PASCHIM BANGA GRAMIN BANK
DEPARTMENT OF INFORMATION TECHNOLOGY, HEAD OFFICE
NATABAR PAL ROAD, CHATTERJEE PARA MORE, HOWRAH – 711101

Date: 22.09.2023

Pre-Bid Responses/ Clarifications to Queries for Selection of System Integrator for Migration of Core Banking Solution from Finacle 7.0.18 to Finacle 10.2.25 including Supply, Installation, Integration, Implementation and Maintenance of Hardware, Software, Network, Facility Management Services for Five Years (Re-Tender) (E –Tender)

SI	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject / Description	Query sought / Suggestions of the Bidder	Response
1	43	Broad Scope of work	Performance testing, load testing of proposed hardware infrastructure, UAT/ functional testing, security testing & Pre and post data migration checking & testing using reliable testing tools through external testing agency.	Broad Scope of work	Please confirm whether bidder has to perform Performance testing, load testing of proposed hardware and also security testing	Performance & load testing are not in scope of testing agency
2	23	Part –II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS	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 1 year	Part –II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS	Request the validity of the bid to be reduced to 90 days which is the standard in all public sector RFPs and also amended in your previous RFP PBGB/HO/DIT/746/2023-24	Please refer corrigendum.

3	56	7.1		7.1 System Integrator will be required to supply, install and maintain hardware as per minimum sizing, configuration and business data-point with recommended application response time mentioned in Annexure D. If required, System Integrator can propose hardware sizing over and above minimum sizing mentioned in Annexure D as stated above. System Integrator should achieve successful benchmarking based on 5th year data points (Table Q, Annexure D) and during the benchmarking exercise for the all proposed hardware components the resource utilization should be less than 60%. 7.2 The performance testing, load testing of proposed hardware infrastructure, UAT/functional testing security testing & data migration testing will be conducted.	Performance Testing and Bench Marking	Our understanding is that the Bidder need not do any benchmarking, performance testing exercise. Please confirm	Before Go-live, System Integrator in co-ordination with Bank will arrange for login of all users in Finacle 10.x application production system and perform regular operation to measure the performance of Infrastructure and application. During the testing the resource utilisation should be less than 60%.
5	56	7.3		For any performance issue, any requirement of Hardware up-gradation, change / updation/ up-gradation of software, etc. should be done by the System Integrator without any additional commercial implication to the Bank.	Performance Testing and Bench Marking	Our understanding is that the Bidder need not do any benchmarking, performance testing exercise. Request you to delete this clause	Clause stands as per RFP
6	57	7.9		System Integrator should supply, install new setup & integrate with old setup for migration of data.	Integration between old and new setup	Our understanding is that there is no integration required between old and new setup. Request you to remove the clause	Bidder has to upgrade existing database from Oracle 11g to Oracle 19C and migrate data from old system to new system
7	58	7.2		System Integrator has to migrate existing 200 nos. of LTO 4 tapes to LTO 9 tapes to preserve all data files.	Tape Migration	Please confirm whether tapes to be migrated is LTO4 or LTO6. Also confirm the number of tapes to be migrated	Clause is self explanatory

8	60	7.38	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 three sites should be completed within 14 weeks from the date of purchase order.	Hardware Delivery	Our understanding is that bank has only two sites DC & DR. please confirm	Bank has two sites DC & DR.
9	71	8. Testing	8.1 Performance testing of proposed hardware infrastructure & data migration testing using reliable testing tools to be executed by System Integrator. While UAT/functional testing using reliable testing tools to be executed through external testing agencies. The following points to be considered for testing: A. Up-gradation & Migration testing of the DB should be carried out from the existing server to the proposed new setup. B. Load testing of Finacle 10.X CBS application would be performed with migrated Database on the new proposed hardware to ensure no deterioration happened in the performance due to the server/platform change.	Testing	There are multiple areas in the RFP where the requirement is mentioned for load testing , performance testing and benchmarking. Request you to confirm whether the same is in scope	Performance & load testing are not in scope
10	65	9. Security	9.4 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.	Security	Or understanding is that Va-PT before Go-live and Implementation will be done by Bank through external testing agency. Please confirm	Bank will conduct VA-PT security testing post Implementation of application. System Integrator is required to perform the necessary changes to comply to the security observations and Requirement as

						identified during VA-PT and other Security audit.
11	65	9. Security	9.9 Supply and integrate other applications/tools/solutions for configuration management, change management, release and deployment management, application performance monitoring, service level monitoring etc.	Security	Application performance monitoring is a separate tool. Request you to remove this	Application performance tuning is not a mandatory requirement.
12	66	9. Security	9.12 The Bank reserves the right to shift the equipment to a suitable location during the contract period within Data Centre depending upon the need. The System Integrator will arrange to shift the equipment and install and commission the same without any additional cost to the Bank. However shifting the equipment to a suitable location outside data center during the contract period will be decided with mutually agreed terms and condition at that point of time. The decommissioning and commissioning activity is required to be carried out by System Integrator Engineers only	Security	Any Installation/reinstallation that requires OEM involvement will be on a change request basis and also any installation/reinstallation of equipment outside Data Center will also be on a change request basis. Please confirm	Clause stands as per RFP
13	67	9.15	9.15 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 Center and Disaster Recovery Site.		Our understanding is that there is no integration requirement between setup in existing Data Center to New infrastructure that bidder is going to setup in UCO Bank Data Center. Please confirm	Bidder has to upgrade existing database from Oracle 11g to Oracle 19C and migrate data from old system to new system, for the purpose system integrator shall connect both the data centre.
14	74	10.4 L1 Service Desk for	The System Integrator should also note that the setup at the L1 helpdesk must	Service Desk	The Bank has asked for only 2 helpdesk Resources and One Supervisor to	Helpdesk requirement

		application Finacle 10.x	provide for 1 supervisor to monitor the Helpdesk activities.		monitor. This will be an overkill. Request you to remove the requirement of Supervisor	should be as per resource requirement specified in clause 13.1
15	62	8. Testing	Automated procedure for EOD, BOD and UAT.		Bank doesn't have a requirement of any automation tool and this will be done through scripts. Please confirm whether our understanding is correct	Please refer corrigendum.
16	75	10. Level 2 (L2)	The support staff in the L2 helpdesk must have a minimum relevant experience of five years. System Integrator should independently arrive at the sizing and deployment plan to meet the RFP requirements (as per scope of work and SLAs). System Integrator shall deploy additional resources at no extra cost if the proposed deployment does not meet the RFP requirements and SLA terms.	Application L2	Request Bank to modify the clause as below: The support staff in the L2 helpdesk must have a minimum relevant experience of 3 years. Also request Bank to consider the minimum number of Application L2 resource requirement to 5 instead of 3 as mandated in RFP to provide 24X7 support.	Please refer corrigendum.
17	85	10.1	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.	Upgrade/Update	Our understanding is that any upgrades/updates that requires architectural changes/additional hardware/software and OEM Professional services will be taken through change management process as It is difficult to predict & estimate such changes in advance, may have significant cost and schedule impacts and other technical challenges like architecture changes to existing landscape. Request you to confirm the same.	For any major version upgrade of Application/ database/ OS/ Middleware, where changes / addition hardware are required, the same may by decided mutually. Any other updation/ upgradation of Application/ database/ OS/ Middleware software will be implemented without any additional cost to

					the bank.
18	89	10.20 Application Performance Tuning	• System Integrator needs to factor the Finacle and Internet Banking Application Performance tuning as per Bank's requirement. • System Integrator needs to do Finacle CBS Performance tuning twice in a year in consultation with application OEM/OSD. • During this activity System Integrator needs to study the full end to end application parameters, response time, configuration, landscape, all channels utilization, menu specific response time etc • System Integrator needs to complete the activity within 1 month and submit the report and System Integrator needs to implement the solutions within next 3 months from the date of submission of the report.	EMS Tools , Application Performance Tuning	Our understanding is that bidder need not support any Internet Banking application as part of this RFP. Please confirm.	Internet Banking Application is not part of the scope

19	89	10.20 Application Performance Tuning	• System Integrator needs to factor the Finacle and Internet Banking Application Performance tuning as per Bank's requirement. • System Integrator needs to do Finacle CBS Performance tuning twice in a year in consultation with application OEM/OSD. • During this activity System Integrator needs to study the full end to end application parameters, response time, configuration, landscape, all channels utilization, menu specific response time etc • System Integrator needs to complete the activity within 1 month and submit the report and System Integrator needs to implement the solutions within next 3 months from the date of submission of the report.	EMS Tools , Application Performance Tuning	Request Bank to remove the performance tuning requirement of Internet Banking application from the list which is outside the migration scope of SI in this RFP.	Internet Banking Application is not part of the scope
20	90	10.24	24 X 7 X 365 Availability The Critical Business Solutions as defined in SLA and other proposed solutions' design and deployment architecture should be such that the system is available to users 24 X 7 throughout the year without any down-time even during EOD, BOD, OLTP, daily, monthly, quarterly , annual closings, DR-Drill , system maintenance, backups, report generation, MIS generation, and running of batch processes. The Minimum technical requirement in revised Annexure D. For 24 X 7 X 365 availability, to maintained SLA & uptime, if additional hardware/software/solution required System Integrator needs to factor same without any addition cost to Bank	Availability	Our understanding is 24x7 will be provided with offline transaction to CSIS. Request you to confirm	24X7X365 service availability for CBS solution is required in combination with CBS & CSIS database.
21	156	ANNEXURE – D Technical Requirements	Memory Requirement of CBS & CSIS Database	Technical Requirement	As per Finacle the standard memory requirement per core is 32 GB. Request you to kindly modify the memory requirement accordingly.	Please refer corrigendum.

22	158	Table B : Minimum Technical Requirement of Non-Production UAT DB, Apps & Web, UAT CSIS DB & App, UAT C24 & Uniser, UAT UNISER, Migration DB & App and training DB & App & Web on x86 (Linux RHEL) platform	Core Requirement of UAT CSIS DB (Type F)	Technical Requirement	The Core requirement of CSIS Database is not mentioned. Also the same will be co-hosted in UAT DB so Type F Server may not be required. Please correct our understanding.	Clause stands as per RFP
23	162	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	In Page 54 the DC usable Storage requirement mentioned is 50TB and DR is 60TB. However, in this section the same is mentioned as DC Site: 30 TB All Flash usable capacity in RAID 6 upgradable to 100 TB usable space. DR Site: 50 TB All Flash usable capacity in RAID 6 upgradable to 200 TB usable space.	Table D: Minimum technical requirement for Enterprise class Storage at DC and DR	Request Bank to confirm on the Storage space requirement that we need to propose.	Please refer corrigendum.
24	251	TABLE F: HARDWARE, SOFTWARE, NETWORK ONE TIME IMPLEMENTATION COST	xxx nos. of LTO 4 Tape migration cost (including cost of LTO	TABLE F: HARDWARE, SOFTWARE, NETWORK ONE TIME IMPLEMENTATION COST	The number of LTO4 Tape drives to be migrated is not mentioned and also our understanding is that it is LTO6. Request you to kindly mention.	200 nos. of LTO 4 Tape migration cost (including cost of LTO
25	98	11.8	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.	Supply, installation, configuration and maintenance of Equipment	Our understanding is that any shifting of equipment to another location will be on a change request basis. Please confirm.	The shifting of equipment to another geographical location will be planned on mutually basis.

26	100	11.9		The System Integrator should provide technical expertise at Helpdesk to manage the network and to support field engineers to resolve the problem and for day to day smooth operation. ii) The support at help desk level should be available during business hours (8.00AM to 8.00PM). iii) The support at DC & DR help desk should be available for on 24X7 basis. iv) The help desks should be manned by dedicated manpower as per the details given as below.	Managing & Supporting Network at Help Desk level	The Bank has not asked for any Network Helpdesk and not mentioned in the resource requirement Table. Please confirm the requirement.	The network resources is specified in RFP at DR & DC sites.
27	101	11.1		The overall uptime should be 99.9% Core network (DC, DR, IFATS,SIFY Cloud and ATM Switch network)	Uptime maintenance	The Devices that are in Standalone cannot be ascertained Uptime of 99.9% .For Devices that are in standalone we can provide 95% only.	Clause stands as per RFP
28	104	11.19		xiv) New link Commissioning and new link delivery period should be 4 weeks from the date intimation/mail communication. xv) Up-gradation of the existing links will be commissioned at earliest as per requirement. xvi) In case of link surrender/terminations the surrender/termination request to respective vendor, surrender/termination order and refund if any should be completed within 15 days.	Network Management	Bank has a direct agreement with Service Provider. Our understanding is that this is out of scope of bidder. Please confirm.	Please refer corrigendum.

29	105	11.19	xxxii) The System Integrator has to ensure that any network equipment to be supplied as part of this RFP should not have 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 before the date of contract expiry. In the event if any equipment supplied by the System Integrator, reaches end of support / 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.	Network Management	Request you to modify the clause as " The System Integrator has to ensure that any network equipment to be supplied as part of this RFP should not have reached end of sales. ~~for at least 1 year post-date of acceptance of~~ such ~~equipment by the Bank~~ at the time of delivery. Further any equipment supplied by the System Integrator, should not have reached end of support/life before the date of contract expiry. In the event if any equipment supplied by the System Integrator, reaches end of support / 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.
30	106	12	The SI is also expected to synchronise any existing active directory in the bank with this implementation.	Implementation of Active Directory, Anti-irus, Biometric and EMS Solution	Our understanding is that this is a new Setup at new Data Center and there is no requirement of Integrating with existing Active directory. Please confirm.	No Active Directory syste exists at present.
31	111	13	L2- Hardware , OS and backup & restoration Management & Load Balancer	Manpower requirement for FM Services	Bank has not asked for any L2 resources for hardware , OS Management and we will need minimum TWO resources for RHEL, WINDOWS and hardware management. Request you to add the same.	Please refer corrigendum.
32	111	13	L2- Hardware , OS and backup & restoration Management & Load Balancer	Manpower requirement for FM Services	Bank has not asked for any L2 resources for Storage and Backup management and we will need minimum ONE resources for the Storage, backup and NAS management. Request you to add the same.	Please refer corrigendum.
33	111	13	L2 - Database Management	Manpower requirement for FM Services	The database resource coverage is required beyond banking hours also and should be from 9am to 10pm on Bank's business days . Request you to change the coverage and number of resources.	Please refer corrigendum.

34	102	11.15	Coordinating with ISP for quick breakfix resolution of WAN issues.	Coordination with Bandwidth Service provider	Our understanding is that all link coordination has to be done centrally from DC only with the Service provider. There is no requirement of any visit at branch end for link coordination. Please confirm.	System Integrator has to monitor the link centrally from DC/ DR site and co-ordinating with ISP for quick restoration of network link.
35	200	11.15	Network Equipment : Core Router	Core Router - High Availability	All the Branches are going to connect to DC,DR using Core Router and this is a critical component and should be on High Availability mode in DC and DR Site. Request you to consider the same.	Please refer corrigendum.
36	200	11.15	Extranet and Internet Switch	High Availability	The Servers will have Dual Ports and for teaming purpose it needs to be connected to two different switches (HA). Request you to consider the same.	Clause stands as per RFP
37	98	11.8 - iii	All the network devices at DC & DR sites should have active standby system for redundancy.	Redundancy	in order to meet this requirement bank should consider redundancy for core routers, Internet routers, extranet routers, switches, Internet Firewalls, internet switches and also consider architecture with dual links to support active standby automatic failover.	Please refer corrigendum.
38	Page 132	Section 18	The Bank will carry out the acceptance tests as per Scope of work Part – IV supplied & implemented by the System Integrator as a part of the Project. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank.	Acceptance Testing	Request Bank to clarify acceptance testing scope of SI/external agency. 1. Whether test case creation in SI/External agency scope? 2, Whether test execution is in scope of SI/external agency. Our understanding is that Bank will be responsible for UAT(both test case and test execution) while SI will support by providing fixes and technical inputs. Please clarify	Clause stands as per RFP

39	Page 15	Section 2 Point 11	Bidder should have a tie-up arrangement with external agency having experience in below mentioned area for Finacle 10.x migration in Public / Regional Rural Bank(s) in India having more than 500 branches. Functional Testing & UAT of Finacle 10 Application modules, Interface, and automation experience.	Eligibility Criteria	Bidder request Bank to consider relevant experience in scheduled commercial banks in India also in the eligibility criteria. As refer to the previous RFP corrigendum, this was already changed.	Please refer corrigendum.
40	Page 64 & 65	Part 4 – 9.3 & 9.4	The bank will conduct VA & PT (Vulnerability Assessment & Penetration Testing) and Information Security audits on quarterly basis. The System Integrator/OEM needs to comply with the findings of the VA & PT. Accordingly, hardening activity or any other activity required for compliance of security audit should be carried out by the System Integrator/OEM as per the requirement of the Bank without any additional cost to the Bank.	Security Testing Scope	Bidder understanding is that the security testing VA/PT and security information audits during implementation, support Phases will be preformed by Bank. SI role is to provide fixes to issues reported by Bank for SI supplied items. Please confirm Bidder understanding?	Clause is self explanatory
41	Page 44	Section 3.3 Point No. 3	During the migration process, the vendor shall execute following activities India Localisation, Finacle Integrator, SSO, SVS implementation for Core	India Localization	Request you to remove India Localisation as the OEM is removed this functionality from their product	Please refer corrigendum.
42	Page 43	Section 3.1 Point No. a.	a) Signature Verification system, Single Sign on framework, Finacle Integrator, India Localisation, GST, APDM tool.	GST Module	Our understanding is that Bank doesn't have GST solution. Please confirm as this is not in scope of the bidder	Presently Bank has GST Determination module, which should customised for GST calculation system for Income & expenditure.

43	104	11.9 - iv point	The main media availability should be MPLS. Only in case of major problem in main link, secondary MPLS / 4G /5G based Mobile network from alternate service provider as backup should be used. v) System Integrator has to co-ordinate with respective bandwidth service provider for speedy recovery of MPLS and bring back the availability of network on main media.	secondary connection	Can you pls provide information on how the secondary mobile network is connected to the network?	Secondary network link will be connected to the Branch router will be act as faiover of primary link as well as in load sharing mode with Primary link.
44	105	11.9 - xxii	Manage – passive network components in the datacentre like modems, FCD converters, and other networking devices in the core network including configuration.	passive component owner	Bidder assumes that the service provider or bank will provide such passive components	Service provider responsibility to provide required Ethernet / fiber drop at Router level. Remaining all passive component System Integrator has to provide.
45	Page 14	Section 2 Point 8	Proposed OEMs for Anti-Virus, EMS Tool & Biometric Solutions should have been running successfully as on date in at least one Public Sector Bank / Regional Rural Bank in India.	Eligibility Criteria	Bidder request Bank to consider relevant experience in scheduled commercial banks in India also in the eligibility criteria.	Please refer corrigendum.
46	97	11.4 - iv	Support service including implementation of network links at Branches and DC & DR site, IFTAS, SIFY & Euronet DC & DR sites are to be connected	Coordination with service providers	Our understanding is that service provider will provide the cross-connect uto the routers at all locations and the bidder has to perform configuration tasks.	System Integrator has to terminate the link in respective router, configure, monitor & manage the network.

47	155	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 nos. CSIS DB (Type B) in Active-Passive cluster mode co-exist with Production DB	Server Configuration	As per the bidders understanding CSIS will co-exist with Production DB, so the server configuration for Type A will be as follows- 32 Cores, 384GB RAM and the rest of the configurations remain unchanged. Request you also to relook at the RAM requirement. Please confirm.	CBS Production & CSIS DB will co-exist in same physical server having 24 Core in active passive mode both DC & DR sites
48	60	7.36	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	Oracle Data Guard	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.	Required Oracle licenses for Finacle application will be provided by Bank
49	200	Table B Hardware Cost with 3 years Warranty	Type G- UAT App, Web and other servers	Quantity of Type G Servers	Please clarify, how many Type G servers should be included in Bill of Material	Please refer corrigendum.
50	123	5. Payment Terms:	a. 50% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful delivery of all Hardware, Network equipment and Software cost (table A & table B) at DC & DR and branches sites against a Bank Guarantee of same amount i.e., 50% 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 Delay/installation of Finacle related Hardware, Network equipment and Software beyond the Liquidated	Hardware Software Cost Payment related to Table B & C	Table reference in this clause is given as table A & table B) which is incorrect as it should be (table B and table C) which is for Hardware Software cost. Request to please make the correction in table reference. Bidder proposes following amended clause: a. 50% cost of Finacle related Hardware, Network equipment and Software cost (table B & table C) will be payable after successful delivery of all respective Hardware, Network equipment and Software cost (table B & table C) at DC & DR in separate phases . Also 50% cost of Network equipment at branch sites will	Please refer corrigendum.

			damage period.		be will be payable in lots of 50 branches after successful delivery in respective branches ~~against a Bank Guarantee of same amount i.e., 50% 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 Delay/installation of Finacle related Hardware, Network equipment and Software beyond the Liquidated damage period.~~	
51	123	5. Payment Terms:	c. 40%, cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful installation Finacle related Hardware, Network equipment and Software.	Hardware Software Cost Payment related to Table B & C	Table reference in this clause is given as (table A & table B) which is incorrect as it should be (table B and table C) which is for Hardware Software cost. Request to please make the correction in table reference. Bidder proposes following amended clause/s:	Please refer corrigendum.
52	123	5. Payment Terms:	d. 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	Hardware Software Cost Payment related to Table B & C	c. ~~40%,~~ 50% cost of Finacle related Hardware, Network equipment and Software cost (table B & table C) will be payable after completion of installation at DC & DR in separate phases against a Bank Guarantee of same amount i.e., 50% 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 revoked in case of any delay in installation of Finacle related Hardware, Network equipment and Software beyond the Liquidated damage period. ~~d. Remaining 10%, cost of Finacle related Hardware, Network equipment and Software cost (table B & table C) will be payable after successful migration (Go-~~	In the clause in place of Table A it will be Table C

					~~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 or after 8 months of delivery of hardware whichever is earlier.~~	
53	123	5. Payment Terms:	b. 50% cost of other solution related Hardware and Software cost (table A & table B) will be payable after successful delivery of respective hardware & software and delivery sign-off from the Bank after realizing penalty charges, if any.	Hardware Software Cost Payment related to Table B & C	Table reference in this clause is given as table A & table B) which is incorrect as table A is for Finacle Migration. It should be (table B and table C) which is for Hardware Software cost. Request to please make the correction in table reference.	In the clause in place of Table A it will be Table C

54	123	5. Payment Terms:	e. 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.	Hardware Software Cost Payment related to Table B & C	Our payment for Other solution related Hardware Software cost at DC DR should not get stuck for dependency on delivery of hardware/software at branches. Payment for other solution related HW SW at DC DR should be done at the time of implementation on DC DR only. Bidder proposes payment for branch related other solution hardware/software/network to be made separately in block of 50 branches as 50% on delivery and remaining 50% on implementation on these 50 branches. e. 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.	In the clause in place of Table A it will be Table C
55	124	5. Payment Terms:	a.90% cost of Finacle Implementation cost (Table F) will be payable after two weeks of successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25 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.	One Time Implementation cost Payment related to Table F & G	In this clause, 'Finacle Implementation' mention seems incorrect as Table F is not Finacle Implementation. Table F is- 'Hardware Software Network' One Time implementation cost. Bidder proposes following amendment to clause: a.100% cost of Finacle HARDWARE, SOFTWARE, NETWORK ONE TIME Implementation cost at DC and DR sites	Please refer corrigendum.

56	124	5. Payment Terms:	b. Remaining 10%, cost of Finacle Implementation cost (Table F) will be payable after three months of successful migration of Finacle 7.0.18 version to 10.2.25 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.	One Time Implementation cost Payment related to Table F & G	(Table F) will be payable ~~after two weeks of successful migration (Go-Live) of Finacle 7.0.18 version to 10.2.25~~ after completion of 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. Branch Network installation cost to be paid on pro-rata basis in block of 50 branches as and when installation is completed	Please refer corrigendum.
57	124	5. Payment Terms:	c. 90% cost of Other solution implementation (table G) will be payable after successful implementation of respective application with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & branches and acceptance sign-off from the Bank realizing penalty charges, if any	One Time Implementation cost Payment related to Table F & G	c. 90% cost of Other solution implementation (table G) will be payable after successful implementation of respective application with all the functionalities of the said software, including implementation of all hardware, software at DC, DR sites & 50% branches and acceptance sign-off from the Bank realizing penalty charges, if any	Please refer corrigendum.
58	124	5. Payment Terms:	d. Remaining 10%, cost of Other solution implementation (table G) will be payable after three months 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	One Time Implementation cost Payment related to Table F & G	d. 10% cost of Other solution implementation (table G) will be payable after successful implementation of respective application in remaining 50% branches with all the functionalities of the said software, including implementation of all hardware, software ~~at DC, DR sites & 50% branches and acceptance sign-off from the Bank realizing penalty charges, if any~~	Please refer corrigendum.

59	124	5. Payment Terms:	a. After expiry of warranty period, AMC for Hardware & Network Equipment shall be paid in quarterly arrear basis,	AMC & ATS Cost and Facility Management Services Payment related to Table D, E & H	Bidder requests payment for AMC for Hardware & Network Equipment to be paid yearly in advance basis.	Clause stands as per RFP
60	127	8. Uptime & Penalty	Total penalty imposed by the Bank under this contract shall not exceed 10% of the order value (TCO).	Penalty amount	Bidder request maximum SLA penalty in a month to be capped at 5% of total monthly invoice value.	Clause stands as per RFP
61	127	9. 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 from subject to a maximum of 10% of the total cost of ownership.	Liquidated Damage	Bidder requests Liquidated damages to be calculated at 0.5% of the value of delayed deliverable per week of delay, subject to maximum 5% of the relevant delayed deliverable value.	Clause stands as per RFP
62		RFP is silent on payment days	RFP is silent	Payment Days	Bidder proposes following invoicing & payment terms as per existing UCO bank MSA Vendor will raise invoices on the Bank for the Products delivered and Services rendered. Bank will process all undisputed invoices after scrutiny within 30 (thirty) days from the receipt of invoice at Bank's office. Within 10 (ten) days of receipt of the invoice Bank will inform of the portion of the invoice that is under dispute and the parties will work in good faith to resolve the dispute. Additionally, Bidder proposes right to charge interest @ 1% per month for delay in payment of undisputed invoice and right to terminate or suspend services in the event of non-payment of undisputed invoice beyond 30 days of due date of payment.	Please refer corrigendum.

63	125	7. Performance Bank Guarantee	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. This is independent of the LD (Liquidity Damage) on Delivery and installation.	7. Performance Bank Guarantee	We understand that bank will provide 30 days cure period before PBG invocation, please confirm.	Clause stands as per RFP
64	134	19. Order Cancellation	iv. In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank, if System Integrator fail to return such payment within 30 days, then vendor have to be returned amount to the Bank with interest @ 15% per annum , further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor. This is after repaying the original amount paid.	19. Order Cancellation	Bidder requests deletion of this clause as this is not applicable to the bidder in this case.	Clause stands as per RFP
65	167	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 .	Table E Minimum Technical Requirement for Network Attached Storage at DC, DR	Request the clause to be updated as follows :The Storage should support the following Network Protocols : NFS v3 & v4 (TCP/IP; UDP/IP); CIFS	Please refer corrigendum.

66	156, 158	Table A and Table B Server Type A, Type B, Type C, Type D, Type E, Type F, Type G	2x2.4 TB or 4X1.2 TB 10K/15K RPM SAS configured on RAID 1+0 or SAN Boot	2x2.4 TB or 4X1.2 TB or 2X1.92TB SSD 10K/15K RPM SAS configured on RAID 1+0 or SAN Boot	As per Table C the offer should be as below: Minimum 2 x 2.4 or 4X1.2 SFF 15K RPM SAS HDD / 2x1.92 SSD Hot Pluggable Drive. The server should support SAS, SATA and SSD hard disk drives and must have an internal slot for SD Card/Micro SD Card/ USB Flash Drive which supports booting hypervisors. The Server should have support for Boot from LAN.	Please refer Table C point 6
67	156, 158	Table A and Table B Type C, Type D, Type G Servers	4 nos. of 10G Fiber port (1 +1) Minimum 4 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45	Port requirements in Servers	Asked configuration will not be possible because of the PCI slot limitation. Request to make it same for all types of servers. 2 no. of 10G Fiber port (1+1) Minimum 4 no. of 1 Gbps (1+1) Copper Ethernet Port RJ45	Please refer corrigendum.
68	159	Table B - Type E	8-core processor	Processor Requirement	We need to offer 2nos of 8 core processors to match the asked I/O cards. The same number of Cores will be required for MIS and Report	Card level redundancy not required
69	161	Table C	The bidder has to give certificate of assurance for supply and upgraded of proposed server 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.	Supportability	The bidder has to give certificate of assurance for supply and upgraded of proposed server over a period of one (1) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory	Please refer corrigendum.
70	165	Table D	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.	Supportability	The bidder has to give certificate of assurance for supply of proposed storage solution over a period of one (1) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory.	Please refer corrigendum.

71	167	Table E	The bidder has to give certificate of assurance for supply of proposed NAS 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.	Supportability	The bidder has to give certificate of assurance for supply of proposed NAS over a period of one (1) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory.	Please refer corrigendum.
72	172	Table G	The bidder has to give certificate of assurance for supply of proposed SAN switch over a period of one (1) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory.	Supportability	The bidder has to give certificate of assurance for supply of proposed Tape Library over a period of one (1) year and support for period of seven (7) year shall be submitted on OEM letter head duly signed by authorized signatory.	Please refer corrigendum.
73	Page 178	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Clause 4	Each Device should have minimum 6 no of 10 G Fiber port with SR module to cover multiple segment load balancing	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	The bank existing infrastructure is having mix of cooper and fiber connectivity hence the proposed solution should have capability to integrate with both cooper and fiber connectivity of the environment. The clause should be amend to reflect as "Each Device should have minimum 4 no of 10 G Fiber port with SR module and 4 no of 1G/10G RJ45 port to cover multiple segment load balancing"	Please refer corrigendum.
74	Page 179	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Page 179 Clause 10	The proposed solution should Support minimum 2 Million L4 concurrent connections and minimum 200k L4 connections per second	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)	The Concurrent connections requirement is not inline with the L4 connection per second. As this box has to handle the multiple applications traffic the L4 Concurrent connection should be minimum of 10M of higher. The clause should be amend as: ""The proposed solution should Support minimum 18 Million L4 concurrent connections and minimum 170k L4 connections per second""	Please refer corrigendum.

| 75 | Page 181 | Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC)

Page 181 Clause 52 | The proposed solution should provide GSLB reporting | Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) | Since bank is asking for the GSLB functionality in the appliance , we should consider to add the following recommendation to provide the enhanced functionality to bank infrastructure.

""The proposed solution should provide GSLB reporting. Should support the following Global Load balancing algorithms.
•Round robin
• Global availability
• LDNS persistence
• Application availability
• Geography
• Virtual server capacity
• Least connections
• Packets per second
• Round trip time
• Hops
• Packet completion rate
• Dynamic ratio
• LDNS
• Ratio Record type supported by GSLB
-
with (A, AAAA, CNAME, DNAME, HINFO, KEY, MX, NS, NXT, PTR, SIG, SOA, SRV, TXR) record types"" | Please refer corrigendum. |

| 76 | 193 | Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall | Firewall should have 4GB RAM and minimum 50 GB SSD internal Flash | Minimum Technical requirement for Peripheral Firewall, Internet & Extranet Firewall | Recommended change: Firewall should have minimum 16GB RAM and minimum 200GB SSD Storage. Justification: Considering this is a cybersecurity requirement for a large financial institution, Bank should have firewall appliance with larger RAM to be able to sustain greater number of connections. Such small RAM will create performance bottlenecks. As part of previous RFP corrigendum, flash storage was already corrected to SSD. Flash storage is legacy technology (and mostly discontinued) as most modern security vendors are providing Solid state drives - which are much faster and have higher capacity. Having large local storage is beneficial for bank for storing logs. Hence request bank to make recommended change. | Please refer corrigendum. |

| 77 | | Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall | The Firewall should have a minimum IPsec performance of 3.5 Gbps with built-in hardware to assist IPsec acceleration and should have a AVC Performance 2 Gbps | Minimum Technical requirement for Peripheral Firewall, Internet & Extranet Firewall | Recommended change: The firewall should have a minimum IPsec performance of minimum 2.5 GBps.

Justification: Mentioned clause is more inclined towards single OEM and mentioning proprietary technology (AVC and hardware to accelerate IPsec). Specifications are also closely aligned with the same vendor. In previous RFP this clause was specifying IPS throughput - which is a essential requirement for any next generation firewall. IPS engine uses signatures and static analysis to provide near instant verdicts on security incidents. New clause is referring to IPsec (VPN) throughput which is not as relevant. As part of Clause #3, RFP has already specified throughput required after enabling Firewall, IPS and Application visibility. Existing clause is requesting specific throughput for Application control, which is not required. Hence request bank to make recommended changes. | Please refer corrigendum. |

| 78 | | Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall | NGFW must support at least 30K connection per second and 200K concurrent connections from day 1 | Minimum Technical requirement for Peripheral Firewall, Internet & Extranet Firewall | <u>Recommended change</u>: NGFW must support at least 80K connection per second and 2 Million concurrent connections from day 1.

<u>Justification</u>: Considering bank a critical institution, PBGB bank needs assured performance from the security appliance, a much higher sizing of connections per second and concurrent connections is advised (as a general industry best practice). Additionally, bank has specified extremely high number of connections as part of Core FW specs in clause #5. Considering the high connection requirement in core firewall, peripheral firewall should also have higher connections. This parameter will ensure that bank is able to maintain this security appliance for at least next 5 years and improves security efficacy of solution. | Clause stands as per RFP |
| 79 | | Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall | Application control database must contain more than 3000+ known applications. The proposed solution must allow free custom application signatures for Homegrown and custom applications. | Minimum Technical requirement for Peripheral Firewall, Internet & Extranet Firewall | <u>Recommended change</u>: Application control database must contain more than 9000+ known applications. The proposed solution must allow free custom application signatures for Homegrown and custom applications.

<u>Justification</u>: For the highest level of security for Bank it is advisable that bank opts for high number of native identification and protection of applications. Modern security focussed OEM vendors will always provide large number of application control signatures, hence request to change this clause to harden overall security posture of bank. | Clause stands as per RFP |

80	156	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	Memory Requirement for Type C & Type D Servers	Request the memory requirement to be made 16 core per Server ; for Type C - it be 512 GB and for Type D it should be 384 GB		Please refer corrigendum.
81	186	ANNEXURE – D Technical Requirements ; Table M : Minimum Technical requirement for Core Switch	Switch should have 48 port 10G copper and 96 port 10G Fiber populated with 96 x 10G SR optics from day 1 and should have 1 free slots for future expansion. Bidder should provide switch port compatible with proposed server requirement.	Table M : Minimum Technical requirement for Core Switch	As the requirement of the Bank is for fixed port switch and all Server will connect only on 10G ports. Request the Bank to change this to " Switch should have minimum 48 port 10G populated with 48 x 10G SR optics from day 1. Bidder should provide switch port compatible with proposed server requirement.	Please refer corrigendum.
82	186	ANNEXURE – D Technical Requirements ; Table M : Minimum Technical requirement for Core Switch	Switch should have 4 x 40/100G Port and redundant Power supply (hot pluggable) from day 1.	Table M : Minimum Technical requirement for Core Switch	This may be required for uplink only and request you to change this to "Switch should have minimum 2 x 40/100G Port and redundant Power supply (hot pluggable) from day 1"	Please refer corrigendum.
83	186	ANNEXURE – D Technical Requirements ; Table M : Minimum Technical requirement for Core Switch	ACL & QOS entry support : minimum 16K ACL	Table M : Minimum Technical requirement for Core Switch	Request to change this to "ACL entry support : minimum 16K ACL" as QoS is not required in Core Switch	Please refer corrigendum.

84	186	ANNEXURE – D Technical Requirements ; Table M : Minimum Technical requirement for Core Switch	Switch should support MacSec-256	Table M : Minimum Technical requirement for Core Switch	Request you to remove this	Please refer corrigendum.
85	186	ANNEXURE – D Technical Requirements ; 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	Table M : Minimum Technical requirement for Core Switch	NATTING is not done in Core Switches. Request you to remove the same	Please refer corrigendum.
86	184	ANNEXURE – D Technical Requirements ; Table L: Minimum Technical requirement for Internet, Extranet Backup Routers & Branch Router	Routers should have Class-based queuing	Table L: Minimum Technical requirement for Internet, Extranet Backup Routers & Branch Router	Request you to change this to " Router should have Queuing "	Please refer corrigendum.
87	184	ANNEXURE – D Technical Requirements ; Table L: Minimum Technical requirement for Internet, Extranet Backup Routers & Branch Router	Routers should have DES, 3DES, AES (256 bit) encryption, AES (512 bit) encryption. Authentication Algorithm: SHA1 and SHA2, Group: Diffie- Hellman (DH) Group 1, 2, 5	Table L: Minimum Technical requirement for Internet, Extranet Backup Routers & Branch Router	Request you to change this to " Routers should have DES, 3DES, AES (256 bit) encryption. Authentication Algorithm: SHA1 and SHA2, Group: Diffie- Hellman (DH) Group 1, 2, 5"	Please refer corrigendum.

88	Page 196	ANNEXURE – D Technical Requirements ;Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW appliances must be managed from a dedicated management system separate from the NGFW appliance	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	Do we need to to quote Management Server in both DC and DR or is this required to be quoted in DC only	Firewall management server should be installed in DC & DR sites
89	Page 196	ANNEXURE – D Technical Requirements ;Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	Device Management system includes Management, logging, reporting and basic event correlation functionality	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	Please mention per day logging size, as example 20GB or 25GB/day. This will help us with the right sizing of the logging of the VM.	Clause stands as per RFP
90			RFP is silent on IPR - Protection language of third party IP. Bidder requests for the enclosed protection language of background IP, foreground IP and third party IP.		*Bidder requests 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 prior to this Agreement. All modifications, enhancements and derivative works on pre-existing ''Intellectual Property Rights''*	Clause stands as per RFP

					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 Bank 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.''*	
91	142	33		33. 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...........		*As Customer has already have remedies like termination, liquidated damages and SLA penalties we insist to remove requirement of Deed of Indemnity and request to minor modification as below:* 33. 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...........	Please refer corrigendum.

| 92 | 135 | 20 Indemnity | 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. | | As per our understanding, this clause as it is part of section relating to 20. INDEMNITY implies that even indemnity, wherever mentioned under this contract shall be at actuals and limited to the total contract value. Kindly confirm our understanding is correct.

Also we request for minor modification: 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, _including indemnities,_ tort or otherwise), shall be at actual an and limited to the Total Contract Value. | Please refer corrigendum. |

93	144	37. Limitation of Liability	There are two limitations of liability specified in the RFP, one in *Section 20 under page No. 135* and the other in *Section 37 under page No- 144.*		As there are two limitations of liability specified in the RFP, one in Section 20 under page No. 135 and the other in Section 37 under page No- 144. Bidder believes that for the protection and best interests of both parties, there should be only one limitation of liability in the contract. The primary objective of entering into a contract is to facilitate a mutually beneficial business relationship, rather than creating a situation that appears to penalize one party. Therefore, DXC proposes the removal of the certain provision as specified in Section 37 under page No- 144 (which is referred in below as strike out) , as it believes that the liability cap should allocate risk in a reasonable proportion relative to the benefits anticipated from the contract. This consolidation of the limitation of liability provisions aims to create a fair and balanced contractual framework that benefits all parties involved. 37. Limitation of Liability ~~i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event System Integrator shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value. ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause. iii. The limitations set forth in point no. i shall not apply with respect to: a. Claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.~~	Clause stands as per RFP

					b. ~~Damages occasioned by the Gross Negligence or Wilful Misconduct of Service Provider.~~ ~~c. Damages occasioned by Service Provider for breach of confidentiality obligations.~~ ~~d. Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.~~ The System Integrator/Vendor will not be liable for any loss of profits, revenue, contracts or anticipated savings or any consequential or indirect loss or damages however caused, provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claim made by Regulatory authorities for reasons attributable to breach of services provided / obligation under this contract and by the System Integrator.....................	

94	122	4. Contract period	The System Integrator needs to execute a Service Level Agreement (SLA) with Paschim Banga Gramin Bank covering all terms and conditions of this RFP	NEW CLAUSE SUGGESTED	Since the RFP does not currently specify an order of precedence, the Bidder proposes the following additions to be included in the RFP for clarity: Order of Precedence----In case of any conflict or ambiguity arising between the provisions stated in the Request for Proposal (RFP) and the provisions within the executed Agreement, it is explicitly established that the provisions of the executed Agreement shall take precedence and govern to the fullest extent, superseding any conflicting terms in the RFP.	Clause stands as per RFP
95	36	2.2 Technical Evaluation:	3. For the Third supply & Installation of hardware, Finacle version migration, UAT/testing, implementation and maintain of Core Banking solution during the last ten years in at least one Public/Private Sector bank in India having a minimum of 500 branches in India – Additional 5 Marks	Evaluation Approach	3. For the Third supply & Installation of hardware, Finacle version migration/implementation , , UAT/ testing and maintain of Core Banking solution during the last ten years in at least one Public/Private Sector bank in India having a minimum of 500 branches in India – Additional 5 Marks	Clause stands as per RFP
96	41	4 Award of Contract	L1 bidder based on the price quoted by the bidder in Reverse Auction process.		Kindly modify to Lowest Cost bid only	Please refer corrigendum.

| 97 | 13 | 2 | | Eligibility Criteria | The bidder should have experience in delivery, integration, installation, management & maintenance of Finacle Core Banking Solution & Infrastructure in at least one in Public Sector Bank / Regional Rural Bank in India having more than 500 branches operation in the last 5 years along with the following areas of Banking setup: a) IT Infrastructure like Management of Servers, Storage, Load Balancer, Network Equipment, SAN Switch, Backup solution. b) Database & Operating System administration & management | Single Bidder may not have experience of Finacle Core Banking Solution migration & supply & installation of Hardware & Software for the same. Therefore, to accommodate competitive bids with more number of bidders, we request you to bifurcate this Experience clause into two members allowing Consortium. 1) One is Bidder should have experience in delivery, integration, installation & maintenance of IT Infrastructure in Data Center & DR in at least Public Sector Bank / Regional Rural Bank in India having more than 500 branches operation in the last 5 years along with the following areas of Banking setup: a) IT Infrastructure like Management of Servers, Storage, Load Balancer, Network Equipment, SAN Switch, Backup solution. b) Database / Operating System administration & management. AND 2) The Bidder or Consortium Member should have Experience migration / maintenance of Finacle Core Banking Solution in atleast one Public Sector Bank / Regional Rural Bank in India having more than 500 branches operations in the last 5 years. | Clause stands as per RFP |

98	13	2		Eligibility Criteria	Bidder should have a tie-up arrangement with external agency having experience in below mentioned area for Finacle 10.x migration in Public / Regional Rural Bank(s) in India having more than 500 branches Functional Testing & UAT of Finacle 10 Application modules, Interface & automation experience.	Considering the domain expertise, we request you to revise this clause as "Bidder should have a tie-up arrangement with external agencies (maximum 2 agencies) having experience in below mentioned area for Finacle 10.x migration in Public / Regional Rural Bank(s) in India having more than 500 branches Functional Testing & UAT of Finacle 10 Application modules, Interface & automation experience.	Clause stands as per RFP
99	18	4		Earnest Money Deposit	The Bidder(s) must submit Earnest Money Deposit along with Eligibility Bid in the form of Bank Guarantee valid for a period of 180 days, with a further claim period of 30 days from the date of opening of Eligibility/Technical Bid in the format given in Annexure J, in favour of Paschim Banga Gramin Bank payable at Kolkata for an amount of Rs. 30,00,000.	We request you to allow Bidders to submit EMD in the form of NEFT / RTGS or DD also.	Clause stands as per RFP

100	30	34		Consorium	"Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.	Looking into complexity of the Project, we request you to allow Consortium of 2 Members including Lead Member. All the Consortium Members will be jointly & severally responsible for execution of this project.	Clause stands as per RFP

101	123	5		Payment related to Table B & C	a. 50% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful delivery of all Hardware, Network equipment and Software cost (table A & table B) at DC & DR and branches sites against a Bank Guarantee of same amount i.e., 50% cost of Finacle related Hardware, Network equipment and Software cost valid for 1 year with 3 months claim period.	We request you to revise this clause as "a. 60% cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful delivery of all Hardware, Network equipment and Software cost (table A & table B) at DC & DR and branches sites." PBG @10% will be there as Security deposit for entire contract period.	Please refer corrigendum.
102	123	5		Payment related to Table B & C	50% cost of other solution related Hardware and Software cost (table A & table B) will be payable after successful delivery of respective hardware & software and delivery sign-off from the Bank after realizing penalty charges, if any.	We request you to revise this clause as "70% cost of other solution related Hardware and Software cost (table A & table B) will be payable after successful delivery of respective hardware & software and delivery sign-off from the Bank."	Please refer corrigendum.

103	123	5		Payment related to Table B & C	40%, cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful installation Finacle related Hardware, Network equipment and Software.	We request you to revise this clause as "30%, cost of Finacle related Hardware, Network equipment and Software cost (table A & table B) will be payable after successful installation Finacle related Hardware, Network equipment and Software."	Please refer corrigendum.
104	123	5		Payment related to Table B & C	e. 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.	Please revise this clause as "e. Remaining 30%, 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."	Please refer corrigendum.

105	193	1		The appliance must be fully populated with at least 4 X 10G SFP+ and 8 X 1G Gigabit Base-T and 2X 10G interfaces for HA from day 1 with dual power supply		Recommended change: The appliance must be fully populated with at least 4 X 10G SFP+ and 8 X 1G Gigabit Base-T and interfaces for HA from day 1 with dual power supply Justfication: Each OEM has their own way of providing High availability. Most vendors use specific Sync port for only this purpose. Restricting to only 10G interfaces is restricting OEM participation hence request to change this clause. Since intent is to reduce size of box, this parameter also optimizes sizing of appliance.	Please refer corrigendum.
106	193	2		The appliance hardware should be with at least 6 physical and 12 virtual cores with hyper threading enabled, 16 GB RAM and with Option of Compact Flash/ SSD		Recommended change: The appliance hardware should be with at least 6 physical and 12 virtual cores with hyper threading enabled, 32 GB RAM and with Option of Compact Flash/ SSD Justification: Considering bank has asked for very high number of concurrent sessions and connections per second as part of clause #5, it is recommended industry best practice to have large RAM that improves appliance performance. Additionally increasing the RAM will protect bank from having performance bottlenecks and also harden security posture for next few years, hence request to change this clause.	Please refer corrigendum.

| 107 | 193 | 5 | | NGFW must support at least 330K connection per second and 7M concurrent connections from day 1 | | Recommended change: NGFW must support at least 150K connection per second and 6M concurrent connections from day 1

Justification: Bank has already specified in clause #2 that RAM requirement is not that high. Considering that appliance memory allows higher number of connections per second, request bank to consider suggested change that is more in-line with other Next Generation firewall vendors. Since intent is to reduce size of box, this parameter also optimizes sizing of appliance. | Clause stands as per RFP |
| 108 | 193 | 5 | | NGFW must support at least 30K connection per second and 200K concurrent connections from day 1 | | Recommended change: NGFW must support at least 80K connection per second and 2 Million concurrent connections from day 1.

Justification: Considering bank a critical institution, PBGB bank needs assured performance from the security appliance, a much higher sizing of connections per second and concurrent connections is advised (as a general industry best practice). Additionally, bank has specified extremely high number of connections as part of Core FW specs in clause #5. Considering the high connection requirement in core firewall, peripheral firewall should also have higher connections. This parameter will ensure that bank is able to maintain this security appliance for atleast next 5 years and improves security efficacy of solution. | Clause stands as per RFP |

109	194	2	Application control database must contain more than 3000+ known applications. The proposed solution must allow free custom application signatures for Home-grown and custom applications.		Recommended change: Application control database must contain more than 9000+ known applications. The proposed solution must allow free custom application signatures for Home-grown and custom applications. Justification: For the highest level of security for Bank it is advisable that bank opts for high number of native identification and protection of applications. Modern security focussed OEM vendors will always provide large number of application control signatures, hence request to change this clause to harden overall security posture of bank.	Clause stands as per RFP
110	57	7.11	3. Hardware Capacity Sizing 3.11 System Integrator has to install oracle database 19c or higher version of Oracle database in all proposed databases used for Finacle 10.x at all the locations as per recommendation by Application vendor during contract period. The required License for Oracle database as per the hardware sizing of will be provided by Bank. System Integrator needs to upgraded Oracle database to higher version as and when required by Bank during the contract period without any additional cost to bank. System Integrator needs to coordinate and migrate from Oracle 11g (Active - Passive DB) in existing Finacle 7.x environment (Solaris 11.4) to Oracle 19C (Active - Passive DB) for Finacle 10.x environment (RHEL 8.5 or above). All required Oracle database licenses will be provided by Bank.	Biometric Authentication System	As bank has mentioned to use Oracle database 19c or higher for all Applications. Can BAS - Biometric System be proposed with MySQL database or does the bank want to move the BAS - Biometric System for CBS users from MySQL to Oracle 19c. Kindly confirm?	Biometric Authentical System can have any database,

111	109	12.3		8.3 Biometric Authentication system xii) Customisation of the application software, if required has to be done by the SI at no additional cost to the Banks.	Biometric Authentication System	Can the Bank please specify on what all customisations are they looking for here?	Customisation is required to integrate with Finacle 10.x application, to support existing Biometric device, to comply regulatory guidelines, to comply the modification required for any business requirement, etc.
112	126	Part - V		8. Uptime & Penalty Table: Uptime (Monthly) 3. Biometric Application services - 99.90%	Biometric Authentication System	Uptime of 99.90% shall increase the cost for the bank. Does Bank is looking for a 99.9 % uptime for Biometric Application service also or can it be provide with uptime of 99.50% as per current deployed system.	Clause stands as per RFP
113	109	12.3		12.3 Biometric Authentication system	Biometric Authentication System	To avoid re-enrolment of biometric of all employees and keep using sanitized data, we request bank to mandate that the existing biometric template to be migrated by bidder to updated system without cost to bank.	Clause stands as per RFP
114	109	12.3		12.3 Biometric Authentication system	Biometric Authentication System	The ensure the biometric solution has low FRR(false rejection) and FAR (false acceptance) and to prevent fraud, we request you that the proposed biometric solution should be benchmarked at NIST (global benchmark agency for biometric) and among top 5 algorithms.	Clause stands as per RFP

115	Page 15	2. Eligibility Criteria - Point No. 10	The bidder should have experience in delivery, integration, installation, management & maintenance of Finacle Core Banking Solution & Infrastructure in at least one in Public Sector Bank / Regional Rural Bank in India having more than 500 branches operation in the last 5 years along with the following areas of Banking setup: a) IT Infrastructure like Management of Servers, Storage, Load Balancer, Network Equipment, SAN Switch, Backup solution. b) Database & Operating System administration & management		Since the RFP allows tie-up arrangements with external agencies having experience in below mentioned area for Finacle 10.x migration in Public / Regional Rural Bank(s) in India having more than 500 branches as per Point No. 11 of the eligibility criteria, request the honorable Tendering authority to kindly consider the experience from either Bidder or Consortium partners.	Clause stands as per RFP
116	Page 14	2. Eligibility Criteria - Point No. 5	The bidder should have Agreement with OSD of the Finacle Application for review of Finacle Application version Migration project by OSD, which is mandatory and it should be as per role of OSD as defined in the RFP		Since the RFP allows Consortium bidding, request the honourable tendering committee to kindly amend the clause as "The bidder/Consortium partner should have Agreement with OSD of the Finacle Application for review of Finacle Application version Migration project by OSD, which is mandatory and it should be as per role of OSD as defined in the RFP"	Clause stands as per RFP
117	Page 122	5. Payment Terms:	Hardware Software Cost Payment related to Table B & C		Request the honourable tendering committee to kindly re-look at the payment terms for both Finacle & Non-Fiancle related Hardware & Software for DC, DR & Branches. 1. 70% on Delivery, 20% on installation & 10% after Go-Live - without any Bank guarantee clause. Also request the honorable 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	Please refer corrigendum.

| 118 | 178 | Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 3 | 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 | | In order to considering the current as well as future requirements the purpose appliance should have sufficient resources.

Suggested Clause:
The solution should support minimum 32Gbps of L7 throughput
The solution should support minimum SSL throughput of 10 Gbps.
Device should have minimum 32 GB RAM | Clause stands as per RFP |
| 119 | 178 | 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

Corrigendum:
Each Device should have minimum 6 no of 10 G Fiber port with SR module to cover multiple segment load balancing | | In order to considering the current as well as future requirements the purpose appliance should have sufficient resources.

Suggested clause
Purpose appliance should have 4x 25/10GE SFP28 ,
16 x 1GE SFP+
8x 1GE RJ45 from day 1, (breakout should not be used to accommodate port)
Appliance should have dedicated 2x 1G | Clause stands as per RFP |

			RJ45 mgmt port and RJ45 console port.		
120	178	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 6	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	Clause stands as per RFP
121	179	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 10	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 40 Million L4 concurrent connections and minimum 500k L4 connections per second	Clause stands as per RFP
122	179	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 20	The Proposed Solution Should support minimum 4 Gbps of compression.	Compression should be considered as a software or hardware, same is considered in other clause. Request to relax here. Suggested Clause: The Proposed Solution Should support compression either as software or hardware	Clause stands as per RFP

123	181	Table J Minimum Technical requirement for Load Balancer with Application Delivery controller (ADC) Sl. No. 47	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 10 virtual ADC. Each Virtual ADC should have separate: 1.Resource 2.Management 3. Configuration 4.Operating System	Clause stands as per RFP
124	156	Processor/Server Type & Clock speed	Production DB (Type A) Intel Xeon Gold 63xx CPU x86-64 bit @ 2,8 GHz or higher with HT,Turbo Boosting		Intel Xeon Gold 63xx/AMD CPU x86-64 bit @ 2,8 GHz or higher with HT,Turbo Boosting. This will ensure fair and wider participation of OEMs in your ongoing bid. Published Specification favours Intel only thereby promoting monopoly	Clause stands as per RFP
125	156	Processor/Server Type &Clock Speed	CSIS DB (Type B) Intel Xeon Gold 63xx CPU x86-64 bit @ 2,8 GHz or higher with HT, Turbo Boosting		Request You to kindly amend and incorporate: Intel Xeon Gold 63xx/AMD CPU x86-64 bit @ 2,8 GHz or higher with HT,Turbo Boosting. This will ensure fair and wider participation of OEMs in your ongoing bid. Published Specification favours Intel only thereby promoting monopoly	Clause stands as per RFP
126	156	Processor/Server Type & Clock Speed	C/C++, J2EE App & Web Server (Type – C) Intel Xeon Gold 63xx CPU x86-64 bit @ 2,8 GHz or higher with HT, Turbo Boosting		Intel Xeon Gold 63xx/AMD CPU x86-64 bit @ 2,8 GHz or higher with HT,Turbo Boosting. This will ensure fair and wider participation of OEMs in your ongoing bid. Published Specification favours Intel only thereby promoting monopoly.	Clause stands as per RFP

127	156	Processor/Server Type & Clock Speed	CSIS App, C24 & UNISER (Type – D) Intel Xeon Gold 63xx CPU x86-64 bit @ 2,8 GHz or higher with HT, Turbo Boosting		Intel Xeon Gold 63xx/AMD CPU x86-64 bit @ 2,8 GHz or higher with HT,Turbo Boosting. This will ensure fair and wider participation of OEMs in your ongoing bid. Published Specification favours Intel only thereby promoting monopoly.	Clause stands as per RFP
128	195	Table O: Minimum Technical requirement for Core Firewall, Peripheral Firewall, Internet & Extranet Firewall	NGFW Feature Pt. 17 & 19 The solution should Maintain flexibility with options to maintain the original file format and specify the type of content to be removed. NGFW Feature Pt. 20 Threat Protection detection engine be capable of detecting and preventing a wide variety of threats(e.g. network probes/reconnaissance, C&C, VoIP attacks, buffer overflows,P2P attacks etc.). Threat Prevention pt. no. 8 The solution should support detection & prevention of Cryptors & ransomware viruses and variants (e.g. Wannacry, Crypt locker , CryptoWall…) through use of static and/or dynamic analysis		Please confirm whether the features are required for Core Firewall	The points are applicable for Peripheral Firewall, Internet & Extranet Firewall only

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