



**PASCHIM BANGA GRAMIN BANK**

**HEAD OFFICE: Natabar Paul Road, Chatterjee Para More, Tikiapara, Howrah- 711 101**

**Phone No.: 2667-0052/6078/9327/9961, Fax No: 2667-0051/9589**

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

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

**Dt. 15-07-2023**



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Sl.	RFP Page No.	RFP Clause No.	Original RFP Clause	Query Sought / Suggestions of the Bidder	Reply to Query
1	15	Eligibility Criteria	<p>9. The bidder should have experience in delivery, integration, installation, management &amp; maintenance of Hardware &amp; 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 &amp; security Equipment, SAN Switch, Backup solution.</p> <p>b) Database &amp; Operating System administration &amp; management</p>	<p>For wider participation we would request the Bank for the below suggested amendment for this clause:</p> <p>9. The Bidder / Group Company should have experience in delivery, integration, installation, management &amp; maintenance of Hardware &amp; Network Infrastructure in at least one Bank in India having at least 500 branches in the last 10 years through multiple POs along with the following areas:</p> <p>a) IT Infrastructure like Management of Servers, Storage, Network &amp; Security Equipment, SAN Switch &amp; Backup Solution</p> <p>b) Operating System administration &amp; management</p> <p>In case the Bidder is a wholly owned Subsidiary Company then the documentary evidence of</p>	Please refer corrigendum



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				relevant projects delivered by both the Parent Company and the wholly owned Subsidiary Company (Bidder) would be considered for Eligibility Criteria compliance.	
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2	36	2.2 Technical Evaluation	<p>1. <u>Bidder's Credential Strengths</u> (Max Marks 30)</p> <p>1. Bidder should have successfully executed at least one supply, Installation, implementation and maintenance of hardware, network &amp; 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</p>	<p>For wider participation we would request the Bank for the below suggested amendment for this clause:</p> <p>1. Bidder / Group Company should have successfully executed at least one supply, Installation, implementation and maintenance of hardware, network &amp; security equipment during the last ten years in at least one Bank in India having a minimum of 500 branches in India .</p> <p>In case the Bidder is a wholly owned Subsidiary Company then the documentary evidence of relevant projects delivered by both the Parent Company and the wholly owned Subsidiary Company (Bidder) would be considered for scoring against the Technical Evaluation criteria. - 15 Marks</p>	Please refer corrigendum
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3	37	2.2 Technical Evaluation	<p>1. <u>Bidder's Credential Strengths</u> (Max Marks 30)</p> <p>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 &amp; 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>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 &amp; 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>With reference to clause 10 of the Eligibility Criteria section we understand that the relevant project experience of the External Agencies, with whom the Bidder has to tie-up for complying Eligibility Criterial clause 10, will be considered for scoring against Project 2 &amp; 3 of clause 1 of the Technical Evaluation criteria.</p> <p>Please confirm our understanding.</p>	Clause stands as per RFP
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4	37 & 38	2.2 Technical Evaluation	<p>4. <u>Manpower Credentials (Quality of Manpower Proposed)</u> (Max Marks 10)</p> <p><b>Experience of the Program Manager:</b> - 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 in India having a minimum of 500 branches in India – (2 Marks)</p>	<p>For wider participation we would request the Bank to kindly amend the criteria as suggested below:</p> <p><u>Experience of the Program Manager:</u> - Should have Minimum 1 no. of Project Manger having 3 years of relevant experience in BFSI / Govt. as Program Manager. – (2 Marks)</p>	Please refer corrigendum
5	38	2.2 Technical Evaluation	<p>4. <u>Manpower Credentials (Quality of Manpower Proposed)</u> (Max Marks 10)</p> <p><b>Experience of the L2 Resources:-</b> Should have more than 5 no. of L2 resources having more than two years of relevant experience in Systems out of which 1 years should be in L2 Support for Hardware, RHEL OS, Oracle DBA, Middleware including load balancer in at least one Public/Private Sector bank/ RRB in India having a minimum of 500 branches in India – (2 marks)</p>	<p>For wider participation we would request the Bank to kindly amend the criteria as suggested below:</p> <p><u>Experience of the L2 Resources:-</u> Should have more than 5 no. of L2 resources having more than two years of relevant experience in Systems out of which 1 years should be in L2 Support for Hardware, RHEL OS, Oracle DBA, Middleware including load balancer in at least one Public/Private Sector Bank OR</p>	Clause stands as per RFP



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				RRB OR Govt. Organization in India – (2 marks)	
6	38	2.2 Technical Evaluation	<p>4. <u>Manpower Credentials (Quality of Manpower Proposed)</u> (Max Marks 10)</p> <p><b>Experience of the L1 Resources:-</b> Should have more than 10 L1 resources having two years of relevant experience in L1 Support for Systems out of which 1 years should be in L1 Support for RHEL OS, Oracle DBA in at least one Public/Private Sector bank/ RRB in India having a minimum of 500 branches in India – (2 marks)</p>	<p>For wider participation we would request the Bank to kindly amend the criteria as suggested below:</p> <p><u>Experience of the L1 Resources:-</u> Should have more than 10 L1 resources having two years of relevant experience in L1 Support for Systems out of which 1 years should be in L1 Support for RHEL OS, Oracle DBA in at least one Public/Private Sector Bank OR RRB OR Govt. Organization in India – (2 marks)</p>	Clause stands as per RFP



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7	53	3. Hardware Capacity Sizing	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 12 weeks from the date of purchase order.	In view of the size and complexity of the scope of the work along with the prevalent worldwide stress in the supply chain of the IT equipment we would request the Bank to kindly amend the clause as suggested below: The System Integrator should deliver the proposed hardware and software at respective delivery locations at Kolkata & Bangalore. Delivery & installation of the hardware / software at all the two sites should be completed within <b>6 months</b> from the date of purchase order.	Clause stands as per RFP
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8	102 & 103	10.3 Project Timeline	<p>1. Project Initiation, Detailed Project Plan Submission and sign off SLA, Business Process Documentation, SOW sign off: M0</p> <p>2. Hardware, Software delivery and installation: M0 to M2</p>	<p>In view of the size and complexity of the scope of the work along with the prevalent worldwide stress in the supply chain of the IT equipment we would request the Bank to kindly amend the delivery timeline as suggested below:</p> <p>1. Project Initiation, Detailed Project Plan Submission and sign off SLA, Business Process Documentation, SOW sign off- End of M1</p> <p>2. Hardware, Software delivery and installation - End of M6</p> <p>We would also request the delivery timelines for the subsequent milestones 3 to 11 to be extended suitably.</p>	Clause stands as per RFP
9	107 & 108	3. Delivery, Installation Schedule	<p>The System Integrator must undertake to delivery, installation, configuration, for Hardware and including EMS solution hardware as per SOW in the RFP as mentioned below: . . . . .</p>	<p>The RFP has a section "10.3 Project Timeline" on pages 103 &amp; 104.</p> <p>Please confirm which timeline needs to be followed.</p>	Clause stands as per RFP



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10	107 & 108	3. Delivery, Installation Schedule	<p>1 Project Initiation, Detailed Project Plan Submission and sign off SLA, Business Process Documentation, SOW sign off: M0</p> <p>2 Hardware, Software, Network equipment delivery: M0 to M2</p>	<p>In view of the size and complexity of the scope of the work along with the prevalent worldwide stress in the supply chain of the IT equipment we would request the Bank to kindly amend the delivery timeline as suggested below:</p> <p>1.Project Initiation, Detailed Project Plan Submission and sign off SLA, Business Process Documentation, SOW sign off: End of M1</p> <p>2. Hardware, Software, Network equipment delivery: End of M6</p> <p>We would also request the delivery timelines for the subsequent milestones 3 to 10 to be extended suitably.</p>	Clause stands as per RFP
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11	109	6. Payment Term	<p><b>Hardware Software Cost</b> <b>Payment related to Table A &amp; B</b></p> <p>a. 50% cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; table B) will be payable after successful installation with all the functionalities . . .</p> <p>b. 50% cost of other solution related Hardware and Software cost (table A &amp; table B) will be payable after successful installation of respective application with all the functionalities of the said software . . . .</p> <p>c. 40%, cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; table B) will be payable . . . Remaining 10%, cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; table B) . . . .</p> <p>d. Remaining 50%, cost of other solution related Hardware and Software cost (table B &amp; table C) will be payable after ...</p>	<p>To align with industry wide accepted payment terms for similar projects and to provide the necessary financial support in a highly CAPEX intensive project we would request Bank to kindly amend the payment terms for hardware &amp; software cost (Table A &amp; B) as suggested below:.</p> <ul style="list-style-type: none"><li>•70% of payment related to Table A &amp; B will be paid on delivery of the hardware and software.</li><li>•Balance 30% of payment related to Table A &amp; B will be paid on UAT sign-off.</li></ul>	Clause stands as per RFP
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12	9	Bid Schedule and Address	Last Date and Time for receipts of tender bids: 14/07/2023 at 03:00 PM	We would request the Bank to kindly extend the bid submission date by at least 3 weeks so that all Bidders can review the clarifications and prepare a RFP compliant and competitive proposal addressing the tender requirement comprehensively.	Please refer corrigendum
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13	RFP Page 37	2.2 - Technical evaluation / Bidders credential strengths- 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	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., <b>"Supply, Installation, implementation and maintenance of hardware, network &amp; 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"</b> can be taken from the Bidders credentials. We are having credentials from multiple PSU & RRB Banks for the supply of Infrastructures for their Core Banking Maintenance. Where the Application support services were being maintained by Application vendor or their	Clause stands as per RFP  Consortium is allowed for only engaging testing agency.
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				<p>Authorized service providers. Thus we are having Purchase orders mentioning only the Supply of Infrastructures, Hardware, Network &amp; security items. Request the honourable committee to kindly clarify the points based on our understandings, whether we can produce the following credentials.</p>	
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14	RFP Page 37	2.2 - Technical evaluation / Bidders credential strengths- 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	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 ie, <b>"Supply, Installation, implementation and maintenance of hardware, network &amp; 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"</b> can be taken from the Bidders credentials. We are having credentials from multiple PSU & RRB Banks for the supply of Infrastructures for their Core Banking Maintenance. Where the Application support services were being maintained by Application vendor or their	Clause stands as per RFP  Consortium is allowed for only engaging testing agency.
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				<p>Authorized service providers. Thus we are having Purchase orders mentioning only the Supply of Infrastructures, Hardware, Network &amp; security items. Request the honourable committee to kindly clarify the points based on our understandings, whether we can produce the following credentials.</p>	
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15	Corrigendum Page - 6	Point No. - 22	<p>40%, cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; table B) will be payable after successful installation against a Bank Guarantee of same amount i.e., 40% cost of Finacle related Hardware, Network equipment and Software cost valid for 1 year with 3 months claim period. the BG is additional to performance Bank Guarantee and can be revoke in case of delay in installation of Finacle related Hardware, Network equipment and Software beyond the Liquidated damage period.</p> <p>Remaining 10%, cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; 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 &amp; Biometric), software (related to Finacle &amp; Biometric), network equipment at DC &amp; DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.</p>	<p>Request the honourable tendering committee to kindly segregate the payment terms for TABLE A &amp; B on the basis of DC/DR infrastructure &amp; Branch infrastructure:</p> <ol style="list-style-type: none"><li>1. For DC &amp; DR infrastructure(Hardware) &amp; related software - 70% on Delivery / 20% on installation &amp; 10% after Go-Live</li><li>2. For Branch Infrastructure (hardware) - 70% on Delivery / 20% on installation &amp; 10% after Go-Live on Pro Rata basis.</li></ol> <p>Also request the honourable Tendering authority to kindly allow delivery of the Branch infrastructures on a Central location for inspection &amp; delivery sign-off on submission of delivery challans &amp; other related documents for payment processing. After the delivery sign-offs, it will be Bidders responsibility to deliver &amp; install the said infrastructures in the respective branches for getting installation sign-offs.</p>	Clause stands as per RFP
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16	Corrigendum Page - 2	Point No. - 5	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 12 weeks from the date of purchase order.	Request the Tendering authority to kindly allow at least 6 months for Delivery & 2 months for installations post site readiness of the Hardware & software in both DC & DR.	Clause stands as per RFP
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17	15	<b>Eligibility Criteria point#9</b>	<p>The bidder should have experience in delivery, integration, installation, management &amp; maintenance of Hardware &amp; 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 &amp; security Equipment, SAN Switch, Backup solution. b) Database &amp; Operating System administration &amp; management</p>	<p>The bidder should have experience in Delivery, integration / implementation/ installation, management / SLA based maintenance of Hardware 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 setup:</p> <p>a) IT Infrastructure like Management / SLA based Maintenance of Servers, Database, Operating system, Storage etc.</p> <p>AND</p> <p>Bidder should have experience in delivery, integration /implementation/ installation, management / SLA based maintenance of Network Infrastructure components in at least one Public Sector Bank / Regional Rural Bank / Central Govt/PSU in India as on date</p>	Please refer corrigendum
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				having more than 500 branches operation or 10000	
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18	165	Table J : Minimum Technical requirement for Load Balancer with Application 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"	Please refer corrigendum
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19	109	<b>6. Payment Terms- Hardware Software Cost</b>	<p>Payment related to Table A &amp; B</p> <p>a. <b>50% cost of Finacle related Hardware, Network equipment and Software cost</b> (table A &amp; table B) will be payable after successful installation with all the functionalities of the said software, including implementation of all hardware (Finacle &amp; Biometric), software (related to Finacle &amp; Biometric), network equipment at DC &amp; 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 &amp; 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 &amp; branches and acceptance sign-off from the Bank realizing penalty charges, if any.</p> <p>c. 40%, cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; table B) will be payable after successful installation against a Bank Guarantee of same amount i.e., 40% cost of Finacle related Hardware, Network equipment and Software cost valid for 1 year with 3 months claim period. the BG is additional to performance Bank Guarantee and can be revoke in case of delay in installation of Finacle related Hardware, Network equipment and Software beyond the Liquidated damage period.</p> <p>Remaining 10%, cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; 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 &amp; Biometric), software (related to Finacle &amp; Biometric),</p>	<p>Payment related to Table A &amp; B</p> <p>a. <b>50% cost of Finacle related Hardware, Network equipment and Software cost</b> (table A &amp; table B) will be payable after <b>delivery of respective Hardware and Software</b></p> <p>b. 50% cost of other solution related Hardware and Software cost (table A &amp; 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 &amp; branches and acceptance sign-off from the Bank realizing penalty charges, if any delivery of said Hardware and Software.</p> <p>c. 40%, cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; table B) will be payable after successful installation against a Bank Guarantee of same amount i.e., 40% cost of Finacle related Hardware, Network equipment and Software cost valid for 1 year with 3 months claim period.</p>	Please refer corrigendum
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			<p>network equipment at DC &amp; DR sites and acceptance sign-off from the Bank realizing penalty charges, if any.</p> <p>d. Remaining 50%, cost of other solution related Hardware and Software cost (table B &amp; 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 &amp; branches and acceptance sign-off from the Bank realizing penalty charges, if any.</p>	<p>the BG is additional to performance Bank Guarantee and can be revoke in case of delay in installation of Finacle related Hardware, Network equipment and Software beyond the Liquidated damage period. Remaining 10%, cost of Finacle related Hardware, Network equipment and Software cost (table A &amp; 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 &amp; Biometric), software (related to Finacle &amp; Biometric), network equipment at DC &amp; DR sites and acceptance sign-off from the Bank realizing penalty charges, if any. or 8 months from delivery of HW/SW whichever is earlier or against a Bank Guarantee of same amount i.e., 10% cost of Finacle related Hardware, Network equipment and Software costd. Remaining 50%, cost of other solution related Hardware and Software</p>	
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				<p>cost (table A &amp; table B) 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 &amp; branches and acceptance sign-off from the Bank realizing penalty charges, if any successful installation against submission of BG of equivalent amount valid for 12 months.</p>	
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20	175	Table M - S. No. 39	Switch should have capability to share netflow traffic to Security solution to identify the anomalous behaviour change over the network.	Netflow is OEM proprietary Clause should be changed to "Switch should have capability to share netflow/sflow/jflow traffic to Security solution to identify the anomalous behaviour change over the network.	Please refer corrigendum
21	21 of reply to query	Table K - S. No.39	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.	Request Bank to retain the original with the highlighted change " Should have 3 years warranty service. The successful bidder should ensure that the equipment proposed in this RFP, should not <b>become</b> 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 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"	Please refer corrigendum



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22	177	Table N - S. No. 16	Should support Private VLAN , VLAN Aggregation , Translation and 802.1v	VLAN classification by protocol (802.1v) is obsolete now and also it is not a secure method. Please change this to "Should support Private VLAN, VLAN translation/Q-in-Q, 802.1Q VLAN Tagging"	Please refer corrigendum
23	180	Table N - S. No. 50	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.	Request Bank to make the highlighted change " Should have 3 years warranty service. The successful bidder should ensure that the equipment proposed in this RFP, should not <b>become</b> 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 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"	please refer corrigendum



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24	122 of corrigendum	Table L1 - S. No. 25	Routers should have Packet Filters like: Standard ACL, Extended ACL, etc.	It should change to " Routers should have Packet Filters like: Standard ACL, Extended ACL, etc. or equivalent	Please refer corrigendum
25	Point 8, Query 92	7.19 Network Management Point no. 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 1 year 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 Bank to make the following changes "The System Integrator has to ensure that any equipment to be supplied as part of this RFP should not be declared end of sale at the time of delivery of equipment. Further any equipment supplied by the System Integrator, should not have reached end of support/life during 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



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26	Page 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.	<p>Linking the Go-live to scope and activities outside the scope of this RFP will have adverse impact to bidder's schedule, cost, resource planning and sign-off planned for this RFP.</p> <p>Hence request Bank to limit the scope of services for go-live of this RFP to the successful implementation of infrastructure, software and Solutions supplied by bidder only.</p>	Please refer corrigendum
27	160	Table I , Point 8	Solution should ensure compatibility of existing infrastructure with the procured infrastructure, and it must fill the end functionality of the project. Offered solution should have single console for network and closely integration with network devices for log / event sharing in between the devices and EMS tool.	<p>Our understanding is that Bank doesn't need a console for Log/event monitoring as this will call for a separate EMS Module. Request the clause be modified as "<b>Solution should ensure compatibility of existing infrastructure with the procured infrastructure, and it must fill the end functionality of the project</b>"</p>	Please refer corrigendum



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28	160	Table I , Point 10	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.	Our understanding is that Bank doesn't need event correlation so request the clause be modified as " <b>There should be agent less or agent-based method on the managed node that provides the system performance data. and for event management it should be able to prioritise events, do duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations</b> "	Please refer corrigendum
29	160	Table I , Point 14	The proposed Alarm Correlation and Root Cause Analysis system shall integrate network, server and database performance information and alarms in a single console and provide a unified reporting interface for network components. The current performance state of the entire network & system infrastructure shall be visible in an integrated console.	Our understanding is that Bank doesn't need event correlation so request the clause be modified as " <b>The proposed Alarm and Root Cause Analysis system shall integrate network, server and database performance information and alarms in a single console and provide a unified reporting interface for network components. The current performance state of the entire network &amp; system infrastructure shall be visible in an integrated console</b> "	Please refer corrigendum



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30	160	Table I , Point 15	It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool, Systems monitoring tool and other domain monitoring tools.	Our understanding is that Bank doesn't need event correlation so request the clause be deleted	Please refer corrigendum
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