Key and Project Manager only. Rest all resources L1 can be on third party however, the overall responsibility will be on bidder	Clause stands as per RFP
39	64	6.3	Application maintenance would include installation, re-installation, troubleshooting, performance tuning, performance monitoring, applications of patches, bug fixing, improvements in presentation and / or functionality and others within a duration mentioned in Service Level Agreement for the extended period	Application maintenance is restricted to EMS & Biometric application being supplied as part of this RFP. Please confirm whether our understanding is correct	Required application software is to be provided / managed by System Integrator.
40	64	6.3	System Integrator should deploy competent resources for the AMS team to provide necessary maintenance and support as per the requirement of the Bank. Vendor has to deploy adequate resources to ensure that the systems are up and customer service is not impacted	Application maintenance is restricted to EMS & Biometric application being supplied as part of this RFP. Request you to add the EMS L2 resource required for maintenance of the solution and also include the same in commercial template	Clause stands as per RFP
41	64	6.3	System Integrator should deploy competent resources for the AMS team to provide necessary maintenance and support as per the requirement of the Bank. Vendor has to deploy adequate resources to ensure that the systems are up and customer service is not impacted	The Bank has not mentioned the AMS Resources required for Biometric Application that bidder is supplying as part of this RFP. Request Bank to add 1L2 resource required for the same and also mention the shift coverage required for the same and also add a line in the commercial template	clause stands as per RFP

42	65	6.3	<p>System Integrator's support team and the Bank's team would liaise with the ATS team of OEM Vendor (Infosys) to report product related bugs and obtain fixes(if applicable) for the same. • If the issue is a bug and would require a fix, restoration would be provided by the support team. • If the issues are because of the incorrect understanding, the issue would be closed with appropriate explanation. • If the issues require changes in the product setup or data, the SystemIntegrator's team would suggest the required changes to the parameters / data to be made. The changes will have to be carried out in concurrence with the Bank's team. • Upon receipt of a patch for a bug, the same would be intimated to the PBGB team & System Integrator would be required to download the patch, deploy and PBGB Bank's UAT team would certify the same before deploying it in the production. • Once the issue is resolved or a restoration is provided to the issue, the PBGB team would intimate the same to the Bank's end users</p>	<p>AMS support for CBS is not part of this RFP. Request Bank to remove the same from scope of the bidder</p>	<p>Please refer corrigendum</p>
43	72	6.5	<p>Provide appropriate system resources, tools and procedures to support the processing of user-initiated batch jobs.</p>	<p>Please share the requirement of tools and procedures</p>	<p>Tools and procedures required to initiate, monitor execution of user-initiated batch jobs.</p>
44	72	6.5	<p>Provide the necessary operational resources to support bank-submitted or bank-scheduled batch processing. Log problem records if scheduled and automated batch jobs fail</p>	<p>This is performed by AMS. Request to remove the same from cope of bidder</p>	<p>It is the responsibility of SI to initiate / monitor / log execution of batch jobs in co-ordination of the Application vendor.</p>
45	72	6.5	<p>Maintain tools and facilities for bank to perform batch scheduling and batch monitoring activities</p>	<p>Please share the requirement of tool</p>	<p>For batch scheduling</p>

46	73	6.7 Updates/ Upgrade s/New releases/ New versions/ Patch Manage ment	<ul style="list-style-type: none"> 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. 	The same is restricted to dot version and minor updates. However, any update. Upgrade that requires architectural changes/OEM requirement/New technology will be on a change request basis. Please confirm whether our understanding is correct	Clause stands as per RFP
47	76	6.13 Databas e Monitorin g and Administr ation	Monitoring, management and implementation of High Availability (HA) viz. clustering/RAC etc.	Our understanding is the bank needs Active-Passive databases cluster. Please confirm	It is Active Passive setup.
48	79	6.23 Performa nce Require ment	1 Transaction Per Second (TPS) 1502 Transaction Per day 20 lakhs3 Server Utilization <50%	Please confirm on the requirement. At some place in RFP bank is looking for a concurrent of 2000 users and utilisation of 60%. Request you to confirm the requirement	Minimum sizing of the hardware has been given in the RFP along with Business volume and required Application response time with expected TPS, Transaction volume and concurrent users. Based on all these parameters, bidders has to design hardware sizing and provide necessary hardware solution to maintain the desired performance given in the RFP. The sizing of hardware should not be less than the minimum sizing mentioned in RFP and should have provision to upgrade in future as per demand.
49		Table A Hardwar e Cost with 3 years Warranty	Network Devices - Qty 1 in DC & DRC	The Devices needs to be deployed in High Availability at DC & DR to achieve the requirement of 99.9% availability. The Network is the Core of the Data Centre and request you to kindly the change the qty in both DC & DRC	Clause stands as per RFP

50	80	6.27 Updates/ Upgrade s/New releases/ New versions/ Patch Management:	<ul style="list-style-type: none"> System Integrator needs to test all these upgrades and releases along with existing customizations in Non-production environment first and once sign off by the bank System Integrator needs to move these upgrades and updates in production through proper change management cycle. In case some changes are required to be made to the existing customizations, the same should be carried out at no additional cost to the Bank. It should be possible to roll back at a short notice and in a short time in case of any problem due to the change. 	Request you to remove the clause as bidder is not doing any AMS/customisation support	Clause stands as per RFP
51	82	7. Network Management	The System Integrator is expected to liaison with the third party, government authorities etc. as and when required. The System Integrator shall be required to obtain the various permissions from the necessary agencies and liaise with the various Bank's respective telecommunication Service Providers for obtaining the necessary clearances and infrastructure for the WAN.	Request Bank to clarify the requirement of liasioning with Third party and getting clearances. Bidder will not be able to get any clearances from third party	Clause stands as per RFP
52	87	7.8	xxi) The Bank reserves the right to shift the equipment from one location to another location depending upon its need. The vendor will arrange to shift, install and commission the equipment.	This will be done through a change request on mutually agreed terms. Please confirm whether our understanding is correct	Clause stands as per RFP
53	89	7.16 System Integrator Deliverables and Liability	<ul style="list-style-type: none"> i) The deputed personnel should be prepared to work for extended working. ii) Required manpower should be deputed at Bank DC & DR site within 1 week from the date of Purchase Order 	The FMS manpower will be deployed 1 month before the go-live of the setup . The Project team will be deployed basis the various milestone during build phase as and when required	Post installation of hardware, establishment of network and other applications respective FM support should be started.

54	92	7.19 Network Management	xxxii) The System Integrator has to ensure that any equipment to be supplied as part of this RFP should not have either reached end of sales for at least 3 years post-date of acceptance of such equipment by the Bank. Further any equipment supplied by the System Integrator, should not have reached end of support/life for at least 2 years from the date of contract expiry. In the event if any equipment supplied by the System Integrator, reaches either end of sales / life support as stipulated in this clause, within the period of contract, the System Integrator has to immediately replace the equipment at no additional cost to the Bank.	Request the Bank to modify the clause as " xxxii) The System Integrator has to ensure that any equipment to be supplied as part of this RFP should not. The hardware supplied should not be declared end of sale at the time of delivery of hardware and should not be End of Support during the contract period. In the event if any equipment supplied by the System Integrator, reaches either end of sales / life support as stipulated in this clause, within the period of contract, the System Integrator has to immediately replace the equipment at no additional cost to the Bank.	Please refer corrigendum
55	94	81. Active directory	xxii) The SI is also expected to synchronise any existing active directory in the bank with this implementation.	Please share the details of existing Active directory setup of the bank	Server area domain is available, details will be shared to selected bidder.

56	98	8.4 Enterprise Management Solutions	<p>Helpdesk with Change management feature – 10 nos. of users.</p> <p>b. DC, DR infrastructure monitoring and Patch management for all physical & virtual devices to be delivered by system integrator in the project. Approx. 50 devices.</p> <p>c. Middleware monitoring (JOBSS): 20 (DC & DR).</p> <p>d. Network monitoring and configuration automation for 600 devices.</p> <p>e. Database monitoring 10 nos. of various application DB instances.</p> <p>f. Branch login should be unlimited.</p>	Request you to relook at the number of licenses for helpdesk , database monitoring	This is the minimum requirement of EMS license, bidder may quote EMS license over & above minimum licenses to fulfil the requirement.
57	98	9. Manpower requirement for FM Services	Requirement of Middleware , Application Load Balancer L2 Resources	Application Load balancer and Middleware is a critical component of F10.x architecture and Bank has not asked for any dedicated resources for the same. This is a niche skill and request bank to add at least 1 L2 resource of each	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.
58	98	9. Manpower requirement for FM Services	Requirement of Database L3	Bank has asked for only One Database L2 resource. Request Bank to add One L3 resource also as this is very critical to maintain the SLA	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.
59	98	9. Manpower requirement for FM Services	Requirement of Storage and Back L2	Bank has asked for only One Storage and backup L2 resource. Request Bank to add One L3 resource also as this is very critical to maintain the SLA	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.
60	98	9. Manpower requirement for FM	Requirement of Network L2 & L3	Bank has asked for only One more Network L2 and add One L3 resource also as this is very critical to maintain the SLA	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.

		Services			
61	98	9. Manpower requirement for FM Services	Requirement of System L3	Bank has asked for only One System L2 resource. request Bank to add One L3 resource also as this is very critical to maintain the SLA	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.
62	98	9. Manpower requirement for FM Services	Requirement of Biometric Application L2	Request Bank to add at least 1 dedicated L2 for Biometric Application Support as this is a separate skill and cannot be combined with others	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.
63	98	9. Manpower requirement for FM Services	Requirement of EMS L2	Request Bank to add at least 1 L2 for EMS Application Support as this is a separate skill and cannot be combined with others	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.
64	98	9. Manpower requirement for FM Services	Requirement of Antivirus L2	Request Bank to add at least 1 L2 for Antivirus Support as this is a separate skill and cannot be combined with others	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.
65	98	9. Manpower requirement for FM Services	Requirement of Active Directory L2	Request Bank to add at least 1 L2 for AD Support as this is a separate skill and cannot be combined with others	System Integrator can engage more resources to meet SLA, uptime and scope of work defined in this RFP during contract period.
66	10	9.2 Resource Qualifica	Database L1	Request to allow Graduate in L1 Qualification	Clause stands as per RFP

		tion & Experience			
67	103	10.3 – Project Time Line :	Timelines for Hardware Delivery & Installation	Request Bank to change the timelines for hardware delivery to 14 weeks as this is the time taken by OEM	Please refer corrigendum
68	103	10.3 – Project Time Line :	Timelines for Hardware Delivery & Installation	The Implementation will take 8 to 12 weeks from hardware delivery. This will be given in a phase manner starting from UAT, Testing environment to others	Please refer corrigendum
69	103	10.3 – Project Time Line :	Branch Network , AD & AV Installation	This will be done in a phased wise manner once the Central Network is setup and established.	Clause stands as per RFP
70	107	3. Delivery, Installation Schedule	Hardware, Software, Network equipment delivery	Request the timeline to change to 14 weeks	Please refer corrigendum
71	107	3. Delivery, Installation Schedule	Installation of Core Network at DR including all security Items	Installation will take 6 to 8 weeks upon delivery of equipment	Clause stands as per RFP
72	107	3. Delivery, Installation Schedule	Hardware, Software, Network equipment delivery	Request bank to modify the subsequent timelines based on the revised delivery timelines	Please refer corrigendum
73	110	One Time Implementation cost	Payment of Active Directory Implementation and Antivirus Implementation	50% on the Implementation of Central setup and 10% each on completion of block of 50 branches	Clause stands as per RFP
74	112	9. Uptime & Penalty	9. Uptime & Penalty - 99.9%	99.9% cannot be achieved until the Core Network devices are on High Availability . Request you to please add Coe network devices on HA in DC & DRC	Please refer corrigendum

75	112	9. Uptime & Penalty	Branch Network Equipment - 99%	Since the branches are on remote locations and on standalone devices. Request the Availability to be changed to 98%	Clause stands as per RFP
76	112	9. Uptime & Penalty	Response time for replacement/rectification for UAT related hardware and Branch Network item is 24 hours. If the System Integrator fails to rectify/replace faulty hardware within stipulated time mentioned above, then System Integrator will be penalized by 0.5%/per hour or part thereof of monthly facility management cost and same will be deducted from monthly FM charges. This penalty will be independent of other penalties.	Request the clause be modified as "Response time for replacement/rectification for UAT related hardware and Branch Network item is 24 hours. If the System Integrator fails to rectify/replace faulty hardware within stipulated time mentioned above, then System Integrator will be penalized by 0.5%/per hour or per branch monthly FM cost (Monthly FM charges / 230) and same will be deducted from monthly FM charges. This penalty will be independent of other penalties."	Please refer corrigendum
77	113	10. Liquidated Damage	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (one percent) of the TCO will be charged of the price of undelivered portion/not installed services for every week's delay subject to a maximum of 10% of the total cost of ownership.	Request the clause be modified as "Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (one percent) of the TCO-impacted delivery costs will be charged of the price of undelivered portion/not installed services for every week's delay subject to a maximum of 10% of the total cost of ownership."	Clause stands as per RFP
78	96	8.3 Biometric Authentication System	System Integrator has to implement Biometric based dual authentication system for login in Finacle 10.X application.	Our understanding is that bidder needs to supply and implement the Solution. However, the AMS and integration of Biometric solution with CBS will be done by Bank's CBS Partner. Please confirm.	System Integrator has to implement Biometric solution including hardware, application & other software and integrate with Finacle 10 application in co-ordination with Application vendor / OEM.
79	169	Table K - S. No.3	Should have at least 4 nos. 1000 Mbps Ethernet (copper) LAN/WAN, 4 no. of OFC WAN port with SR module and should have at least 2 No. of 10 Gigabit Ethernet (Fibre) with SR module from day one.	Please change it to "Should have at least 4 nos. 1000 Mbps Ethernet (copper) LAN/WAN, 2 no. of OFC WAN port with SX module and should have at least 2 No. of 10 Gigabit Ethernet (Fibre) with SR module from day one."	Please refer corrigendum

80	169	Table K - S. No.4	Routers should have at least 1 open slot for modular LAN and WAN connectivity options including Gigabit Ethernet and Fast Ethernet, interface modules.	This clause should be deleted because the proposed device will have 8x 1/10GbE port which can be sufficient to cater the requirement of 5 Gbps throughput.	Please refer corrigendum
81	170	Table K - S. No.9	Routers should have Class-based queuing	"Class based" is a proprietary/OEM specific term. Please change it to "Routers should have queuing"	Please refer corrigendum
82	170	Table K - S. No.25	Routers should have Packet Filters like: Standard ACL, Extended ACL, Time range ACL"s etc.	Standard/Extended is OEM specific term. Please change it to "Routers should have Packet Filters like: Standard ACL, Extended ACL, Time range ACL"s etc. or equivalent"	Please refer corrigendum
83	171	Table K - S. No.39	Should have 3 years warranty service. The successful bidder should ensure that the equipment proposed in this RFP, should not be declared as End of Life (EOL) or End of Support (EOS) by the OEM within next 5 years from the date of installation. In the event of the supplied equipment being declared End of support/End of Life during the contract period, the bidder has to replace the equipment with compatible equipment having equivalent or higher configurations without any additional cost to the Bank. Offered product must not be End of Life or End of Support for next 5 years.	As per our understanding the supplied product should not be EOL/EOS within 5 years of installation. Pls confirm.	Upgrade of proposed network equipment should be available over a period of five (5) years and OEM support should be available for period of minimum seven (7) years.
84	173	Table M - S. No.4	Switch should support field replaceable components such as Supervisor, Line cards , Power-supply and Fan trays and have embedded RFID tag which facilitates easy asset/inventory management using commercial RFID readers.	Request you to please remove this clause as this is applicable for Chassis based switches only.	Please refer corrigendum

85	174	Table M - S. No.12	ACL & QOS entry support : minimum 16K ACL & minimum 16K QoS entry	16K ACL supported. Please remove requirement of 16K QoS entry as this is not needed in Core Switch	Please refer corrigendum
86	174	Table M - S. No.16	STP, PVLAN, First Hop Security(IPv6 Snooping Policy,IPv6 FHS Binding Table Content,IPv6 Neighbour Discovery Inspection,IPv6 Source Guard,IPv6 Prefix Guard,IPv6 Destination Guard etc), Link Aggregation Protocol (LACP)	Switch supports STP,PVLAN, LACP. IPv6 access security features should be removed as this is needed in the firewall , not in Switch level	Please refer corrigendum
87	174	Table M - S. No.18	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.	It should change to "The BIOS is hardened, and BIOS updates, the bootloader, and the kernel are cryptographically protected"	Please refer corrigendum
88	174	Table M - S. No.21	Proposed Switch should support dual serviceable FAN trays for cooling that is accessible from both front and rear side of chassis	"Please change to ""Proposed Switch should support hot-swappable, redundant FANs for cooling"" Fan Trays are applicable for Chassis based switches."	Please refer corrigendum
89	174	Table M - S. No.23	Switch should support PIM Spare Mode (PIM-SM), PIM Dense Mode (PIM-DM), PIM Sparse-Dense Mode (PIM-SDM), and PIM Source Specific Multicast Mode (PIM-SSM) .	Please change it to "Switch should support PIM Spare Mode (PIM-SM), PIM Dense Mode (PIM-DM), and PIM Source Specific Multicast Mode (PIM-SSM)"	please refer corrigendum
90	176	Table M - S. No.25	Proposed switch should support minimum 8 power supply from day 1.	8 Power Supply is applicable for Chassis switch so pls change the clause to "Proposed switch should support dual redundant (1+1) and hot-pluggable power supply from day 1"	please refer corrigendum
91	175	Table M - S. No.29	Switch should support 144 numbers of 1G copper PoE+ ports OR UPOE ports	This should be removed as it is not applicable for Data Centre switch	Please refer corrigendum

92	175	Table M - S. No.30	Switch should support 48 nos. of 10G ports for future	it was applicable for Chassis switch so it should be removed as New specifications are asking for fixed form factor core switch	Please refer corrigendum
93	175	Table M - S. No.30	Switch should support 24 Multigigabit 100/1000 Mbps	Request you to remove the requirement of 24 100/1000 mbps ports for DC switch as Bank has asked for 10G Ports in Core fixed port Switch . Ethernet 1G copper Switch is separated	Please refer corrigendum
94	175	Table M - S. No.32	Switch must provide Application visibility using Deep packet inspection technology or equivalent	This clause should be removed as Deep Packet Inspection is not a switching technology. However, Telemetry data can be pulled to achieve secure analytics on 3rd party tool	Please refer corrigendum
95	175	Table M - S. No.36	Switch should support a blue beacon LED which allows easy identification of the switch being accessed.	This clause should change to "Switch should support a blue beacon LED which allows easy identification of the switch being accessed or equivalent	please refer corrigendum
96	175	Table M - S. No.38	Switch should support GRE tunnels and NAT (Static, Dynamic, PAT) for integration with 3rd party or migration kind of scenarios	This switch supports GRE tunnel. NAT/PAT feature should be delivered from Firewall to keep the network more simple, easy to use and troubleshoot. So clause should change to Switch should support GRE tunnels for integration with 3rd party or migration kind of scenarios. GRE Tunnels and NAT is not configured in the Core Switch as per standard DC practice	please refer corrigendum
97	175	Table M - S. No.41	The switch should be CE Marking, UL 60950, EN 60950 and ROHS5	ROHS5 should be replaced with ROHS5 or higher	please refer corrigendum
98	175	Table M - S. No.42	Switch should be at least EAL2 (Common Criteria) or above or NDPP Certified.	NDcPP is latest version so clause should change to "Switch should be at least EAL2 (Common Criteria) or above or NDPP or NDcPP Certified.	please refer corrigendum

99	177	Table N - S. No. 14	VLAN encapsulation. Up to 64 VLANs should be supported. Support for 4000 VLAN IDs. Centralized VLAN Management. VLANs created on the Core Switches should be propagated automatically. Should support 802.1d, 802.1s, 802.1w, 802.3ad, Port Aggregation Protocol (PAgP), Link Aggregation Protocol (LACP). Support for Detection of Unidirectional Links and to disable them to avoid, Per-port broadcast, multicast, and storm control to prevent faulty end stations from degrading overall systems performance..	Please remove PAgP as it is OEM proprietary. LACP is open standard and already mentioned for similar function	please refer corrigendum
100	177	Table N - S. No. 16	Should support Private VLAN , VLAN Aggregation , Translation and 802.1v	VLAN Aggregation, 802.1v is deployed in Service Provider environment and not in Banks Network . Please remove for wider participation	Clause stands as per RFP
101	178	Table N - S. No. 34	The Switch should support Bridge protocol data unit (BPDU) Guard to shut down Spanning Tree Port Fast when BPDUs are received to avoid accidental topology loops.	Please change to "The Switch should support Bridge protocol data unit (BPDU) Guard when BPDUs are received to avoid accidental topology loops."	please refer corrigendum
102	178	Table N - S. No. 36	The Switch should support software image update and switch configuration without user intervention. - Optional	User intervention part should be removed as it cannot be avoided	please refer corrigendum
103	179	Table N - S. No. 45	The Switch should support Full Flexible Netflow v9 or equivalent which provides ability to characterize IP traffic and identify its source, traffic destination, timing, and application information and is critical for network availability, performance, and troubleshooting.	Full Flexible Netflow v9 is OEM specific. Please change to "The Switch should support Netflow/Jflow/Sflow or equivalent"	please refer corrigendum

104	179	Table N - S. No. 53	The Switch should have feature of configuration of settings for duplex(half or full), as well as for Bandwidth Ingress Rate(Upload Limit) and Egress Rate(Download Limit) for the switches.	Pls change it to "The Switch should have feature of configuration of settings for duplex(half or full) and bandwidth rate limiting"	please refer corrigendum
105	181	Table O, Point 1 - Point 5	Performance parameters for core/peripheral firewall	Point 1 - Point 5(Core Firewall and Peripheral Firewall, Internet & Extranet Firewall) and Point has performance parameters specified and different set of parameters is mentioned under " Hardware & Networking/Interface features for all firewalls " clauses 6 - 11. Request you to kindly clarify the requirement for both layers of firewall separately to avoid any confusion	Please refer corrigendum
106	181	Table O, Point 2	The appliance hardware should be with atleast 6 physical with hyperthreading enabled /12 virtual cores, 16 GB RAM with option of compact flash.	<u>Recommended change:</u> The appliance hardware should be with atleast 6 physical with hyperthreading enabled /12 virtual cores, 16 GB RAM with option of compact flash/SSD storage. <u>Justification:</u> Flash storage is old legacy technology. Considering a bank cybersecurity investment, PBGB is better suited if solid state drives are used for storage - they provide much faster access to resources and have higher capacity to store data. Additionally in clause 7, SSD storage is already mentioned.	please refer corrigendum
107	180	Table O, Core Firewall	The appliance hardware should be with at least 6 physical with hyper-threading enable/12 virtual cores, 16 GB RAM and with option of compact flash.	The appliance hardware should be with at least 16 Cores with hyper threading enabled, 32 GB RAM and with Option of Compact Flash	please refer corrigendum

108	180	Table O, Core Firewall	NGFW must have minimum Next Generation Firewall with IPS and application visibility throughput of 15 Gbps.	NGFW must have minimum Next Generation Firewall with IPS and application visibility throughput of 20 Gbps.	Clause stands as per RFP
109	180	Table O, Core Firewall	NGFW must have minimum Firewall with IPS throughput of 10 Gbps	NGFW must have minimum Firewall with IPS throughput of 20 Gbps	Clause stands as per RFP
110	180	Table O, Core Firewall	Intelligent mode/flow mode should be turned off while providing the details about performance number. SI may be asked to do the proof of concept to establish the fact that device meets the following performance requirement.	This is supporting Specific OEM, for wide range of participation please delete this clause	Please refer corrigendum
111	70	6.5	<p>Perform pre-production scans to identify potential security risks on a server prior to entering the production environment.</p> <p>Review the results of vulnerability scans and determine corrective actions based on the results of the scans</p> <p>Review the results of penetration testing and determine corrective actions based on the results of the scans.</p>	Bidder understanding is that Bank will perform the pre-production scans, vulnerability scans and penetration test . Please confirm	Pre-production security testing is to be executed by System Integrator.
112	72	6.6	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.	Bidder understanding is that bidder is only responsible for providing Antivirus and firewall solution as part of security. Bidder will assess risks identified as part of these solutions only.	Bidder to monitor & assess risks on OS environment, user needs, network security, denial of service attacks, bad bugs, programmed threats, track logins, logouts, command runs, etc..
113	77	6.15	Monitoring and management of logs for user access management of privileged users	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.	clause is self explanatory

114	78	6.18	<p>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.</p> <p>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.</p>	<p>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.</p>	<p>Clause stands as per RFP</p>
115	81	6.3	<p>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.</p>	<p>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</p>	<p>Clause stands as per RFP</p>
116	94	8.2	<p>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.</p>	<p>To meet this requirement, Bidder will have to propose 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.</p>	<p>Clause stands as per RFP</p>

117	46	Pt # 2 in Table-A in Section 3 of Part IV Scope of Work	Servers are to be factored in High availability mode in each DC & DR sites.	We request bank to change to "High Availability mode in DC and Standalone in DR" for EMS, because in DR we may not need the high-availability as the usage in DR is for a very limited period. This is also a standard & common architecture across most banks and it will help to reduce the banks TCO for EMS.	Clause stands as per RFP
118	162	Point # 22 in Table I Minimum Technical requirement for EMS Tool	Will support audit and remediation against industry best practice content such as PCI or CIS or MSFT.	Request to remove this clause as this is done by Security tools and is not a functionality of EMS tool	Please refer corrigendum

119	109	<p>6. Payment Terms- Hardware Software Cost</p>	<p>Payment related to Table A & Ba. 50% cost of Finacle related Hardware, Network equipment and Softwarecost (table A & table B) will be payable after successful installation withall the functionalities of the said software, including implementation of allhardware (Finacle & Biometric), software (related to Finacle & Biometric),network equipment at DC & DR sites and acceptance sign-off from theBank realizing penalty charges, if any.b. 50% cost of other solution related Hardware and Software cost (table A &table B) will be payable after successful installation of respectiveapplication with all the functionalities of the said software, includingimplementation of all hardware, software at DC, DR sites & branches andacceptance sign-off from the Bank realizing penalty charges, if any.c. Remaining 50%, cost of Finacle related Hardware, Network equipmentand Software cost (table A & table B) will be payable after successfulmigration (Go-Live) of Finacle 7.0.18 version to 10.2.25 with all thefunctionalities of the said software, including implementation of allhardware (Finacle & Biometric), software (related to Finacle & Biometric),network equipment at DC & DR sites and acceptance sign-off from theBank realizing penalty charges, if any.d. Remaining 50%, cost of other solution related Hardware and Softwarecost (table B & table C) will be payable after successful implementationof respective application with all the</p>	<p>Bidder proposes the following: Payment related to Table A & Ba. Request 85% payment of Finacle and Other Solutions related Hardware, Network equipment to be made on delivery of hardware/network equipmentb. Remaining 15 % payment of Finacle and Other Solutions related Hardware, Network equipment to be made on installation & commissioning of hardware/network equipmentc. Request 100% payment of Finacle and Other Solutions related Software cost to be made on delivery of software.</p>	Please refer corrigendum
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			<p>functionalities of the said software,including implementation of all hardware, software at DC, DR sites &branches and acceptance sign-off from the Bank realizing penaltycharges, if any.</p>		
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120	110	<p style="text-align: center;">6. Payment Terms AMC & ATS Cost and Facility Manage ment Services</p>	<p>Payment related to Table C, D & G</p> <p>a. After expiry of warranty period, AMC for Hardware & Network Equipment shall be paid in quarterly arrear basis, after realizing penalty charges, if any.</p> <p>b. After expiry of Initial One year period, ATS for Software shall be paid yearly in advance, after realizing penalty charges, if any.</p> <p>c. The charges for Facility Management Resources would be payable quarterly in arrears, at the end of the month , on actuals, as per the bill submitted by the System Integrator and on verification of the Bank after realizing penalty charges, if any.</p>	<p>Bidder proposes the following: Payment related to Table C, D & G:</p> <p>a. After expiry of warranty period, AMC for Hardware & Network Equipment shall be paid yearly in advance.</p> <p>c. The charges for Facility Management Resources would be payable monthly in advance</p>	<p>clause stands as per RFP</p>
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121	110	<p>6. Payment Terms On e Time Impleme ntation cost</p>	<p>Payment related to Table E & Fa. 90% of Implementation cost (Table E) will be payable after successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any. b. Remaining 10%, Implementation cost (Table E) will be payable after three months of successful migration of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance signoff from the Bank realizing penalty charges, if any.</p>	<p>Bidder proposes the following milestones for one time implementation cost: (Table E)- HARDWARE, SOFTWARE, NETWORK ONE TIME IMPLEMENTATION COST 1) 45% - successful installation of HW 2) 50%- completion of acceptance of HW by bank 3) 5%- upon go-live of respective application</p>	<p>Clause stands as per RFP</p>
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122	110	<p style="text-align: center;">6. Payment Terms One Time Impleme ntation cost</p>	<p>Payment related to Table E & F</p> <p>a. 50% cost of Other solution implementation (table F) will be payable after successful implementation of respective application in 50% branches and at DC & DR sites with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.</p> <p>b. Remaining 50%, cost of Other solution implementation (table F) will be payable after completion of successful implementation of respective application in all branches with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any</p>	<p>Bidder proposes the following milestones for implementation cost:</p> <p>(Table F)- OTHER APPLICATIONS (ACTIVE DIRECTORY, ANTIVIRUS, BIOMETRIC, EMS) ONE TIME IMPLEMENTATION COST</p> <p>1) 45% - SRS sign-off of respective application 2) 45%- Go-Live of application 3) 10%- after 1 month of go-live</p>	<p>Clause stands as per RFP</p>
123		<p style="text-align: center;">7. RFP is Silent on Payment days- Due date of Invoice</p>	<p>RFP is Silent on Payment days- Due date of Invoice</p>	<p>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 monthiii. Bidder has rights to terminate or suspend the services in case of non-payment of undisputed invoiceiv. SLA penalty would be adjusted through a credit note and will be paid without GST.</p>	<p>No addition of clause</p>

124	111	<p align="center">8. Performance Bank Guarantee</p>	<p>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</p> <p>Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the System Integrator is not able to fulfil 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.</p>	<p>Bidder requests the following:</p> <p>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.</p> <p>PBG can be invoked only for material breach. Bidder proposes 30 days cure period before invoking PBG.</p>	<p align="right">Clause stands as per RFP</p>
125	113	<p align="center">9. Uptime & Penalty</p>	<p>Total penalty imposed by the Bank under this contract shall not exceed 10% of the order value (TCO).</p>	<p>Bidder proposes to cap maximum penalty for SLAs at 5% of monthly payable charges for any given month.</p> <p>Total overall penalty to be capped at 5% of Total Contract Value.</p>	<p align="right">Clause stands as per RFP</p>
126	113	<p align="center">10. Liquidated Damage</p>	<p>Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (one percent) of the TCO will be charged of the price of undelivered portion/ not installed services for every week's delay subject to a maximum of 10% of the total cost of ownership.</p>	<p>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.</p> <p>Liquidated damages should be applicable only in the event of delay in delivery solely attributable to the Bidder.</p>	<p align="right">Clause stands as per RFP</p>

127	118	20. Order Cancellation	In case of cancellation of order. 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 alternatesources 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.	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
128	118	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	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

129	118	20. Order Cancellation	<p>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.</p>	Bidder request to delete this clause.	Clause stands as per RFP
130	125	30. Termination	<p>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.</p>	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

131	126	31. Termination for Convenience	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.	Bidder shall have mutual right of termination for convenience by providing 90 days notice period.	Clause stands as per RFP
132	126	33. Termination for Default	In case of Termination for Default Bank will provide notice period of 90 days inclusion cure period of 30 days. However, it is clarified that the notice should specifically contain that the 90 days period for cancellation is inclusive of cure period of 30 days, if the Vendor fails to cure within 30 days' time the notice for cancellation will become absolute	Bidder shall have mutual right of termination for default by providing 90 days notice period.	Clause stands as per RFP
133	Pg No. 54	Section 4, Points 4.1, Sub Points K,L,M,N	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).	As Finacle product and customization migration is not part of this RFP, we request Bank to remove all testing related requirements of Finacle 10x (Including functional Testing, integration Testing, UAT, data migration Testing except migrating DB migration, Finacle performance testing) from SI scope of this RFP. Bidder Request Bank to include these scope of services to be part of the Finacle Migration RFP which is already released by Bank.	Clause stands as per RFP
134	Pg No. 50	Clause 3.9	System Integrator should supply, install new setup & integrate with old setup for migration of data.	Bidder understanding is that the System integrator role is install the oracle database with proposed version only, the actual data migration at application level will be outside the scope of SI.	System Integrator has to make database server ready in all environment, co-ordinate with application vendor for migration of existing database from old system to new system and maintain database during contract period.

135	Pg No. 57	Clause 4.4	The System Integrator will be responsible for maintaining appropriate program change control and version control for all the modifications/enhancements carried out during the implementation/testing phase.	The primary scope of this RFP is to supply hardware, Please clarify the scope of version control here. Also please clarify whether bidder needs to bring in any version control tool for this purpose or can be leveraged from Bank.	Version control of OS, other applications software, Middleware, etc. are the responsibility of System integrator
136	Pg No. 56	Clause 4.1 Subpoint O	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 fix 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.	Request Bank to clarify which application software is referred here as consultation with Finacle OEM/OSD is referred here? If Bank is referring to Finacle 10.x here, request Bank to remove this clause as SI is not supplying Finacle Version 10.x and Finacle 10.x upgrade is not part of SI Scope.	Please refer corrigendum
137	Pg No. 56	Clause 4.2	The Bank proposes to conduct "User Acceptance Testing" ("UAT") for the Solution for the purpose of ensuring that all the functionalities requested for by the Bank are available and are functioning accurately. The UAT would be carried out for the Core Banking Solution and all the allied applications Upgraded by the System Integrator.	Request Bank to remove this clause as Core Banking and allied application upgrade is not part of this RFP.	Clause stands as per RFP
138	Pg No. 58	Clause 5.4	VA-PT and Application Security Testing would be done post implementation. In case of there is an observation by testing agency, System Integrator is required to perform the necessary changes to comply to the security parameters and Requirement as identified by testing agency within stipulated timelines.	Request Bank to clarify whether VA-PT will be owned by Bank or bidder to engage agency for it? Bidder understanding is that fixing the issues related to application security mentioned here will be applied to only those applications/Components supplied by Bidder. Please confirm our understanding is correct?	VA-PT to be conducted by Bank

139	Pg No. 60	Clause 5.15	System Integrator will do the partitioning of the production Finacle core banking application database with help/recommendation of Application vendor as and when required, however System Integrator needs to relook the same and need to maintain and perform activities to increase the performance of the database and application.	Bidder understanding is that while SI will support Bank in partitioning the production database based on the instructions from Bank SI will not be responsible for any performance issues due to core banking application, its customization or integration with other systems. Such issues will be resolved by Bank or its application partners. Please confirm our understanding is correct.	Clause stands as per RFP
140	Pg No. 61	Clause 5.19	System Integrator should make do necessary server setup to enable Monthly MIS/Report and daily MIS/Report for data extraction for various peripheral systems like Audit MIS, AML etc.	Bidder understanding is that any application related server setup is not part of SI scope and will be performed by respective OEM or application vendors of Bank. Please confirm our understanding is correct.	Set up of all the servers (web, Application, Middleware, database, etc.) is responsibility of System Integrator. Only installation of Application, which is not supplied by SI, is not there responsibility. However, configuration, finetuning of parameters in OS, Middle ware, etc. for application requirement is the responsibility of SI.
141	Pg No. 186	Table P	Recommended Response Application time	Bidder understanding is that the response time requirement is limited to the infrastructure and software components supplied by SI as part of this RFP. For the calculation of response time, any response time requirements related applications like core banking, allied applications, interfaces or customizations are excluded from the calculation and SI will not be held responsible for it. Please confirm bidder understanding is correct.	Clause stands as per RFP

142	Pg No. 80	Clause 6.26	CBS including C24 & CSIS system should be migrated from Finacle 7.0.18 to Finacle 10.2.25 as big bang approach in new RHEL platform in new datacentre.	Bidder understanding is that the version upgrade of CBS and CSIS Migration will be outside the scope of Bidder. Please confirm	System Integrator has to make servers ready in all environment, co-ordinate with application vendor for migration of existing C24, CSIS & Uniser from old system to new system and maintain systems during contract period.
143	Pg No. 63	Clause 6.3	FM support Mobile Banking DB.	Request Bank to remove this requirement as Mobile Banking DB is not part of database supplied by SI.	It is an additional requirement, part of database administration FM services.
144	Pg No. 80	Clause 6.28	Reporting Environment at DR Site The System Integrator has to maintain the Reporting & MIS environment at DR site with two additional database instance in DR Finacle Database server.	The bidder understanding is that the installation of CBS and other MIS related application installation/configuration on the reporting instance will be done by Bank or its partners. Please confirm bidder understanding is correct?	It is the responsibility of System Integrator to make available all the database instances in DR site as mentioned in RFP with synchronisation with Production server.
145	Pg No. 103	Clause 10.4	Project Go-Live: This project will be said to Go-Live when: All modules and customization in Bank's Finacle 7.x platform has been migrated with successful testing of the same in new production environment of Finacle 10.2.25.	Request Bank to limit the scope of services for go-live to the successful implementation of infrastructure and software supplied by bidder only. Request Bank to remove successful migration of Finacle CBS 10 criteria from Go-live sign off of Bidder.	Clause stands as per RFP
146	Pg No. 103	Clause 10.4	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	Bidder understanding is that the 31st March 2024 completion date is subjected to the estimated project timeline of 8 months as documented in section 10.3 of RFP.	Clause stands as per RFP
147	Pg No. 112	Clause 9	Uptime (Monthly) Finacle Database & Delivery Channels - 99.90%	Please clarify what is meant by Delivery Channels here? As per bidder understanding of this RFP scope, delivery channels are not in SI Scope.	It is related to downtime of delivery channels due to challenges in Core Banking Infrastructure.

148	Pg No. 112	Clause 9	Uptime (Monthly)Finacle UAT/Migration/Development environment 99.00%	Bidder understanding is that the uptime SLA is applicable to hardware and software supplied by Bidder and CBS and other applications on these environments not supplied by Bidder is excluded from the bidder SLA. Please confirm	Clause stands as per RFP
149	15	Point No-9 of Clause 1.2	The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one Public Sector Bank / Regional Rural Bank in India as on date 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, Network & security Equipment, SAN Switch, Backup solution. b) Database & Operating System administration & management	Database and Middleware management is an integral part of Finacle CBS and requires knowledge . Hence, request you to modify the clause as The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one Public Sector Bank / Regional Rural Bank in India as on date having more than 500 branches operation in the last 7 years along with the following areas of Banking setup: a) IT Infrastructure like Management of Servers, Storage, Network/ Security solutions , SAN Switch, Backup solution. b) Database, Operating System administration, Middleware management for Finacle core banking	clause is self explanatory
150	16	Eligibility Criteria Note	Credential letter should be undersigned with the rank of DGM/VP or above.	Request bank to consider -- Credential letter should be undersigned with the rank of AGM/DGM/VP or above.	Clause stands as per RFP
151	137	ANNEXURE – A our offer shall remain valid for one year from the date of commercial bid opening and it remain binding upon us which may be accepted by The Bank any time before expiry of one year.	Request Bank to change bid validity to 6 months	Please refer corrigendum

152	113	11. 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 format i.e. Annexure – E during the price validity period of 12 months	Request to kindly have the price validity till 6 months owing to volatile market condition.	Clause stands as per RFP
153	17	Tender Document & Fees	A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of Rs.10,000/- (Rupees Ten Thousand Only).	In the previous RFP Ref. No: PBGB/HO/DIT/198/2023-24, the bidder had submitted the DD of Rs.10,000/- through NEFT. We request Bank to consider the same DD amount for the current RFP Ref No: PBGB/HO/DIT/746/2023-24 Date: 23/06/2023 and allowed to submit the same reference document proof.	The tender fee for previous RFP was not refundable. Hence, the same should not be considered for this RFP.
154	133	43.B (v)	v) withdrawal of a bid, or refusal to accept an award, or enter into contract with any Bank/Financial Institution/Central Government/State Government/ any Central or State Undertaking or Corporation.....	withdrawal of a bid, or refusal to accept an award <i>which was mutually agreed Agreement</i> , or enter into <i>mutually agreed</i> contract with any Bank/Financial Institution/Central Government/State Government/ any Central or State Undertaking or Corporation.	Clause stands as per RFP
155	16	4	4. Earnest Money Deposit	<i>Bidder requests for 30 days cure period notice and incase Bidder fails to rectify the breach within thirty days then Bank can invoke the forfeiture of the EMD.</i>	Clause stands as per RFP
156	24	24	A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.		Clause stands as per RFP

157	24	24	Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient ground for annulment of the award....	Failure of the successful bidder to agree <i>mutually agreed terms and conditions</i> of the Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient ground for annulment of the award.	Clause stands as per RFP
158			Silent on IPR - Protection language of third party IP	<i>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-existing Intellectual Property Rights. (Hereinafter referred to as "Pre-Existing IP") (b) All IP developed, or created, or customized by Bidder, its affiliates and subcontractors, in connection with the Agreement, including deliverables developed for Bank and/or jointly with Bank shall be owned by Bidder except for "Pre-Existing IP" of other Party or a third party. Bidder grants to Bank non-exclusive, non-transferable, worldwide, royalty free license to use such IPs solely for Bank's internal business purposes during the term of the contract. (c) Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions.'</i>	No addition of clause

159	120	21. Indemnity	<ul style="list-style-type: none"> • Non-compliance of the Vendor with applicable Laws / Governmental Requirements to its scope under this Contract, IP infringement;... <p>I. Vendor's aggregate liability in connection with obligations undertaken as a part under this Contract regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual an and limited to the Total Contract Value.</p> <p>.....However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.....</p>	<ul style="list-style-type: none"> • Non-compliance of the Vendor with applicable Laws / Governmental Requirements to its Vendor's scope as <i>identified</i> under this Contract, IP infringement;... <p>I. Vendor's aggregate liability in connection with obligations undertaken as a part under this Contract regardless of the form or nature of the action giving rise to such liability (whether in contract, <i>including indemnities</i>, tort or otherwise), shall be at actual an and limited to the Total Contract Value.</p> <p>.....However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by regulatory authorities.....</p>	Clause stands as per RFP
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160	132	43. Blacklisting	<p>43. Blacklisting GROUND FOR DISQUALIFICATION & BLACKLISTING – Delivery to confirm – upon basis of delivery suggestion I shall incorporate the changes Grounds for Disqualification & Blacklisting (B) Further disqualification can be imposed by the Bank in accordance with the procedures established, which may include but not limited to the following grounds, either at the stage of Competitive Bidding or at the stage of implementation of the Contract: Commission of any act of: i) submission of a bid, proposal or any other document that is known or should be known by the System Integrator to be false, misleading or non- meritorious or to contain false information or concealment of information which will influence the outcome of the eligibility screening/selection process; ii) any documented unsolicited attempt by the System Integrator to unduly influence the decision making process of the Bank while determining the eligibility screening/selection process in favour of the System Integrator; iii) unauthorized use of one's name or using the name of another for purpose of bidding; iv) breach of the terms of a public contract by a wilful or material failure to perform in accordance with the terms thereof; v) withdrawal of a bid, or refusal to accept an award, or enter into contract with any Bank/Financial Institution/Central Government/State Government/ any Central or State Undertaking or Corporation/Reserve Bank of India or</p>	<p>43. Blacklisting GROUND FOR DISQUALIFICATION & BLACKLISTING – Bidder requests for 30 days cure period notice and incase Bidder fails to rectify the breach within thirty days then Bank can invoke this clause. (D) The Bank will disqualify the Bidder/Vendor and/or initiate the process for blacklisting the Bidder/Vendor and may also entail forfeiture of performance security furnished by the Bidder/Vendor incase Bidder fails cure the breach within 30 days from the receipt of breach notice.</p>	clause stands as per RFP
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any other Regulatory Authority without any justifiable cause, after the System Integrator had been adjudged as having submitted the lowest calculated Responsive Bid or highest rated Responsive Bid;vi) refusal or failure to furnish the required performance security within the prescribed time frame;vii) refusal to clarify or validate the Bid submitted, in writing, within a period of seven (7) calendar days from receipt of the request for clarification if sought by the Bank;viii) that may tend to defeat the purpose of the competitive bidding, such as but not limited to; an eligible System Integrator not purchasing the bid documents or not complying with the requirements during the evaluation of bid or habitually withdrawing from bidding or submitting letter of non-participation for at least three (3) times within a year, except for valid reasons;ix) lack of integrity or honesty or fraud, bribery, collusion or conspiracy;x) failure by the System Integrator/Vendor, due to solely his fault or negligence, to mobilize and commence the work or perform within the specified time period, as specified in the Tender Document, including but not limited to the Request for Proposal/ Request for Quotation/ Agreement/Letter of Intention/Purchase Order etc.;xi) failure by the System Integrator/Vendor to fully and faithfully comply with its contractual obligations without valid cause, or failure to comply with any written lawful instruction of the Bank or its

		<p>representative(s) pursuant to the implementation of the Contract, which may include but not limited to the following:</p> <ul style="list-style-type: none">a. Employment of competent technical personal, competent engineers and/or work supervisors;b. Provision of warning signs and barricades in accordance with approved plans and specifications and contract provisions;c. Stockpiling in proper places of all materials and removal from the project site of waste and excess materials, including broken pavement and excavated debris in accordance with approved plans and specifications and contract provisions;d. Deployment of committed equipment, facilities, support staff and manpower; ande. Renewal of effectively date of the performance security after its expiry during the tenure of the Contract. <p>(D) The Bank will have the discretion to disqualify the Bidder/Vendor and/or initiate the process for blacklisting the Bidder/Vendor and may also entail forfeiture of performance security furnished by the Bidder/Vendor.</p>		
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161	6	124	<p>27. Signing of Contract 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.</p>	<p><i>Bidder request to reword the language as below in clause 27. Signing of Contract: The System Integrator(s) shall be required to enter into a mutually agreed service level agreement (SLA) with Bank, within 15 thirty (30) days of the award of the Bid through a Letter of Intent or within such extended period as may be specified. 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.</i></p>	Clause stands as per RFP
162	129	38. Limitation of Liability	<p>As there are two limitation of liability we request to removal of clause 38</p>	<p>As there are two limitation of liability i.e., in clause 21 and 38, we request to removal of clause 38. - As there are two limitation of liability, we suggest to reiterate the corrigendum wherein liability mentioned in Indemnity clause was retained - RFP Ref. No: PBGB/HO/DIT/198/2023-24 Date: 03/05/2023</p>	Clause stands as per RFP
163	49	3.5	<p>Proposed DB, application and web service should be x86 architecture based servers and should also support multiple logical/virtual partitioning of servers, based on Bank's requirement from time to time.</p>	<p>Our understanding is that Database servers will be physical and the Web/App/Application Servers will be virtual. Please confirm</p>	clause is self explanatory

164	49	3.6	System Integrator needs to provide, install and integrate all hardware (Server, Storage, SAN, NAS, Load balancer, backup solution, necessary cable), related OS , database and third-party software , SSL certificate (WEB layer) for app & web (as per Application vendor recommended) for deployment of above-mentioned database, application and web servers, UAT, Training, Development and migration purpose. System Integrator needs to provide SSL certificate for Finacle 10.x Web(HTTP) service.	Application specific SSL certificate to be provided by App OEM/Vendor or Bank	Clause stands as per RFP
165	58	5.2	System Integrator is required to perform security baselining, hardening, implementation of security related patches in OS or firmware before putting the application into production.	Our understanding is that bidder has to follow the bank's security policy. Please confirm	clause is self explanatory
166	64	6.3 Facilities Management (including L1, L2 support and other support services)	On-Demand engineers must visit the respective sites as per requirement of Bank on need basis. The engineers can be shared resources and should be in payroll of System Integrator. The engineer engaged should not be changed without prior approval of Bank and should be engaged for a minimum period of 1 year.	Bidder request to change it to replacement to be notified to Bank in advance and replacement will be equal skilled and experienced	Clause stands as per RFP
167	68	6.5 Hardware Management	Monitoring and responding to application alerts	this is Application team task. Request you to remove from scope of this bid	Alerts related to malfunctioning of application parameter due to which issue generated in H/w, OS or DB layer.
168	75	6.13 Database Monitoring and	Migration of Databases (Release Upgrade)	To be rephrased as Upgradation, migration is separate activity does not comes in FM	It is upgradation of database version

		Administration			
169	76	6.13 Database Monitoring and Administration	Cloning of application data environments.	this is Application team task. Request you to remove from scope of this bid	Please refer corrigendum
170	77	6.13 Database Monitoring and Administration	Loading software components- Kernel patches, Release changes.	Request you to elaborate the requirement	clause is self-explanatory
171	79	6.24	Software Executables Customized Software Source Code	this is Application team task. Request you to remove from scope of this bid	Related to System software and other application software
172	79	6.25	Performance tests" to demonstrate satisfactory performance during a 30-day period.	Our understanding is that the testing needs to be done 30 days before go live	Performance testing to be done within 30 days of production & DR setup.
173	148	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR, Point 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	RFP requirement is for 256 GB cache, this looks like a typo error. Hence request to Please remove this clause.	Please refer corrigendum

174	149	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR, Point,12	Industry Standard RAID array supporting minimum 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.	RFP requirement is for RAID6, request you to amend the clause as below "Industry Standard RAID array supporting minimum 6 levels. The storage array should allow online expansion of existing RAID Groups / SSD Disk Pools".	please refer corrigendum
175	151	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR, Point,39	The bidder has to give certificate of assurance for supply of proposed storage solution over a period of five (5) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory.	Please modify the clause as below "The bidder has to give certificate of assurance for support for period of seven (7) from the date of RFP submission and shall be submitted on OEM letter head duly signed by authorized signatory"	Clause stands as per RFP
176	159	Table H: Minimum Technical requirement for SAN Director/switch, Point 3	Minimum 24X 32 Gbps/ 16 Gbps FC ports per Switch	Please remove 16 Gb/s	please refer corrigendum
177	159	Table H: Minimum Technical requirement for SAN Director/switch, Point 6	The bidder has to give certificate of assurance for supply of proposed SAN switch over a period of five (5) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory.	Please modify the clause as below "The bidder has to give certificate of assurance for support for period of seven (7) from the date of RFP submission and shall be submitted on OEM letter head duly signed by authorized signatory"	Please refer corrigendum

178	108	4.1 Warranty for Hardware, Network & Software items	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).	Request you to opt for 5 year upfront support for hardware components. This will give better TCO to Bank.	Clause stands as per RFP
179	158	Table G: Minimum Technical requirement for Tape Backup Library, Point 16	The bidder has to give certificate of assurance for supply of proposed SAN switch over a period of five (5) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory.	Please modify the clause as below "The bidder has to give certificate of assurance for support for period of seven (7) from the date of RFP submission and shall be submitted on OEM letter head duly signed by authorized signatory"	Please refer corrigendum
180	14	Eligibility Criteria, Point 6	Proposed OEMs for storage, load balancer, SAN switch, NAS Tool , Core Router, Core Switch, Core Firewall should have been supplied, integrated and running successfully as on date in at least one Public Sector Bank / Regional Rural Bank in India.	Please remove the phrase " NAS Tool " The reason for such request is that the network file access is a very basic requirement for many applications and standard NFS or CIFS protocols (we interpret that "NAS Tools" means these protocols) are used for the same to access files from an exported file system. There is no need to mention that separately, neither a document supporting that can be produced (except a self-certification)	Please refer corrigendum

181	246	Table A: Summary Sheet for minimum Hardware/Software/Solution requirement for Finacle 10.x, 4	<p>NAS for Finacle App layer - Enterprise Network Attached Storage (NAS) having all flash drives.</p> <p>All flash drives to support 50000 NFS IOPS/concurrent connection or above with response time of < 2 milliseconds having usable 2 TB (RAID 6) and minimum 65534 subdirectories for a given directory from day 1</p>	<p>Please Re-phrase the technical specification as below:</p> <ul style="list-style-type: none"> a. Hooghly Available NAS Solution with SSD drives for metadata and data drives. b. Support of NFS & CIFS Protocols c. Minimum 2 x 10G NIC Ports for connecting to the app servers d. Minimum 2TB usable storage scalable to 10TB r. 30000 or more sub-directory support <p>Please note that for a 2TB capacity NAS, the associated specification needs to be proportionate.</p> <p>Please also ensure that any changes made here will override on the other NAS specifications written in the different parts of the RFP</p>	please refer corrigendum
182	71	5.23	<ul style="list-style-type: none"> • NAS will be used for locating all the user level file (download / upload, trace files, reports etc) in worst condition no file should take more than 2 ms time 	The Bank is already given a IOPS requirement as the same is mentioned elsewhere	Clause stands as per RFP

183	178	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 2	Propose Network Attached Storage System (NAS) with no single point of failure architecture. NAS solution should have file access with host connectivity for CIFS and NFS.	<p><u>Please re-word as below:</u> Propose Network Attached Storage Solution (NAS) with no single point of failure architecture. NAS solution should have file access with host connectivity for CIFS and NFS.</p> <p>This will include a NAS Solution with the given functionalities</p>	please refer corrigendum
184	179	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 6	The proposed storage array must support all Industry Standard RAID levels including 0, 1, 10, 5 and 6 . The storage array should allow online expansion of existing RAID/Disk group.	<p><u>Please re-word as below:</u> The proposed NAS Solution must be configured with RAID6.</p> <p>In the present storage paradigm, most of the OEMs have standardized on RAID-6 only</p>	please refer corrigendum
185	179	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 7	The storage array should support Global Hot Spare (HS) Disks. A minimum of one global hot spare per 30 disks should be supplied and configured. These should be of the same type as used for all the type of disks used in this solution.	<p><u>Please re-word as below:</u> The storage array should support Global / Distributed Hot Spare disks as offered by the latest technology standard for highest uptime and resilience</p>	please refer corrigendum

186	179	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 9	The storage array must have Space-efficient copy-on-write snapshots; supports NDMP-based backup	Please re-word as below: The storage array must have Space-efficient snapshots NDMP is not supported by most of the NAS solutions today.	please refer corrigendum
187	179	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 10	The Storage should support the following Network Protocols : NFS v3 & v4 (TCP/IP; UDP/IP); CIFS, NDMP v3, iSCSI (multitarget & multi-LUN), SNMP MiB II, HTTPS .	Please re-word as below: The Storage should support the following Network Protocols : NFS v3 & v4 (TCP/IP; UDP/IP); CIFS Rest all are neither a NAS Protocol or not supported by most of the contemporary systems	please refer corrigendum
188	179	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 11	The storage array should support industry-leading Operating System platforms & clustering including: Windows, VMWare, Linux, Sun Solaris, HP -UX, IBM-AIX, OS, etc.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	please refer corrigendum

189	179	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 12	The proposed storage should perform write cache mirroring for data availability. The cache mirroring should happen over dedicated paths/bus between the controllers without using the external host and/or disk ports.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	Please refer corrigendum
190	179	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 13	The proposed storage array must have minimum 128 GB memory across the two SAN controllers and scalable to 256 GB	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	Please refer corrigendum
191	180	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 14	The cache management should be adaptive as per the I/O workload. The storage should dynamically allocate cache to accommodate the changing I/O workload and not restrict the write cache to value less than 20% of total cache available.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	Please refer corrigendum

192	180	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 15	The proposed storage array systems must natively support automated Sub-LUN tiering of data within the Storage to achieve improved performance and lower Total cost of Ownership.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	Please refer corrigendum
193	180	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 18	Array should be provide wish all software like clone, snap shot, replication, performance management & QOS	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria. Also, this is repetitive, already mentioned above.	Please refer corrigendum
194	180	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 19	The storage array should support pointer based, space efficient Snapshots. The full copy Clones with update incremental data synchronization. The snapshot copies to be independent of each other, restoring a snapshot of production LUN should not invalidate the rest of the snaps for the same production LUN. If licensed separately, necessary licenses for entire capacity to be included.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria. Also, this is repetitive, already mentioned above.	Please refer corrigendum

195	180	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 21	The storage array should support policy-based compression and/or deduplication providing space efficiency.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	Please refer corrigendum
196	180	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 22	The proposed storage array must support data at rest encryption offering industry standard certification/compliance. The storage array may implement data at rest encryption using self-encrypting drives or controller based functionality there by not impacting performance.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	Please refer corrigendum
197	181	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 23	Synchronous and asynchronous replication with 2/3-way topology should be supported. If licensed separately, necessary licenses for asynchronous replication for entire capacity with above features to be included.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	Please refer corrigendum

198	181	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 24	The storage array must support latest versions of leading operating systems like Solaris (Solaris 10 and onwards) Linux (RHEL and SUSE), Windows 2012/2008, UNIX (AIX / HPUX /Solaris), etc. The array system shall support virtualized environment for VMware, Citrix Xen Server and Microsoft Hyper-V.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria. Also, this is repetitive, already mentioned above.	Please refer corrigendum
199	181	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 25	Offered Storage Shall support all above OS-level Clustering from leading OEM's.	Please remove this clause as this is Storage Array Centric and not a NAS qualifying Criteria	Please refer corrigendum
200	181	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 27	Should support minimum of 65534 subdirectories for a given directory or share as a part of the proposed NAS	Please re-word as below:Offered NAS Solution should support 30000 sub-directories for a given directory share	please refer corrigendum

201	181	<p>Table E Minimum Technical Requirement for Network Attached Storage at DC, DR , Point 30</p>	<p>The system should be quoted with 5years with 24 x 7 and 4 HR CTR Support by the OEM. (3 years Upfront warranty and AMC for year 4 and Year 5) The operating system, any system software's, management tools and security tools should also be quoted with 3 years and ATS for year 4 and Year 5 support 24x7 support. All the hardware should be quoted with 99.99% SLA uptime (calculated monthly) with 4 hours response time. Proactive services like Patches & fixes for the OS shall be provided free of cost during contract period for all the systems quoted. The servers will be commissioned by the OEM certified engineers only. The supplied hardware should be covered under Data Centre mission critical or equivalent support</p>	<p>Please re-word as " 24 x 7 and 6 HR CTR Support by the OEM"</p>	<p>please refer corrigendum</p>
202	14	<p>Eligibility Criteria</p>	<p>4. The bidder should be Original Equipment Manufacturer (OEM) of Hardware or their authorized representative or System Integrator (SI) in India. The bidder needs to submit Manufacturer Authorization Form (MAF), having reference of this RFP, from respective OEMs as per Annexure-C stating that bidder is authorized partner/ System Integrator of OEM and is authorized to participate in this RFP. In case of OEM, self-declaration on Company Letter Head as per Annexure-C format duly signed & stamped to be submitted.</p>	<p>As per our understanding in case the Bidder is a Consortium then the MAF can be submitted on behalf of any member of the Consortium. Please confirm our understanding.</p>	<p>Clause stands as per RFP</p>

203	180	Technical Requirements ANNEXURE – D Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must support at least 330K connection per second and 7M concurrent connections from day 1	NGFW must support at least 700k connection per second and 10M concurrent connections from day 1	Clause stands as per RFP
204	182	Technical Requirements ANNEXURE – D Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	Intelligent mode/flow mode should be turned off while providing the details about performance number. SI may be asked to do the proof of concept to establish the fact that device meets the following performance requirement.	Requesting for deletion of this Clause .	clause stands as per RFP

205	182	Technical Requirements ANNEXURE – D Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	The appliance hardware should be with at least 16 physical and 32 virtual cores with hyperthreading enabled, 64 GB RAM and at least 1 X 480 GB SSD storage from day 1	The appliance hardware should be with at least 16 Cores with hyper threading enabled, 32 GB RAM and with Option of Compact Flash	please refer corrigendum
206	182	Technical Requirements ANNEXURE – D 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 20 Gbps.	NGFW must have minimum Next Generation Firewall with IPS and application visibility throughput of 20 Gbps.	Clause stands as per RFP

207	182	Technical Requirements ANNEXURE – D Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	The Next Generation Threat Prevention Throughput must be at least 5 Gbps from day 1	The Next Generation Threat Prevention Throughput must be at least 20 Gbps from day 1	Clause stands as per RFP
208	182	Technical Requirements ANNEXURE – D Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must support at least 330K connection per second and 16M concurrent connections from day 1	NGFW must support at least 700k connection per second and 10M concurrent connections from day 1	Clause stands as per RFP

209	148	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	In point no. 5 it is written "Minimum 256 GB DRAM to accommodate cache pages and Data in cache should be protected against unexpected power failures for minimum 72 hours of time" Again in Point no. 6 it is written "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	Please confirm us whether we should consider 256GB cache or 512GB Cache. Also please confirm whether the required cache is per controller or total across the controller.	please refer corrigendum
210	160 to 164	Table I Minimum Technical requirement for EMS Tool	It should have a secured single sign-on and unified console for all functions of components offered for seamless cross- functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management.	It should have a secured single sign-on and unified console under a master portlet for all functions of NMS and Helpdesk components offered for seamless cross- functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management.	Clause stands as per RFP
211			There should be agent less and agent base method on the managed node that provides the system performance data, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations	There should be agent less method with limited capability and agent base method with extensive capability on the managed node that provides the system performance data, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations	clause stands as per RFP
212			The system must support multiple built in discovery mechanisms for e.g. Active Directory, Windows Browser, DNS with capability to discover and services discovery	The system must support multiple built in discovery mechanisms for e.g. Active Directory, Windows Browser, DNS with capability to discover and services discovery	Clause stands as per RFP

213			The proposed solution should provide out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis.	The root cause analysis must be designed as per customer requirement	Please refer corrigendum
214			Should have capability to auto install agent onto target server	The installation steps of agents will depend on the type of service, instance or device	Clause stands as per RFP
215	13	Eligibility Clause no 2	The bidder must have minimum annual turnover of Rs. 300 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 companies. In case of wholly owned subsidiary, the parent company should comply with above criteria	<i>We are requesting you to please consider minimum annual turnover of Rs. 275 Crore each in last three financial years i.e. 2019-20, 2020-21 & 2021-22 or minimum annual average turnover of Rs. 300 Crore in last three financial years i.e. 2019-20, 2020-21 & 2021-22</i>	Clause stands as per RFP
216		Eligibility Clause no 2	The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one Public Sector Bank / Regional Rural Bank in India as on date 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, Network & security Equipment, SAN Switch, Backup solution.b) Database & Operating System administration & management	We are requesting you to please consider as below : The bidder should have experience in supply , installation, management & maintenance of Hardware / Network Infrastructure in at least in any BFSI / Government customer in India in the last 5 years along with the following areas of setup: a) IT Infrastructure like Management of Servers, Storage etc setup.b) Database / Operating System administration & management.	Clause stands as per RFP

217		<p>Bidder should have a tie-up arrangement with external agencies (Maximum two agencies) having experience in below mentioned area for Finacle 10.x migration in Scheduled Commercial Bank in India as on date having more than 500 branches</p> <ul style="list-style-type: none">a. Functional Testing & UAT of all modules, Interface & automation experienceb. Security testingc. Performance Testingd. Pre and post Data Migration checking & testing	<p>Since this RFP is completely related with CBS Infrastructure of Bank , therefore we are requesting you to please remove the clause</p>	<p>Clause stands as per RFP</p>
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218	109	Point no 6 Payment terms : Hardware Software Cost	<p>a. 50% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful installation with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.</p> <p>b. 50% cost of other solution related Hardware and Software cost (table A & table B) will be payable after successful installation of respective application with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.</p> <p>c. Remaining 50%, cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any</p>	We are requesting you to please consider 70% at the time of delivery and 30% at the time of Installation of Hardware and Software .	please refer corrigendum
219	43	2. Broad Scope	m. Bank has taken SMS alert services through M/s. Netcore.	Kindly confirm the scope required for the SMS alert services.	please refer corrigendum

220	50	3. Hardware Capacity Sizing	3.10 System Integrator has to install and configure NAS box in consultation with application OEM. System Integrator has to make sure seamless integration of proposed NAS solution with the newly proposed servers and storage, to support Finacle 10.x requirements, at Primary (DC) and Disaster Recovery (DR) sites. System Integrator to extend necessary support to application vendor for the same.	Kindly share the details of existing NAS box to be integrated with new solution.	NAS to be supplied by System Integrator
221	51	3. Hardware Capacity Sizing	3.20 System Integrator has to migrate existing 200 nos. of LTO 4/ LTO 6 tapes to LTO 9 tapes to preserve all data files.	Assume that PBGB is having LTO Drive / Tape Library to read the data from existing LTO 4/ LTO 6 tapes, kindly confirm.	Please refer corrigendum
222	87	7.8 Supply, installation, configuration and maintenance of Equipment	xxi) The Bank reserves the right to shift the equipment from one location to another location depending upon its need. The vendor will arrange to shift, install and commission the equipment.	Whether the bank shall bear the cost for shifting the equipment	Clause stands as per RFP
223	89	7.16 System Integrator Deliverables and Liability	ii) Required manpower should be deputed at Bank DC & DR site within 1 week from the date of Purchase Order.	It required minimum 30 to 60 days to deploy the resources on site, kindly amend the term.	Post installation of hardware, establishment of network and other applications respective FM support should be started.
224	93	8.1 Active Directory	i) System Integrator has to establish an Active Directory setup for all the desktops available at branches & offices.	Assume all the EUS devices (desktops/laptops etc.) are having valid OS licenses to integrate with AD, kindly confirm.	Bank's desktop has only Windows Operating System Licenses.

225	94	8.2 Anti-Virus System	i) Centrally managed Anti-virus system should be deployed.	Assume the current bandwidth is sufficient to implement the Centrally managed Anti-virus system. Whether bank shall take care if required any improvement in band width?	Procurement / upgradation of bandwidth if needed Bank will take care.
226	113	9. Uptime & Penalty	Total penalty imposed by the Bank under this contract shall not exceed 10% of the order value (TCO).	Kindly amend the upper cap of penalty separate for warranty and AMC period based on the supply amount for warranty period and AMC/ATS amount for AMC period.	Clause stands as per RFP
227	169	Table K:	Minimum Technical requirement for Core Router - Should have at least 4 nos. 1000 Mbps Ethernet (copper) LAN/WAN, 4 no. of OFC WAN port with SR module and should have at least 2 No. of 10 Gigabit Ethernet (Fibre) with SR module from day one.	Request to please change this as "Should have at least 8 nos. 1000 Mbps Ethernet (copper) LAN/WAN, and should have at least 4 No. of 10 Gigabit Ethernet (Fibre) with SR module from day one".	Please refer corrigendum
228	169	Table K:	Minimum Technical requirement for Core Router - Should support hardware assisted VPN acceleration.	Request to please remove this for wider OEM can participation.	Clause stands as per RFP
229	170	Table K:	Minimum Technical requirement for Core Router -Routers should have IPV6 compliance from day one	Request to please change this as "Should support IPV6 from day one".	Clause stands as per RFP
230	170	Table K:	Minimum Technical requirement for Core Router -Support for the following IP v6 features: RIP NG , OSPF v3 , BGP Support for V6, IP V6 Dual Stack, NAT 64/Suitable Network address translation/tunnelling for IPv6, IP v6 Policy based Routing, and IP v6 QoS, SNMP V3 over IPv6	Request to please change this as "Support for the following IP v6 features: BGP Support for V6, IP V6 Dual Stack, NAT 64/Suitable Network address translation/tunnelling for IPv6, IP v6 Policy based Routing, and IP v6 QoS".	Clause stands as per RFP
231	170	Table K:	Minimum Technical requirement for Core Router - Router should support protocols like IPv4, IPv6, VRRP, Static Routes, RIPv1, RIPv2, OSPF, IS-IS, BGP, MBGP, BFD, Policy based routing, IPv4 and IPv6 tunnelling from day 1	Request to please change this as "Router should support protocols like IPv4, IPv6, VRRP, Static Routes, OSPF, BGP, BFD, Policy based routing, IPv4 and IPv6 tunnelling from day 1".	Clause stands as per RFP

232	170	Table K:	Minimum Technical requirement for Core Router -Dynamic DNS Support - The router should be capable of WAN protocols like PPP, Multilink PPP, etc.	Please change this as "Dynamic DNS Support/DNS proxy"	Clause stands as per RFP
233	170	Table K:	Minimum Technical requirement for Core Router he router should be capable of WAN protocols like PPP, Multilink PPP, etc.	Please remove for wider OEM participations	Clause stands as per RFP
234	170	Table K:	Minimum Technical requirement for Core Router -Routers should have Configuration rollback	Please remove for wider OEM participations	Routers should have Configuration rollback or equivalent features
235	170	Table K:	Minimum Technical requirement for Core Router -Should have IGMP v1/v2/v3, PIM-DM/PIMSM, Source Specific Multicast (SSM)	Request to please change this as "Should have IGMP v1/v2/v3, PIM-DM/PIMSM".	Clause stands as per RFP
236	170	Table K:	Minimum Technical requirement for Core Router - Routers should have Packet Filters like: Standard ACL, Extended ACL, Time range ACL"s etc	Request to please change this as "Routers should have Packet Filters like: Standard ACL, Extended ACL... etc".	please refer corrigendum
237	170	Table K:	Minimum Technical requirement for Core Router - The router should support IPsec Framework for Secured Data transfer Key Exchange : Internet Key Exchange (IKE), IKEv2, Pre-Shared Keys (PSK), Public Key Infrastructure PKI (X.509), RSA encrypted nonces/ RSA Signatures etc, IPsec Data Encapsulation AH and ESP.	Request to please change this as "The router should support IPsec Framework for Secured Data transfer Key Exchange : Internet Key Exchange (IKE), IKEv2, Pre-Shared Keys (PSK), IPsec Data Encapsulation AH and ESP.".	Clause stands as per RFP
238	170	Table K:	Minimum Technical requirement for Core Router - The router should support IPsec Framework for Secured Data transfer Key Exchange : Internet Key Exchange (IKE), IKEv2, Pre-Shared Keys (PSK), Public Key Infrastructure PKI (X.509), RSA encrypted nonces/ RSA Signatures etc, IPsec Data Encapsulation AH and ESP.	Please remove for wider OEM participations	Clause stands as per RFP

239	170	Table K:	Minimum Technical requirement for Core Router - Routers should have DES, 3DES, AES (256 bit) encryption, Authentication Algorithm: SHA1 and SHA2, Group: Diffie- Hellman(DH) Group 1, 2, 5	Request to please change this as "Routers should have ,AES (256 bit) encryption, Authentication Algorithm: SHA1 and SHA2, Group: Diffie- Hellman(DH) Group 1, 2, 5."	clause stands as per RFP
240	171	Table K:	Minimum Technical requirement for Core Router - Management should support : Telnet, Simple Network Management Protocol (SNMP), CLI/Web based HTTP management, RADIUS	Request to please change this as "Management should support : Simple Network Management Protocol (SNMP), CLI/Web based HTTP management, RADIUS."	clause stands as per RFP
241	171	Table K:	Minimum Technical requirement for Core Router - Should be at least EAL2/EAL3/or above/NIAP/NDPP/NDcPP or above Certified	Please Consider as "Should be at least EAL2/EAL3/or above/NIAP/NDPP/NDcPP or above Certified or OEM should submit declaration that it is under process"	Clause stands as per RFP
242	171	Table L:	Minimum Technical requirement for Branch Router - Should have at least 2 No. of Gigabit Ethernet WAN Port and out of that one port should be OFC WAN port with compatible SFP from day one.	Request to please change this as "Should have at least 4 No. of Gigabit Ethernet WAN Port".	Clause stands as per RFP
243	172	Table L:	Minimum Technical requirement for Branch Router - Should support hardware assisted VPN acceleration.	Request to please remove this for wider OEM participation.	Clause stands as per RFP
244	172	Table L:	Minimum Technical requirement for Branch Router - Routers should have IPV6 compliance from day one	Request to please change this as "Should support IPV6 from day one".	Clause stands as per RFP
245	172	Table L:	Minimum Technical requirement for Branch Router - Support for the following IP v6 features : RIP NG , OSPF v3 , BGP Support for V6, IP V6 Dual Stack, NAT 64/Suitable Network address translation/tunnelling for IPv6, IP v6 Policy based Routing, and IP v6 QoS, SNMP V3 over IPv6	Request to please change this as "Support for the following IP v6 features : BGP Support for V6, IP V6 Dual Stack, NAT 64/Suitable Network address translation/tunnelling for IPv6, IP v6 Policybased Routing, and IP v6 QoS".	Clause stands as per RFP

246	172	Table L:	Minimum Technical requirement for Branch Router - Router should support protocols like IPv4, IPv6, VRRP, Static Routes, RIPv1, RIPv2, OSPF, IS-IS, BGP, MBGP, BFD, Policy based routing, IPv4 and IPv6 tunnelling from day 1	Request to please change this as "Router should support protocols like IPv4, IPv6, VRRP, Static Routes, OSPF, BGP, BFD, Policy based routing, IPv4 and IPv6 tunnelling from day 1".	Clause stands as per RFP
247	172	Table L:	Minimum Technical requirement for Branch Router - The router should be capable of WAN protocols like PPP, Multilink PPP, etc.	Please remove for wider OEM participations	Clause stands as per RFP
248	172	Table L:	Minimum Technical requirement for Branch Router - Dynamic DNS Support	Please change this as "Dynamic DNS Support/DNS proxy"	Clause stands as per RFP
249	172	Table L:	Minimum Technical requirement for Branch Router -Should have IGMP v1/v2/v3, PIM-DM/PIMSM, Source Specific Multicast (SSM)	Request to please change this as "Should have IGMP v1/v2/v3, PIM-DM/PIMSM".	Clause stands as per RFP
250	172	Table L:	Minimum Technical requirement for Branch Router -Routers should have Packet Filters like: Standard ACL, Extended ACL, Time range ACL"s etc	Request to please change this as "Routers should have Packet Filters like: Standard ACL, Extended ACL... etc".	please refer corrigendum
251	172	Table L:	Minimum Technical requirement for Branch Router -The router should support IPsec Framework for Secured Data transfer Key Exchange : Internet Key Exchange (IKE), IKEv2, Pre-Shared Keys (PSK), Public Key Infrastructure PKI (X.509),RSA encrypted nonces/ RSA Signatures etc, IPsec Data Encapsulation AH and ESP.	Request to please change this as "The router should support IPsec Framework for Secured Data transfer Key Exchange : Internet Key Exchange (IKE), IKEv2, Pre-Shared Keys (PSK), IPsec Data Encapsulation AH and ESP.".	Clause stands as per RFP
252	173	Table L:	Minimum Technical requirement for Branch Router - IPsec 3DES termination/initiation, IPsec passthrough	Please remove for wider OEM participations	Clause stands as per RFP
253	173	Table L:	Minimum Technical requirement for Branch Router - Routers should have DES, 3DES, AES (256 bit) encryption, Authentication Algorithm: SHA1 and SHA2, Group: Diffie- Hellman(DH) Group 1, 2, 5	Request to please change this as "Routers should have ,AES (256 bit) encryption, Authentication Algorithm: SHA1 and SHA2, Group: Diffie- Hellman(DH) Group 1, 2, 5.".	Clause stands as per RFP

254	173	Table L:	Minimum Technical requirement for Branch Router Management should support : Telnet, Simple Network Management Protocol (SNMP), CLI/Web based HTTP management, RADIUS	Request to please change this as "Management should support : Simple Network Management Protocol (SNMP), CLI/Web based HTTP management, RADIUS.".	Clause stands as per RFP
255	173	Table L:	Minimum Technical requirement for Branch Router Should be at least EAL2/EAL3/or above/NIAP/NDPP/NDcPP or above Certified	Please Consider as "Should be at least EAL2/EAL3/or above/NIAP/NDPP/NDcPP or above Certified or OEM should submit declaration that it is under process"	Clause stands as per RFP
256	173	Table M:	Minimum Technical requirement for Core Switch should support field replaceable components such as Supervisor, Line cards , Power-supply and Fan trays and have embedded RFID tag which facilitates easy asset/inventory management using commercial RFID readers.	RFID is OEM specific architecture. Request to please remove for wider OEM participation. Request to please change this as "Switch should support field replaceable components such as Supervisor, Line cards Power-supply and Fan trays". If the requirement is for 48x10G and 2x40G then fixed form factor switch solution is also sufficient which will be cost effective as well respect to Chassis solution.	please refer corrigendum
257	174	Table M:	Minimum Technical requirement for Core Switch, BGP, IS-IS, OSPF Routed Access, RIP, Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1	Request to please modify this as "BGP, OSPF Routed Access, RIP, Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1". IS-IS is obsolete protocol, rarely used nowadays. Please remove this for wider OEM participations.	Clause stands as per RFP
258	174	Table M:	Minimum Technical requirement for Core Switch, STP, PVLAN, First Hop Security(IPv6 Snooping Policy,IPv6 FHS Binding Table Content,IPv6 Neighbour Discovery Inspection,IPv6 Source Guard,IPv6 Prefix Guard,IPv6 Destination Guard etc), Link Aggregation Protocol (LACP)	Request to please modify this as "STP, PVLAN,IPv6 Neighbour Discovery Inspection/IPv6 Source Guard, Link Aggregation Protocol (LACP)".Request to please relax for wider OEM participations is OEM specific terminology.	Please refer corrigendum

259	174	Table M:	Minimum Technical requirement for Core Switch should support Layer 2 Traceroute to identifies the Layer 2 path that a packet takes from a source device to a destination device	Request to please change this as "Switch should support Layer 2/3 Traceroute to identifies the Layer 2/3 path that a packet takes from a source device to a destination device". Request to please relax for wider OEM participations	Clause stands as per RFP
260	174	Table M:	Minimum Technical requirement for Core Switch should support PIM Spare Mode (PIM-SM), PIM Dense Mode (PIM-DM), PIM Sparse-Dense Mode (PIM-SDM), and PIM Source Specific Multicast Mode (PIM-SSM) .	PIM Sparse-Dense Mode (PIM-SDM) is limited OEM specific, please remove for wider OEM participations	Please refer corrigendum
261	175	Table M:	Minimum Technical requirement for Core Switch Proposed switch should support minimum 8 power supply from day 1.	Request to please change this as "Proposed switch should support minimum 4 power supply from day 1".	please refer corrigendum
262	175	Table M:	Minimum Technical requirement for Core Switch should support 144 numbers of 1G copper PoE+ ports OR UPOE ports	Request to please re-consider this clause. 144 POE+ ports are much higher side in respect to Core solution. Please consider as per requirement so that all the OEM can offer their solution.	please refer corrigendum
263	175	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". NAT is gateway level functionality and is not relevant in switching solution. Gateway level NAT can be configured within Router or in the perimeter firewall. Hence request to please modify this clause so that leading OEM can participate.	please refer corrigendum
264	177	Table N:	Minimum Technical requirement for Network Switch (Extranet, Internet & Branch)Management should support : Telnet, Simple Network Management Protocol (SNMP), CLI/Web based HTTP management, RADIUS	Request to please modify this as "Management should support : Telnet/SSHv2, Simple Network Management Protocol (SNMP), CLI/Web based HTTP management, RADIUS". SSHv2 is more secure than Telnet.	Clause stands as per RFP

265	165	Table J : Minimum Technica l requirem ent for Load Balancer with Applicati on Delivery controller (ADC)	Make: RADWARE/ Citrix /F5	We request to add Array Networks (leader in IDC for ADC) in list of OEMs. Please amend clause as "Make: RADWARE/ Citrix /F5/ ARRAY"	Clause stands as per RFP
266	165	Table J : Minimum Technica l requirem ent for Load Balancer with Applicati on Delivery controller (ADC)	The Solution should support minimum 5 Gbps L7 throughput. Solution should support minimum SSL throughput of 2 Gbps. Each device should have minimum 32 GB RAM	As per specification the solution should capable to run 5 numbers virtual ADC and 25000 SSL concurrent users. So each Virtual ADC will get only 1 Gbps L7 throughput and 400 mbps SSL throughput to run 5000 concurrent SSL users. This throughput is very less to guarantee performance. We suggest to change the clause as "The Solution should support minimum 20 Gbps L7 throughput. Solution should support minimum SSL throughput of 10 Gbps. Each device should have minimum 64 GB RAM and 4 TB Hard disk "	Clause stands as per RFP

267	165	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	Dual Power is a started for Banking datacentre to have dual power backup for same appliance. Memory should be good enough to ensure high performance and compatible for all OEMs.	Only dual power backup is not sufficient for complete high availability. We suggest to add HA functionality of devices. We suggest to change the clause as "Dual Power is a started for Banking datacentre to have dual power backup for same appliance. Memory should be good enough to ensure high performance and compatible for all OEMs. The solution should support both device level and VA level High availability using standard VRRP protocol (No Proprietary protocol)."	Clause stands as per RFP
268	166	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	The proposed solution should Support minimum 2 Million L4 concurrent connections and minimum 200k L4 connections per second	L7 request per second (critical parameter for ADC) is missing. We suggest to amend the clause as "The proposed solution should support minimum 2 Million L4 concurrent connections, minimum 200k L4 connections per second and 5 Million L7 request per second"	Clause stands as per RFP
269	167	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	The solution should support modifying configuration via modular CLI / SSH	The device should have enough security restriction to ensure only authorized users are allowed to change device configuration. We suggest to amend the clause as "The solution should support modifying configuration via modular CLI / SSH . The solution should provide machine authentication based on combination of HDD ID, CPU info and OS related parameters to provide secure access to critical resources"	Clause stands as per RFP

270	169	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	Physical resources like memory, CPU must not be shared between virtual load balancer instance, resulting in predictable performance of each virtual load balancer instance	<p>Considering the present dynamics in IT we strongly recommend to add capability to host open source virtualization to incorporate new technologies. We suggest to change the clause as :-</p> <p>"Physical resources like memory, CPU must not be shared between virtual load balancer instance, resulting in predictable performance of each virtual load balancer instance. The solution should have capability to host open source virtual ADC, CentOS & Ubuntu to incorporate new technologies."</p>	Clause stands as per RFP
271	160	Point 2 Technical Specification EMS	It should have a secured single sign-on and unified console for all functions of components offered for seamless cross- functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management	<p>As SSO is different solution from specific OEM, the proposed solution should have feasibility to implement SSO using such tool. We request authority to modify the clause as mentioned below:</p> <p>"It should have a secured single sign-on feasibility to integrate with SSO tool and unified console for all functions of components offered for seamless cross-functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management"</p>	Clause stands as per RFP

272	161	Point 10 Technical Specification EMS	There should be agent less and agent base method on the managed node that provides the system performance data, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations	To have monitoring of critical parameters at server level we suggest that agents should have capability of 1 second level KPI capturing for servers so that It should not miss any critical even in banking environment. We recommended to modify the clause as mentioned below:"There should be agent less and agent base method on the managed node that provides the system performance data, The agent should have capability to capture data at every second for critical parameters, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations"	clause stands as per RFP
273	162	Technical Specification EMS	Suggestion to add technical Clause	In order to select a robust, scalable and proven NMS solution to protect the system generated data for SLA calculation, we recommend the authority to consider this clause for incorporation: "The monitoring module of proposed solution must not use any third party database (including RDBMS and open source) to store data in order to provide full flexibility and control on collected data as well as avoiding tempering with SLA calculations."	no addition of clause

274	162	Technical Specification EMS	Suggestion to add technical Clause	<p>In order to select a robust, scalable and proven NMS solution having full flexibility of log management and analysis without any coding requirement, we recommend the authority to consider this clause for incorporation: "The NMS admin console must provide operators with seamless automation to extract fields from collected logs via drag and drop functionality to avoid log parsing complexity of collected logs from various syslog/ windows/ application sources.."</p>	No addition of clause
275	162	Technical Specification EMS	Suggestion to add technical Clause	<p>In order to select a robust, scalable and proven NMS solution having successful deployment in government, we recommend the authority to consider this clause for incorporation. "OEM must have average annual turnover of atleast INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth. CA certificate need to be submitted at time of bid submission."</p>	No addition of clause

276	Page 37	2.2 - Technical evaluation / Bidders credentials - Point No. 1	2. For the second project bidder should have successfully executed at least one Finacle 10.x Application Support services along with supply, Installation, implementation and maintenance of hardware, network & security equipment during the last five years in at least one Public/Private Sector bank/RRB in India having a minimum of 500 branches in India	<p>Since the RFP allows Consortium/External agencies (Point no. 10 of the Eligibility criteria), the Finacle 10.x Application Support services can be given from any of the partners, in consortium with the Prime bidder. Thus requesting the honourable Tendering authority to kindly allow the Finacle 10.x Application support services from the eligible Consortium partners having said credentials. Rest of the points i.e., "Supply, Installation, implementation and maintenance of hardware, network & security equipment during the last Seven years in at least one Public/Private Sector bank/RRB in India having a minimum of 500 branches in India" can be taken from the Bidders credentials.</p>	Clause stands as per RFP
277	Page 37	2.2 - Technical evaluation / Bidders credentials - Point No. 1	3. For the third project bidder should have successfully executed at least one Finacle version migration with OSD, UAT/testing, along with supply, Installation, implementation and maintenance of hardware, network & security equipment during the last five years in at least one Public/Private Sector bank/RRB in India having a minimum of 500 branches in India Additional 5 Mark	<p>Since the RFP allows Consortium/External agencies (Point no. 10 of the Eligibility criteria), the Finacle version migration with OSD services can be given from any of the partners, in consortium with the Prime bidder. Thus requesting the honourable Tendering authority to kindly allow Finacle version migration with OSD services from the eligible Consortium partners having said credentials. Rest of the points i.e., "Supply, Installation, implementation and maintenance of hardware, network & security equipment during the last Seven years in at least one Public/Private Sector bank/RRB in India having a minimum of 500 branches in India" can be taken from the Bidders credentials.</p>	Clause stands as per RFP

278	Page 111	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	Request the honourable Tendering committee to kindly amend this value to 3% as per Govt. of India directives and also as per the current Analytics project PBG percentage, we are executing in UCO Bank.	Clause stands as per RFP
279	Page 109	6. Payment Terms	Hardware & Software Cost	Request the honourable tendering committee to kindly segregate the payment terms for TABLE A & B on the basis of DC/DR infrastructure & Branch infrastructure: 1. For DC & DR infrastructure (Hardware) & related software - 70% on Delivery / 20% on installation & 10% after Go-Live 2. For Branch Infrastructure (Hardware) - 70% on Delivery / 20% on installation & 10% after Go-Live on Pro Rata basis. Also request the honourable Tendering authority to kindly allow delivery of the Branch infrastructures on a Central location for inspection & delivery sign-off on submission of delivery challans & other related documents for payment processing. After the delivery sign-offs, it will be Bidders responsibility to deliver & install the said infrastructures in the respective branches for getting installation sign-offs.	please refer corrigendum
280	Page 47	4. NAS for Finacle App layer	All flash drives to support 50000 NFS IOPS/concurrent connection or above with response time of < 2 milliseconds having usable 2 TB (RAID 6) and minimum 65534 subdirectories for a given directory from day 1	The total concurrent users for the NAS storage provided is 1200 users, request bank to share the data size used by the concurrent users to consider the capacity for the overall sizing	please refer corrigendum

281	Page 50	3.8	System Integrator should take premium support care service for DC and standard support for DR & UAT form respective hardware and software OEM during Warranty and AMC/ATS period.	For RHEL it is asked for premium support for all the license, so as per the points mentioned we will be going with premium support for RHEL for both DC and DR Request bank to confirm	Standard support for DR & Non production system.
282	Page 50	3.1	System Integrator has to install and configure NAS box in consultation with application OEM. System Integrator has to make sure seamless integration of proposed NAS solution with the newly proposed servers and storage, to support Finacle 10.x requirements, at Primary (DC) and Disaster Recovery (DR) sites. System Integrator to extend necessary support to application vendor for the same.	Can we propose a unified storage to accommodate the storage capacity of SAN and NAS requirement?	No. requirements are different.
283	Page 152	Table E point 3	Proposed storage must have minimum two numbers of active-active SAN storage controllers for better performance and redundancy	The particular specification is asked for NAS storage requirement with SAN storage controller, is it expected to propose a unified storage?	Clause stands as per RFP
284	Page 46	Migration system	For Finacle 10.x Web Server JBCS or Apache HTTP server version 2.4.52 with mod cluster 1.3.5 Final & Software load balancer between web and J2EE layer from JBCS or Apache HTTP	Here the requirement is asked for JBCS, but as a part of any annexure there is no thing mentioned in the BOM and software cost table, will bank provide the required license or should SI supply the same?	All the required software (OS, Middleware, Application, etc) are to be provided by SI.
285	Page 170	Table K:	Minimum Technical requirement for Core Router - IPSec 3DES termination/initiation, IPSec passthrough	Please remove for wider OEM participations	Clause stands as per RFP

286	Page 165	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) SL No : 1	Make: RADWARE/ Citrix /F5	We would like to request the honourable tendering committee to add Array Networks (leader in IDC for ADC) in list of OEMs. Please amend clause as "Make: RADWARE/ Citrix /F5/ ARRAY"	clause stands as per RFP
287	Page 166	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) SL No : 12	The offered solution should provide the configuration wizards for LB etc.	Different OEM having different terminology and technique to achieve similar functions. So, we would like to request the honourable tendering committee to amend the clause as "The offered solution should provide the configuration wizards/Configuration workflow for LB etc."	clause stands as per RFP
288	Page 166	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller	Protocols supported: TCP, UDP, FTP, HTTP, HTTPS, DNS (TCP and UDP), SIP (over UDP), RTSP, RADIUS, DIAMETER, SQL, RDP, IS-IS, SMPP	"IS-IS, SMPP" are old and not so widely used protocol hence OSPF is very popular and widely used protocol. So we would like to request the honourable tendering committee to amend the clause as "Protocols supported: TCP, UDP, FTP, HTTP, HTTPS, DNS (TCP and UDP), SIP (over UDP), RTSP, RADIUS, DIAMETER, SQL, RDP, IS-IS/OSPF."	clause stands as per RFP

		(ADC) SL No : 13			
289	Page 167	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) SL No : 32	The solution should support modifying configuration via modular CLI / SSH	The device should have enough security restriction to ensure only authorized users are allowed to change device configuration. We suggest to amend the clause as "The solution should support modifying configuration via modular CLI / SSH . The solution should provide machine authentication based on combination of HDD ID, CPU info and OS related parameters to provide secure access to critical resources"	clause stands as per RFP

290	Page 169	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)SL No : 58	Physical resources like memory, CPU must not be shared between virtual load balancer instance, resulting in predictable performance of each virtual load balancer instance	Considering the present dynamics in IT we strongly recommend to add capability to host open source virtualization to incorporate new technologies. We suggest to change the clause as :-" Physical resources like memory, CPU must not be shared between virtual load balancer instance, resulting in predictable performance of each virtual load balancer instance. The solution should have capability to host open source virtual ADC, CentOS & Ubuntu to incorporate new technologies. "	clause stands as per RFP
291	Page 169	Table J : Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)		We suggest to add below clause to ensure product of market leaders gets short-listed :- " OEM should be listed among top 3 in IDC for ADC vendor in India (Year 2021-2022) ".	No addition of clause
292	Page 169	Table J : Minimum Technical requirement for Load Balancer with Application Delivery		We suggest to add below clause to ensure MII products gets short-listed :- " Proposed OEM should be "class-I local supplier" as per Make in India guideline. OEM should have Purchase Order or Completion certificate from Government/PSU for three consecutive years from date of RFP. "	No addition of clause

		controller (ADC)			
293	Page 180	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	The appliance hardware should be with at least 6 physical with hyper-threading enable/12 virtual cores, 16 GB RAM and with option of compact flash.	The appliance hardware should be with at least 16 Cores with hyper threading enabled, 32 GB RAM and with Option of Compact Flash Justifications - Points 2 and 7 is conflicting, RAM depend on the firmware structure, few OEM use lightweight firmware where very less RAM will be required,	please refer corrigendum
294	Page 180	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 15 Gbps.	NGFW must have minimum Next Generation Firewall with IPS and application visibility throughput of 20 Gbps. Justifications - Point no. 3, 8 and 9 conflicting, Requested point already mentioned in serial no. 8. please change this point as per tender serial no. 8For Core NGFW IPS and application visibility throughput play major role, given number is too low for the requirements, please change this to seamless IPS visibility	please refer corrigendum

295	Page 180	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must have minimum Firewall with IPS throughput of 10 Gbps	NGFW must have minimum Firewall with IPS throughput of 20 Gbps Justifications - Serial No, 4 and 9 is conflicting For Core NGFW IPS and application visibility throughput play major role, given number is too low for the requirements, please change this to seamless IPS visibility	clause stands as per RFP
296	Page 180	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW must support at least 330K connection per second and 7M concurrent connections from day 1	NGFW must support at least 700k connection per second and 10M concurrent connections from day 1 Justifications - This is conflicting with Point no 12, 16M concurrent connections is too high for this kind of requirements, specific OEM can get benefited from this large number, Please change this to wide participations of bidder	clause stands as per RFP
297	Page 181	Hardware & Networking/Interface features for all firewalls	Point No. 4 - Intelligent mode/flow mode should be turned off while providing the details about performance number. SI may be asked to do the proof of concept to establish the fact that device meets the following performance requirement.	Request to the tendering committee to kindly delete this clause Justifications - This is supporting Specific OEM, for wide range of participation please delete this clause	please refer corrigendum

298	Page 181	Hardware & Networking/Interface features for all firewalls	Point - 6 - 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 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 4 X 1 SFP and 2* 25 GE SFP+ Slots in future	clause stands as per RFP
299	Page 181	Hardware & Networking/Interface features for all firewalls	Point - 7 - The appliance hardware should be with at least 16 physical and 32 virtual cores with hyperthreading enabled, 64 GB RAM and at least 1 X 480 GB SSD storage from day 1	The appliance hardware should be with at least 16 Cores with hyper threading enabled, 32 GB RAM and with Option of Compact Flash Justifications - Points 2 and 7 is conflicting, RAM depend on the firmware structure, few OEM use lightweight firmware where very less RAM will be required,	please refer corrigendum
300	Page 181	Hardware & Networking/Interface features for all firewalls	Point 10 - The Next Generation Threat Prevention Throughput must be at least 5 Gbps from day 1	The Next Generation Threat Prevention Throughput must be at least 20 Gbps from day 1 Justifications - In core Firewall Threat prevention is too low, which will affect the performance for the NGFW, please change the asked throughput for seamless operation	please refer corrigendum
301	Page 181	Hardware & Networking/Interface features for all firewalls	Point 12 - NGFW must support at least 330K connection per second and 16M concurrent connections from day 1	NGFW must support at least 700k connection per second and 10M concurrent connections from day 1 Justifications - This is conflicting with Point no 5, 16M concurrent connections is too high for this kind of requirements, specific OEM can get benefited from this large number, Please change this to wide participations of bidder	clause stands as per RFP

302	Page 94	8.2 Anti-Virus System	<p>Antivirus solution should provide following minimum features but not limited to:</p> <ul style="list-style-type: none"> ▪ 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. 	<p>Request to generalise the clause for wider participation of OEM Antivirus:</p> <p>Antivirus solution should provide following minimum features but not limited to</p> <ul style="list-style-type: none"> ▪ Host Intrusion Prevention ▪ Host Firewall ▪ Host Vulnerability Protection ▪ 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. 	clause stands as per RFP
303	180	Table O Point 1 - Point 5	<p>Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall - Performance parameters for core/peripheral firewall</p>	<p>Point 1 - Point 5 has performance parameters specified, but clauses 6 - 11 also have different firewall performance parameters.</p> <p>Request you to specify the specific RAM and other performance metrics for each firewall separately.</p>	please refer corrigendum

304	181	Table O Point 2	The appliance hardware should be with atleast 6 physical with hyperthreading enabled /12 virtual cores, 16 GB RAM with option of compact flash.	<p><u>Recommended change:</u> The appliance hardware should be with atleast 6 physical with hyperthreading enabled /12 virtual cores, 16 GB RAM with option of compact flash/SSD storage.<u>Justification:</u> Flash storage is old legacy technology. Considering a bank cybersecurity investment, PBGB is better suited if solid state drives are used for storage - they provide much faster access to resources and have higher capacity to store data. Additionally in clause 7, SSD storage is already mentioned.</p>	please refer corrigendum
305	183	Point 21	Application control database must contain more than 3000+ known applications. The proposed solution must allow free custom application signatures for Homegrown and custom applications.	<p><u>Recommended change:</u> Application control database must contain more than 9,000+ known applications. The proposed solution must allow free custom application signatures for Homegrown and custom applications.</p> <p><u>Justification:</u> Considering this is a bank cybersecurity environment, it is advisable that the security solution has great visibility into applications and categories. This allows bank to be covered against greater number of threats and gives more protection to bank. Check Point provides industry highest visibility into applications.</p>	Clause stands as per RFP

306	184	Point 38	Should support more than 5,000 IPS signatures or more. Should support capability to configure correlation rule where multiple rules/event can be combined together for better efficacy	<p><u>Recommended change:</u> Should support 10,000 IPS signatures or more from day 1.</p> <p><u>Justification:</u> IPS solution/engine is designed to provide protection on basis of signatures. The more the signatures available, the greater the protection that bank has against such discovered threats. Further, multiple protections can already be activated together in such a solution. It is recommended security best practice to have large number of IPS signatures available for use.</p>	Clause stands as per RFP
307	Page No 148	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR POINT 4	Storage system shall be configured with adequate number of Backend FC/SAS Disk ports (towards disks) so as to meet the required performance specifications.	Since Bank is going to do the investment for the next 5 years, we would request you to allow bidders offer products with latest technology like NVMe. Request to kindly amend the clause as " Storage system shall be configured with adequate number of Backend FC/SAS/NVMe Disk ports (towards disks) so as to meet the required performance specifications. "	please refer corrigendum
308	Page No 149	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR POINT 9	Storage should have features like Snapshot, Clone, Temper proof/read only copy, and multisite replication etc. Storage providing enterprise class data availability	Some Storage OEMs use Writeable Snapshots instead of traditional clones to increase system efficiency. Request to kindly amend the clause as " Storage should have features like Snapshot, Clone / Writeable Snapshots, Temper proof/read only copy, and multisite replication etc. Storage providing enterprise class data availability ".	please refer corrigendum

309	Page No 149	Table D: Minimum technical requirem ent for Enterpris e class Storage at DC and DR POINT 12	Industry Standard RAID array supporting minimum 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.	What is meant by "Industry Standard RAID array supporting minimum 6 levels." Is it referring to RAID 6 support?	please refer corrigendum
310	Page No 150	Table D: Minimum technical requirem ent for Enterpris e class Storage at DC and DR POINT 23	Should be firmware upgradable for functionality improvements and enhancements. Must support nondisruptive upgrade of core software, BIOS, snapshot, clone remote mirroring and management software without shutting down the storage system. All host attached servers must be fully operational during system level or maintenance upgrade procedures.	Some Storage OEMs use Writeable Snapshots instead of traditional clones to increase system efficiency. Request to kindly amend the clause as "Should be firmware upgradable for functionality improvements and enhancements. Must support nondisruptive upgrade of core software, BIOS, snapshot, clone / Writeable Snapshots remote mirroring and management software without shutting down the storage system. All host attached servers must be fully operational during system level or maintenance upgrade procedures."	please refer corrigendum

311	Page No 152	Table E Minimum Technica l Require ment for Network Attache d Storage at DC, DR POINT 4	The Storage should be supplied with 2 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 and hot spare disk.	With 2TB usable disk, 50000 IOPS or 2ms response time cannot be delivered. Request to kindly amend the clause as "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 and hot spare disk."	Clause stands as per RFP
312	Page No 152	Table E Minimum Technica l Require ment for Network Attache d Storage at DC, DR POINT 6	The proposed storage array must support all Industry Standard RAID levels including 0, 1, 10, 5 and 6. The storage array should allow online expansion of existing RAID/Disk group.	<p>* RAID 0 doesn't provide redundancy and is NEVER used since a single disk failure causes data loss; hence not promoted in the current generation storage systems.</p> <p>* RAID 1 is also not used because RAID 1 can span across only 2 disks, providing disk space equivalent of only 1 disk space which is never sufficing for most requirements. However, RAID 10 can span across multiple disks & provides better performance (since larger number of disks participate for transactions in each LUN) & larger disk volumes.</p> <p>Hence request to remove RAID 0 and RAID 1.</p> <p>Request to kindly amend the clause as "The proposed storage array must support all Industry Standard RAID levels including 10, 5 and 6. The storage array should allow online expansion of existing RAID/Disk group."</p>	please refer corrigendum

313	Page No 153	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR POINT 18	Array should be provide wish all software like clone, snapshot, replication, performance management & QOS	Some Storage OEMs use Writeable Snapshots instead of traditional clones to increase system efficiency. Request to kindly amend the clause as "Array should be provide wish all software like clone /writeable snapshots, snapshot, replication, performance management & QOS "	please refer corrigendum
314	Page No 153	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR POINT 19	The storage array should support pointer based, space efficient Snapshots. The full copy Clones with update incremental data synchronization. The snapshot copies to be independent of each other, restoring a snapshot of production LUN should not invalidate the rest of the snaps for the same production LUN. If licensed separately, necessary licenses for entire capacity to be included.	Some Storage OEMs use Writeable Snapshots instead of traditional clones to increase system efficiency.Request to kindly amend the clause as "The storage array should support pointer based, space efficient Snapshots. The full copy Clones / Writeable snapshots with update incremental data synchronization. The snapshot copies to be independent of each other, restoring a snapshot of production LUN should not invalidate the rest of the snaps for the same production LUN. If licensed separately, necessary licenses for entire capacity to be included. "	please refer corrigendum

315	Page No 148 to 155	<p>Table D: Minimum technical requirement for Enterprise class Storage at DC and DR</p> <p>Table E Minimum Technical Requirement for Network Attached Storage at DC, DR</p>	<p>Can bidder propose a single unified storage (i.e. one at DC and another at DR) instead of two separate storage systems per site for NAS and SAN functionalities? There will be no compromise on functionality, availability, capacity and ports requirement as outlined in the RFP.</p> <p>Procuring a single unified storage instead of two separate storage systems would be commercially beneficial to the bank.</p>	no addition of clause
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316	Page No 155	Table F: Minimum Technica I requirem ent for Backup Software POINT 3	Should be available on various OS platforms which are supported by OEMs such as different variant of Windows and Linux platforms and be capable of supporting backup / restores from and various platforms including Windows, Unix Linux. Both Server and Client software should be capable of running on all these platforms.	<p>The Backup Server software itself can be installed on Windows or Linux platform however the backup software can take backup of Windows, Unix and Linux environment.</p> <p>Request to kindly amend the clause as "Should be available on various OS platforms which are supported by OEMs such as different variant of Windows and Linux platforms and be capable of supporting backup /restores from and various platforms including Windows, Unix Linux. Backup Server software should be capable of running on Windows and Linux platform with High Availability configuration."</p>	please refer corrigendum
317	Page No 155	Table F: Minimum Technica I requirem ent for Backup Software POINT 4	The licensing for the Backup software must be in Usable Capacity in such a way that the migration of operating systems and/or databases/mail servers of servers/clients must not warrant a change in license. The licensing must be independent of the server processor, whether it is RISC based or SISC based processors or x86. Also, same license can be used to initiate backup in DC , DR and NDR	Kindly confirm if the backup software license needs to be quoted for DC and DR Site both or only for DC Site which can be leveraged at DR Site when required. Because as per Page - 47 Table A: Summary Sheet for minimum Hardware/Software/Solution requirement for Finacle 10.x - The backup software requirement is for DC and DR both	DC & DR both side seperately
318	Page No 157	Table F: Minimum Technica I requirem ent for Backup Software POINT 31	The proposed backup solution has in-built media management and supports cross platform device and media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media	OEM Specific specification. Request you to kindly remove this point	Clause stands as per RFP

319	Page No 158	Table G: Minimum Technical Requirement for Tape Backup Library POINT 4	Tape Library shall be offered with minimum of 20 cartridge slots and barcode reader. Bidder should provide all the drives in all the slots configured. Bidder should provide all the drives in all the slots configured	This clause wants the bidders to quote 20 data cartridges, is our understanding correct?	please refer corrigendum
320	Page No 142	3 Minimum total no. of cores per Physical Server from day 1/ minimum cores upgrade capabilit y per physical server	24 cores, upgradable to 48 cores 8 cores, upgradable to 16 cores 48 cores, upgradable to 64 cores 24 cores, upgradable to 48 cores	Unlike earlier generation of x86 servers, the current generation of x86 servers are typically not field upgradable for processors (like one processor to two processors or two processors to 4 processors). Request you to please delete the "upgradable to x cores" for all the four types pf servers.	clause stands as per RFP
321	Page No 146	Table C: Required Minimum Basic Technical Requirement – All Types of servers	6) Minimum 2 x 2.4 or 4X1.2 SFF 15K RPM SAS HDD / SSD Hot Pluggable Drive.	15K drives have become end of sale. Further, these have higher failure rates. Request to please amend this to: "Minimum 2 x 1.92TB SSD hot-pluggable drives."	please refer corrigendum

322	Page No 148	Table C: Required Minimum Basic Technical Requirement – All Types of servers	The supplied hardware should be covered under Data Centre mission critical or equivalent support.	In page 50 of the RFP, the following is specified:3.8) System Integrator should take premium support care service for DC and standard support for DR & UAT form respective hardware and software OEM during Warranty and AMC/ATS period.Please clarify of DR site also needs to be covered mission critical support of standard support. We suggest mission critical support since in case of a disaster, availability of the DR site becomes more critical	DR & UAT system should have standard support
323	Page No 173	Table M : Minimum Technical requirement for Core Switch POINT 4	Switch should support field replaceable components such as Supervisor, Line cards , Power-supply and Fan trays and have embedded RFID tag which facilitates easy asset/inventory management using commercial RFID readers.	Switch should support field replaceable components such as Line cards , Power-supply and Fan trays	please refer corrigendum
324	Page No 174	Table M : Minimum Technical requirement for Core Switch POINT 14	Shall support In Service Software Upgrade (ISSU) to provide an upgrade of the entire chassis or an individual task/process without impacting hardware forwarding	Clause to be deleted . CLOS architecture to ensure upgrade/Update without downtime	Clause stands as per RFP
325	Page No 174	Table M : Minimum Technical requirement for Core	BGP, IS-IS, OSPF Routed Access, RIP, Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1	BGP, OSPF , Policy-Based Routing (PBR), PIM SM, and Virtual Router Redundancy Protocol (VRRP) from Day 1	please refer corrigendum

		Switch POINT 15			
326	Page No 174	Table M : Minimum Technical requirement for Core Switch POINT 18	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified	please refer corrigendum
327	Page No 174	Table M : Minimum Technical requirement for Core Switch POINT 21	Proposed Switch should support dual serviceable FAN trays for cooling that is accessible from both front and rear side of chassis	Proposed Switch should support dual serviceable FAN trays for cooling that is accessible from both front / rear side of chassis	please refer corrigendum
328	Page No 174	Table M : Minimum Technical requirement for Core Switch POINT 24	Switch should support MPLS Layer 3 VPN for secure end-end segmentation and traffic separation using VRF	Switch should support BGP EVPN Route Type 2 ,3 and 5 for secure end-end segmentation control plane and traffic separation using VRF	Clause stands as per RFP
329	Page No 175	Table M : Minimum Technical requirement for Core Switch POINT 25	Proposed switch should support minimum 8 power supply from day 1.	Proposed switch should support redundant power supply from day 1.	please refer corrigendum

330	Page No 175	Table M : Minimum Technica requirem ent for Core Switch POINT 28	Should have capabilities to seamless upgrade/replacement (without interrupting running processes and services) for modular interfaces	Clause to be deleted . CLOS architecture to ensure upgrade/Update without downtime	Clause stands as per RFP
331	Page No 175	Table M : Minimum Technica requirem ent for Core Switch POINT 29	Switch should support 144 numbers of 1G copper PoE+ ports OR UPOE ports	POE ports are not recommended in the DC as this is Campus Feature	please refer corrigendum
332	Page No 175	Table M : Minimum Technica requirem ent for Core Switch POINT 30	Switch should support 24 Multigigabit 100/1000 Mbps	Multigigabit ports are not recommended in the DC as this is Campus Feature	please refer corrigendum
333	Page No 176	Table M : Minimum Technica requirem ent for Core Switch POINT 32	Switch must provide Application visibility using Deep packet inspection technology or equivalent	Switch should have capability to share netflow/sflow/Logging traffic to 3rd Party System for visibility	please refer corrigendum
334	Page No 176	Table M : Minimum Technica requirem ent for Core	Switch should support GRE tunnels and NAT (Static, Dynamic, PAT) for integration with 3rd party or migration kind of scenarios	To be removed . These are features/functionality of the Gateway devices and needs to be removed from the Core Switch	please refer corrigendum

		Switch POINT 38			
335	Page No 176	Table M : Minimum Technical requirement for Core Switch POINT 39	Switch should have capability to share netflow traffic to Security solution to identify the anomalous behaviour change over the network.	Switch should have capability to share netflow/sflow/Logging traffic to Security solution to identify the anomalous behaviour change over the network.	Clause stands as per RFP
336	Page No 176	Table N: Minimum Technical requirement for Network Switch (Extranet, Internet & Branch) POINT 4 - For Branch Switch	Switch should have minimum 4 nos. of fully populated SFP Ports	Switch should have minimum 4 nos. of fully populated SFP+ ports	Clause stands as per RFP

337	Page No 176	Table N: Minimum Technica requirem ent for Network Switch (Extranet, Internet & Branch) POINT 3- For Branch Switch	Switch should have minimum 24 100/1000 Mbps Ethernet Port	Switch should have minimum 24 100/1000 Mbps Ethernet port and 2 nos of fully populated SFP+ Ports	Clause stands as per RFP
338	Page No 176	Table N: Minimum Technica requirem ent for Network Switch (Extranet, Internet & Branch) POINT 13- For Branch Switch	The Switch should support minimum 250 Access lists (ACL) from day 1.	The Switch should support minimum 100 Access lists (ACL) from day 1.	Clause stands as per RFP
339	Page No 176	Table N: Minimum Technica requirem ent for Network Switch (Extranet, Internet &	Solution should integrate seamlessly with Bank's existing network Infrastructure.	Solution should integrate seamlessly with Bank's existing network Infrastructure on Open Standards	Clause stands as per RFP

		Branch) POINT 22			
340	Page No 179	Table N: Minimum Technical requirement for Network Switch (Extranet, Internet & Branch) POINT 45	The Switch should support Full Flexible Netflow v9 or equivalent which provides ability to characterize IP traffic and identify its source, traffic destination, timing, and application information and is critical for network availability, performance, and troubleshoot.	The Switch should support Full Flexible Netflow v9 or equivalent which provides ability to provide network traffic, detect anomalies, and troubleshoot network issues	please refer corrigendum
341	Page No 179	Table N: Minimum Technical requirement for Network Switch (Extranet, Internet & Branch) POINT 49	Access from CLI to configure the ACL automatically from NAC solution	Integration with the 3rd party NAC Solution	clause stands as per RFP

342	Page No. 182	19	Vendor must provide evidence of year over year leadership position of Gartner Magic Quadrant for Enterprise network Firewall Gartner Magic Quadrant for last 5 years	As per PPP orders from Govt. of India, Ministry of Commerce and Industry order dated 06th Sept 2020 asking for foreign certification is discriminatory/restrictive as per clause 10(e) hence we request to remove or amend this certification requirement and subsequent order from MeiTy, and another ministry of Govt. of India. Requesting for removing said point.	please refer corrigendum
343	Page No. 182	5	Appliance must have	OOB management and USB ports dedicated for console management port restrictive condition & favourable to only selected OEM so request you to remove or modified the clause as "Appliance must have	No addition of clause
344	Page No. 182	5	onboard 10/100/1000Base-T OOB management and USB ports dedicated for console management	onboard 10/100/1000Base-T OOB management and USB ports dedicated for console management/management Port"	please refer corrigendum
345	Page No. 182	6,7,8,9,10,12	Hardware & Performance specification not clear for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	In "Hardware & Networking/Interface features for all firewalls"	please refer corrigendum
346				Section you have mention hardware & performance for all firewall and also mention deferent specification for Peripheral Firewall, Internet & Extranet Firewall & Core Firewall please clarify the points.	please refer corrigendum
347	13	3	The Bidder should have operating Profit in the last three financial years (2019-20, 2020-21 & 2021-22).	please change this clause as Bidder should have maintained a positive net-worth in the last three financial years 2019-20, 2020-21 & 2021-22	please refer corrigendum

348	37	2.2 -2	<p>For the second project bidder should have successfully executed at least one Finacle 10.x Application Support services along with supply, Installation, implementation and maintenance of hardware, network & security equipment during the last five years in at least one Public/Private Sector bank/RRB in India having a minimum of 500 branches in India - Additional 10 Marks</p>	<p>Please remove this clause as Finacle support services not under bidder scope as per this RFP</p>	<p>Clause stands as per RFP</p>
349	37	2.2 -3	<p>For the third project bidder should have successfully executed at least one Finacle version migration with OSD, UAT/testing, along with supply, Installation, implementation and maintenance of hardware, network & security equipment during the last five years in at least one Public/Private Sector bank/RRB in India having a minimum of 500 branches in India-Additional 5 Marks</p>	<p>Please remove this clause as Finacle version migration is not bidder scope as per this RFP</p>	<p>Clause stands as per RFP</p>
350	37	2.2-4	<p>Experience of the Program Manager: - Should have Minimum 1 no. of Project Manger having 3 years of relevant experience in BFSI as Program Manager and out of which 1 years should have experience in Managing Implementation and Operations in Finacle Core Banking Solution in one or more Public/Private Sector bank/ RRB</p>	<p>Please remove this clause as FMS of Finacle is not bidder scope as per this RFP</p>	<p>Clause stands as per RFP</p>

351	43	2-1	After Go live of Finacle 10.x application, selected bidder needs to maintain environment (Production, Report, UAT, Training, development) of Core banking System for five years.	Need more details on it as Finacle 10.x application not under bidder scope	Post-migration scope of work of System Integrator is mentioned in detail clause 6
352	51	3.16 - 3.17	3.16 Hardware Load Balancer for HTTP web server layer and Finacle core application server (C/C++) layer. Same Load balancer can be used with different zoning configuration. 3.17 Software Load Balancer for application server (J2EE).	Kindly confirm if bidder can utilize same load balancer for both application servers	clause is self explanatory
353	54	4.1	4.1 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).	Commercial engagement with testing agencies, will it be bank or SI responsibility. Kindly confirm	It is clearly mentioned in RFP that engagement of testing agencies for Performance testing, load testing, UAT/functional testing, security testing & data migration testing is the sole responsibility of system Integrator.
354	63	6.2	<ul style="list-style-type: none"> Bank's existing data centre is at Sify data centre Bangalore and DR site is at Sify data centre, Mumbai. It is proposed to have rack space for Finacle 10.x implementation in UCO Bank's data centre at Bangalore & DR site at Kolkata. 	As per the aforesaid clause, bidder has to delivery hardware & software procured through this RFP to UCO Bank's data centre at Bangalore & DR site at Kolkata. Kindly confirm.	clause is self explanatory
355	96	8.3 (i)	i) System Integrator has to implement Biometric based dual authentication system for login in Finacle 10.X application.	Please confirm integration approach of Finacle 10.X with Fingerprint Scanner? Will the Finacle team provide the REST APIs for integration, or will they consume the REST APIs provided by the Biometric engine provider?	It can be finised with selected bidder in co-ordination with application vendor.
356	96	8.3 (ii)	ii) The Biometric solution should be seamlessly integrate with Finacle.	It is assumed Finacle team will provide the required support for Integration.	System Integrator should implement Fingerprint based biometric solution as a second factor authentication in Finacle Application.

357	96	8.3 (iii)	iii) Bank is having Morpho MSO 1300 biometric finger print scanner device for Finacle users in branches.	It is suggested to utilize ISO templates to ensure device agnosticism within the solution. Please confirm.	It can be finalised with selected bidder in co-ordination with application vendor.
358	96	8.3 (iv)	iv) The Biometric solution should use the existing finger print scanner devices for finger print scan.	Please confirm the existing version of MSO 1300. Any other device integration is expected?	Refer the clause no. 8.3 (iii)
359	96	8.3 (v)	v) Bank is having at present 1000 nos. of Finacle users. SI should implement Hardware, System software, Database & Application at DC & DR sites for Biometric solution for 1200 users.	Please confirm , Total License to be considered for Biometric solution is 1200, including existing 1000 licenses.	For exact quantity, refer the commercial BoM ()Annexure E)
360	96	8.3 (ix)	ix) The System Integrator should provide an Enterprise License for the Biometric Application user license. There should not be any other license like Client Access License to run the application.	It is asked to consider 1200 Users and Matcher license in above What is the maximum user license expected for server matching? Please confirm.	For exact quantity, refer the commercial BoM ()Annexure E)
361	97	8.3 (xii)	xii) Customisation of the application software, if required has to be done by the SI at no additional cost to the Banks.	Please define the scope of the customization	To seamless integrate with Finacle 10.x application, changes required in Biometric solution to be done by Si.
362	97	8.3 (xii)	xxii) There should be a provision to register the finger prints of SIX fingers and stored in the central server under the Employee-id and that he/she must be able to login with any of the finger print of his/her choice which should be validated and authenticated. At the time of registering, system should be able to check for de duplication of the finger prints.	Please confirm the maximum user count for fingerprint de-duplication is required? It is recommended to capture all TEN fingers to check for duplicates instead of just SIX. However, any six fingers can be used for authentication.	Ten Fingers are also acceptable.
363	97	8.4	Helpdesk management, change management,	Please confirm, are you looking for latest ITIL v4 solution for Helpdesk.	Clause stands as per RFP

364	97-98	8.4	<p>Licenses requirement: b. DC, DR infrastructure monitoring and Patch management for all physical & virtual devices to be delivered by system integrator in the project. Approx. 50 devices.</p>	<p>Please provide clarity on license requirement, Are you referring Server Monitoring and Patching as Infrastructure monitoring.</p>	<p>This is related to EMS tool license requirement for monitoring of all servers, network & security items and databases, including patch management and reporting. Also required license for helpdesk for Finacle 7 other applications management and Change request.</p>
365	109	6	<p>Payment TermsHardware Software CostPayment related to Table A & Ba. 50% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful installation with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.b. 50% cost of other solution related Hardware and Software cost (table A & table B) will be payable after successful installation of respective application with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.c. Remaining 50%, cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software</p>	<p>Payment TermsHardware Software CostPayment related to Table A & Ba. 90% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful installation with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.b. 90% cost of other solution related Hardware and Software cost (table A & table B) will be payable after successful installation of respective application with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.c. Remaining 10%, cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.d. Remaining 10%, cost of other solution related Hardware and Software cost (table B & table C) will be payable after successful</p>	<p>please refer corrigendum</p>

(related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.d. Remaining 50%, cost of other solution related Hardware and Software cost (table B & table C) will be payable after successful implementation of respective application with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.AMC & ATS Cost and Facility Management ServicesPayment related to Table C, D & Ga. After expiry of warranty period, AMC for Hardware & Network Equipment shall be paid in quarterly arrear basis, after realizing penalty charges, if any.b. After expiry of Initial One year period, ATS for Software shall be paid yearly in advance, after realizing penalty charges, if any.c. The charges for Facility Management Resources would be payable quarterly in arrears, at the end of the month , on actuals, as per the bill submitted by the System Integrator and on verification of the Bank after realizing penalty charges, if any.

implementation of respective application with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.AMC & ATS Cost and Facility Management ServicesPayment related to Table C, D & Ga. After expiry of warranty period, AMC for Hardware & Network Equipment shall be paid in yearly in advance basis, after realizing penalty charges, if any.b. After expiry of Initial One year period, ATS for Software shall be paid yearly in advance, after realizing penalty charges, if any.c. The charges for Facility Management Resources would be payable yearly in advance basis, at the end of the month , on actuals, as per the bill submitted by the System Integrator and on verification of the Bank after realizing penalty charges, if any.

366	109	6	<p>One Time Implementation costPayment related to Table E & Fa. 90% of Implementation cost (Table E) will be payable after successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.b. Remaining 10%, Implementation cost (Table E) will be payable after three months of successful migration of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance signoff from the Bank realizing penalty charges, if any.c. 50% cost of other solution implementation (table F) will be payable after successful implementation of respective application in 50% branches and DC & DR sites with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.d. Remaining 50%, cost of other solution implementation (table F) will be payable after completion of successful implementation of respective application with all the functionalities of the said software, including implementation of all</p>	<p>One Time Implementation costPayment related to Table E & Fa. 100% of Implementation cost (Table E) will be payable after successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.c. 100% cost of other solution implementation (table F) will be payable after successful implementation of respective application in 50% branches and DC & DR sites with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.</p>	<p>Clause stands as per RFP</p>
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			hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any.		
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367	113	10	<p>Liquidated Damage</p> <p>Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (one percent) of the TCO will be charged of the price of undelivered portion/ not installed services for every week's delay subject to a maximum of 10% of the total cost of ownership. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the System Integrator or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the System Integrator regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.</p>	<p>Liquidated Damage</p> <p>Notwithstanding Bank's right to cancel the order, liquidated damages at 0.5% (half percent) of the undelivered portion will be charged of the price of undelivered portion/ not installed services for every week's delay subject to a maximum of 5% of the total cost of ownership. Bank will have right to recover these amounts by any mode such as adjusting from any payments to be made to the System Integrator or from the performance Bank Guarantee. Liquidated damages will be calculated per week basis. Dispatch details shall be shared by the System Integrator regularly after handing over the consignment to the concerned Courier Agency/Indian Postal services.</p>	Clause stands as per RFP
368	15	<p>Eligibility Criteria point#9</p>	<p>The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one Public Sector Bank / Regional Rural Bank in India as on date 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, Network & security Equipment, SAN Switch, Backup solution. b) Database & Operating System administration & management</p>	<p>The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one Public Sector Bank / Regional Rural Bank in India as on date having more than 500 branches operation / Central Govt. with 20000 users in the last 5 years along with the following areas of setup: a) IT Infrastructure like Management of Servers, Storage, Network & security Equipment, SAN Switch, Backup solution. b) Database & Operating System administration & management</p>	Clause stands as per RFP

369		Technical Evaluation point#1	Bidder should have successfully executed at least one supply, installation, implementation and maintenance of hardware, network & security equipment during the last five years in at least one Public/Private Sector bank/RRB in India having a minimum of 500 branches in India - 15 Marks	The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one Public Sector Bank / Regional Rural Bank in India as on date having more than 500 branches operation / Central Govt. with 20000 users in the last 5 years- 15 Marks	Clause stands as per RFP
370	Page No.109	Payment term Point No 6	50% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful installation with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges, if any	50 % Payment should be Paid on delivery . 40% payment on installation . And 10% Payment should be linked to Finacle migration.	please refer corrigendum
371	Page No.110	One time Implementation cost	90% of Implementation cost (Table E) will be payable after successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 with all the functionalities of the said software, including implementation of all hardware (Finacle & Biometric), software (related to Finacle & Biometric), network equipment at DC & DR sites and acceptance sign-off from the Bank realizing penalty charges,	50 % Payment should be Paid on delivery for others software . 40% payment on installation . And 10% Payment should be linked to Finacle migration. We may request bank to consider to split the tender in to two parts . One for infrastructure and second for Finacle migration .	Clause stands as per RFP
372	Page No 200	page 200, Clause -9	The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one Public Sector Bank / Regional Rural Bank in India as on date having more than 500 branches operation in the last 5 years along with the following areas	Request to make it 7 years instead of 5 years	Clause stands as per RFP

			of Banking setup:		
373	Page No 142	3 Minimum total no. of cores per Physical Server from day 1/minimum cores upgrade capability per physical server	24 cores, upgradable to 48 cores 8 cores, upgradable to 16 cores 48 cores, upgradable to 64 cores 24 cores, upgradable to 48 cores	Unlike earlier generation of x86 servers, the current generation of x86 servers are typically not field upgradable for processors (like one processor to two processors or two processors to 4 processors). Request you to please delete the "upgradable to x cores" for all the four types of servers.	Clause stands as per RFP
374	160	Point 2 Technical Specification EMS	It should have a secured single sign-on and unified console for all functions of components offered for seamless cross-functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management	As SSO is different solution from specific OEM, the proposed solution should have feasibility to implement SSO using such tool. We request authority to modify the clause as mentioned below: <u>"It should have a secured single sign-on feasibility to integrate with SSO tool and unified console for all functions of components offered for seamless cross-functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management"</u>	please refer corrigendum

375	161	Point 10 Technical Specification EMS	There should be agent less and agent base method on the managed node that provides the system performance data, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations	<p>To have monitoring of critical parameters at server level we suggest that agents should have capability of 1 second level KPI capturing for servers so that It should not miss any critical even in banking environment. We recommended to modify the clause as mentioned below:</p> <p><i>"There should be agent less and agent base method on the managed node that provides the system performance data, The agent should have capability to capture data at every second for critical parameters, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations"</i></p>	Clause stands as per RFP
376	162	Technical Specification EMS	Suggestion to add technical Clause	<p>In order to select a robust, scalable and proven NMS solution to protect the system generated data for SLA calculation, we recommend the authority to consider this clause for incorporation:</p> <p><u>"The monitoring module of proposed solution must not use any third-party database (including RDBMS and open source) to store data in order to provide full flexibility and control on collected data as well as avoiding tempering with SLA calculations."</u></p>	No addition of clause

377	162	Technical Specification EMS	Suggestion to add technical Clause	<p>In order to select a robust, scalable and proven NMS solution having full flexibility of log management and analysis without any coding requirement, we recommend the authority to consider this clause for incorporation: "<u>The NMS admin console must provide operators with seamless automation to extract fields from collected logs via drag and drop functionality to avoid log parsing complexity of collected logs from various syslog/ windows/ application sources..</u>"</p>	No addition of clause
378	162	Technical Specification EMS	Suggestion to add technical Clause	<p>In order to select a robust, scalable and proven NMS solution having successful deployment in government, we recommend the authority to consider this clause for incorporation. <u>"OEM must have average annual turnover of atleast INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth. CA certificate need to be submitted at time of bid submission."</u></p>	No addition of clause

379	162	Technical Specification EMS	Suggestion to add technical Clause	<p>In order to select a robust, scalable and proven NMS solution having successful deployment in government, we recommend the authority to consider this clause for incorporation.</p> <p><u>"The OEM of the proposed Network Monitoring solution should be "Make In India" company with presence of min. 10 years in the market and the solution should be deployed in min. 1 project of BFSI for any of Banks in India with Similar or more capacity asked in tender. The documentary proof should be submitted at time of the bid submission."</u></p>	No addition of clause
380	165	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 4	TYPE 2: Each Device should have minimum 4 no of 10 G Fiber port with SR module to cover multiple segment load balancing	<p>The port requirement asked is not inline with the asked throughput of 5Gbps, request to amend the clause with appropriate port configuration.</p> <p>Suggested Clause: Each Device should have minimum 2 no of 10 G Fiber port with SR module along with 4 no of 1 G Copper port to cover multiple segment load balancing</p>	Clause stands as per RFP

381	165	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)Sl. No. 7	Appliance should support a LCD panel/LED to display alerts and fault information for an administrator to monitor the system	Every OEM has its own way to send alert information, syslog alert should also be considered for wider participation. Suggested Clause:Appliance should support a LCD panel/LED/SYSLOG to send or display alerts and fault information for an administrator to monitor the system	please refer corrigendum
382	166	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 11	The proposed solution should Support minimum 2 Million L4 concurrent connections and minimum 200k L4 connections per second	The solution should be considered in such a way that it should cater current as well as future requirement. Suggested Clause: The proposed appliance should Support minimum 30 Million L4 concurrent connections and minimum 500k L4 connections per second	Clause stands as per RFP
383	166	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller	The Proposed solution must support Database Load Balancing at Database layer.	Despite being a Leader this clause s restricting us from participation. Request to relax. Suggested Clause: Delete the clause	Please refer corrigendum

		(ADC) Sl. No. 14			
384	166	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 23	The Proposed Solution Should support minimum 4 Gbps of compression.	<p>Compression should be considered as a software or hardware, same is considered in other clause. Request to relax here.</p> <p>Suggested Clause: The Proposed Solution Should support compression either as software or hardware</p>	Clause stands as per RFP

385	168	Table J Minimum Technical Requirement for Load Balancer with Application Delivery controller (ADC)Sl. No. 51	The proposed solution should support atleast 5 number of virtual ADC or context or partition or segmentation or VLAN without any additional license	Partitioning and segmentation is legacy technology where resource will be shared whereas next generation features such as Virtualization can virtualizes the device resources—including CPU, memory, network, operating system, management and acceleration resources to provide complete separate environment from applications and management perspective. Suggested Clause: The proposed solution should support atleast 5 number of virtual ADC from day1 and scalable upto 20 virtual ADC. Each Virtual ADC should have separate: 1.Resource 2.Management 3. Configuration 4.Operating System	Clause stands as per RFP
386	168	Table J Minimum Technical Requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 55	The appliance should have feature of GSLB with Per host name TTL value control GSLB (Global Server Load Balancer) for Application Failover across Datacentre. GSLB should be capable of monitoring health of application across data centre example Primary site and DR site. Support DNS Rate Limiting and DNS report per host name	Appliance should have DNS functionality to cater GSLB requirement, it should not be like dedicated DNS server as dedicated DNS server is already present in existing infra. Suggested Clause: The appliance should have feature of GSLB (Global Server Load Balancer) for Application Failover across Datacentre. GSLB should be capable of monitoring health of application across data centre example Primary site and DR site.	please refer corrigendum

387	169	<p>Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 56</p>	<p>The proposed solution should provide DNS reporting per user request with statistics last second, minute, hour usage and peak usage per application host name</p>	<p>Appliance should have DNS functionality to cater GSLB requirement, it should not be like dedicated DNS server as dedicated DNS server is already present in existing infra.</p> <p>Suggested Clause: The proposed solution should provide GSLB reporting</p>	<p>please refer corrigendum</p>
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388	13	Part I - INTRODU CTIONEli gibility CriteriaT able SI.No. 1	Bidder should be a limited company(Public/Private) registered in India underthe Companies Act, 1956 or 2013 andamendments thereafter or Companiesregistered as MSME Entrepreneur & stillcategorized as MSME for the last 3 yearsas on RFP issuance date.	Clause may be kindly modifiedBidder should be a limited company (Public/Private)registered in India under the Companies Act, 1956 or 2013 /and amendments thereafter / Registration underPartnership Firm / LLP / Registration underProprietorship Firm or Companies/ Firm registered asMSME Entrepreneur & still categorized as MSME on orbefore 31.03.2023.Justification for Requesting Modification1. Proprietorship firm in India is valid legal business entity,when it possesses all the statutory registration forundertaking business in India and is in existence for morethan 7 years in IT/ITES business.2. As per Department of Expenditure, Ministry of Finance,Gol published "Manual for Procurement of Consultancyand other services (updated June 2022)" which subsumed3. In many of the bids/contract we have been recognized asvalid business entity and even in recent time we gotempaneled by NABARD as System Integrator forComputerisation of PACS in thirteen states includingWest Bengal.4. Not allowing the proprietorship firm to participate willrestrict the competition.5. Further, as per clause 1.9.1.iv) at page no 7 of Gol published "Manual for Procurement of Consultancy andother services (updated June 2022)", MSEs are entitledfor relaxation on eligibility criteria related to turnoverand experience and therein no minimum time period ofbeing MSME is prescribed (as sought in this bid for 3years).	Clause stands as per RFP
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Part I -
INTRODU
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gibility
CriteriaT
able
Sl.No. 2

The bidder must have minimum annual turnover of Rs. 300 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 companies. In case of wholly owned subsidiary, the parent company should comply with above criteria.

Minimum average financial turnover for the last three and prior turnover respectively, consecutive years may kindly be lowered to Rs. 15 Crore from Rs. 300 Crore. Justification for Requesting Modification 1. In this Bid, EMD sought is Rs. 30 Lakh and accordingly it is presumed that the job value confirming prescribed norm of Rule 170 of GFR 2017 would be between Rs 15 Crore to Rs 6 Crore. 2. As per Department of Expenditure, Ministry of Finance, Govt published "Manual for Procurement of Consultancy and other services (updated June 2022)", under clause 9.15.2. (i) a, the average annual turnover of last three financial years could be 30% of the estimated value and accordingly, for this Tender it could have been 30% of Rs. 15 Crore (If EMD asked is in confirmation with GFR 2017) i.e., Rs. 5 Crore. 3. However, further under clause 9.15.2. (ii) b, the bidder must have successfully executed/completed similar Services (definition of "similar services" should be clearly defined), over the last three years i.e., the current financial year and the last three financial years: -a) Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or b) Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or c) One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost. Accordingly, for this Tender it could be three similar completed services of Rs. 6 Crore work value or two similar completed services of Rs. 7.5 Crore work value or one similar completed service of Rs. 12 Crore work value. 4. The Rule 171 (i) & Rule 173 (i) of the GFR-2017 read with OM No. F/20/2/2014- PPD (PT) dated 25 July 2017 provides for certain relaxations from

Clause stands as per RFP

prior exp

390	15	Part II - INTRODU CTION Eligibility Criteria Table Sl.No. 9	<p>The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one Public Sector Bank / Regional Rural Bank in India as on date having more than 500 branches operation in the last 5 years along with the following areas of Banking setup:</p> <p>a) IT Infrastructure like Management of Servers, Storage, Network & security Equipment, SAN Switch, Backup solution.</p> <p>b) Database & Operating System administration & management</p>	<p>Clause may be kindly modified</p> <p>The bidder should have experience in delivery, integration, installation, management & maintenance of Hardware & Network Infrastructure in at least one GOI/ State / Public Sector Bank / Regional Rural Bank in India as on date having more than 100 branches / Locations operation in the last 5 years along with the following areas of Banking setup:</p> <p>a) IT Infrastructure like Management of Servers, Storage, Network & security Equipment, SAN Switch, Backup solution.</p> <p>b) Database & Operating System administration & management</p>	Clause stands as per RFP
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