



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. 21-07-2023

SI	RFP Page No.	RFP Clause No.	Original RFP Clause / Corrigendum Clauses	Query sought/Suggestions of the Bidder	Reply to Query
1	Page No 143 Point # 12	Table A : Minimum Technical Requirement of Production DB, CSIS DB, APPS(J2EE+C/C++) ,C24, Uniser, Web & CSIS APP (Production) on x86 (Linux RHEL) Platform	2 no. of 10G Fiber port (1+1) Minimum 2 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45 4 nos. of 10G Fiber port (1 +1) Minimum 4 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45	2 no. of 10G Fiber port Minimum 2 no. of 1 Gbps Copper Ethernet Port RJ45 4 nos. of 10G Fiber port Minimum 4 no. of 1 Gbps Copper Ethernet Port RJ45	Please refer Corrigendum



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2	Page No 146 Point # 12	Table B : Minimum Technical Requirement of Non-Production UAT DB, Apps & Web, UAT CSIS DB & Apps, UATC24 & Uniser, Migration DB & App and training DB & App & Web on x86 (Linux RHEL) Platform	2 no. of 10G Fiber port (1+1) Minimum 2 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45 4 nos. of 10G Fiber port (1 +1) Minimum 4 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45	2 no. of 10G Fiber port (1+1) Minimum 2 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45 4 nos. of 10G Fiber port (1 +1) Minimum 4 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45	Please refer Corrigendum
3	Page No 146 Point # 4	Table C: Required Minimum Basic Technical Requirement – All Types of servers	Should have minimum 3 PCI-e (Express) slots in which minimum 2 x PCI-e 16X	Should have minimum 3 PCI-e (Express) slots, x8 or higher" Please delete "in which minimum 2 x PCI-e 16X"	Please refer Corrigendum



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4	109	6. Payment Terms- Hardware Software Cost	<p>Payment related to Table A & B</p> <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. 40%, cost of Finacle related Hardware, Network equipment and Software cost (table A & 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</p>	<p>Bidder proposes the following amendment to the clause:</p> <p>Payment related to Table A & B</p> <p>a. 50% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after <u>delivery of respective Hardware and Software</u> 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 <u>delivery of said Hardware and Software</u> 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. 40% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful installation and against a Bank Guarantee of</p>	please refer Corrigendum
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		<p>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 & 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> <p>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.</p>	<p>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 & table B) will be payable after <u>successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25</u> 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. 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 cost</p> <p>d. Remaining 50%, cost of other solution related Hardware and Software cost (table A & table B) will be payable after <u>installation against submission of BG of equivalent amount valid for 12 months.</u> successful implementation of respective application</p>	
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				<p>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 successful</p>	
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5	110	6. Payment Terms AMC & ATS Cost and Facility Management Services	<p>Payment related to Table C, D & G</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>Payment related to Table C, D & G</p> <p>c. Bidder requests payment related to charges for Facility Management Resources to be paid monthly in arrear</p>	Clause stands as per RFP
6	110	6. Payment Terms One Time Implementation cost	<p>Payment related to Table E & F</p> <p>a. 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.</p> <p>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 below for one time implementation cost:</p> <p>(Table E)- HARDWARE, SOFTWARE, NETWORK ONE TIME IMPLEMENTATION COST</p> <p>a.) We would request Bank to release 90% of payment against implementation and sign off of respective items at DC and DR.</p> <p>b) Remaining 10%- Payable after migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 or 8 months from delivery of HW/SW whichever is earlier or against a Bank Guarantee of same amount.</p>	Clause stands as per RFP



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7		Corrigendum Page 2, Point 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.	The Server/Storage/Tape Library timelines is 14 weeks and SAN Switch/Network devices is 18 to 20 week as per the OEMs. Post the delivery the basic implementation will take 4 weeks. Request Bank to kindly change the delivery timelines . This timeline request is basis delivery from OEMs due to shortage of chips.	please refer Corrigendum
8	43	3. Hardware Capacity Sizing	Servers and required hardware for Active Directory Anti Virus System, Biometric System and Enterprise Management System - Servers to be factored in High Availability in each DC & DR Site	EMS and Antivirus Servers can be on High Availability in DC Site and Standalone in the DR Site. Request Bank to confirm that same is okay	Please refer Corrigendum
9	186	Table P	Recommended Response Application time and RTO	<i>"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 bidder SLA calculation and SI will not be held responsible for it. We request Bank to confirm our above understanding is correct</i>	Clause stands as per RFP
10	153 , Point - 15	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR	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.	Sub LUN Tiering is not applicable fir All SSD storages. Request you to remove this	Please refer Corrigendum



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11		General Query for all Hardware	End of Sale and End of Support	Request Bank to consider that the supplied hardware should not be declared end of Sale at the time of Delivery and should have support for the entire contract period	Clause stands as per RFP / corrigendum
12	153	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR	Please confirm if we can provide required NAS capacity within same CBS storage providing two numbers of dedicated physical NAS controllers in high availability mode. In such case we need to configure minimum 16 Core CPU, 64 GB memory and dual 10 G Ethernet in each NAS controller. Commercial license for the NAS controllers (preferably Linux).	Clause stands as per RFP
13	124	27	<p>27. Signing of Contract The vendor will also sign a Non-Disclosure Agreement and Deed of Indemnity with the Bank on a format prescribed by the Bank. [page no. 81]</p> <p>32. Consequences of Termination Nothing herein shall restrict the right of Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to Bank under law or otherwise..... [page no. 84]</p>	<p><u>Bank has already have remedies like termination, liquidated damages and SLA penalties we request to remove requirement of Deed of Indemnity and request to minor modification as below:</u></p> <p>27. Signing of Contract The System Integrator will also sign a Non-Disclosure Agreement <u>and Deed of Indemnity</u> with the Bank on a format prescribed by the Bank.</p> <p>32. Consequences of Termination Nothing herein shall restrict the right of Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, <u>enforce the Deed of Indemnity</u> and pursue such other rights and/or remedies that may be available to Bank under law or otherwise..... [page no. 84]</p>	Please refer Corrigendum



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14	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
15	107 & 108	3. Delivery, Installation Schedule	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>The RFP has a section "10.3 Project Timeline" on pages 103 & 104.</p> <p>Please confirm which timeline needs to be followed.</p>	The delivery & installation timeline as mentioned in Part V, clause no. 3 delivery & installation schedule, page no. 107 & 108.



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16	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 & 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 & 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>We suggest the following changes . Bidder's Credential Strengths (Max Marks 30)</p> <p>2. For the second project bidder should have successfully executed at least one project with supply, Installation, implementation and maintenance of hardware, network & security equipment during the last ten 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 project 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>	Please refer Corrigendum
17	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