

Corrigendum No 2 Dt. 17.05.2019 to RFP No OGB/RFP/ITD/CBS/02/2019-20 dated 4th May 2019 - mSelection of S.I. for Finacle Core Banking Solution, Allied Appl and Delivery channels

Sl	Page	Clause No.	RFP Clause	Bidder's Query/Recommendations	Amendment
1	63 o+B16 f 99	Annexure 8 - Technical Bid Covering Letter Format	Declaration (d) We confirm that we have noted the contents of the RFP and have ensured that there is no deviation / assumption / exclusion in filing our response to the RFP & scope and that the Bank will have the right to disqualify us in case of any such deviations / assumption / exclusion.	Annexure 12 asks the Bidder to confirm compliance with T&Cs, Specs, scope, payment terms etc. as Y/N and provide Remarks/Deviations as applicable However, Annexure 8 (Technical Bid Covering Letter Format) states Bank will disqualify Bidder in case of any deviations – this is a contradiction - please clarify if the Bidder is allowed to submit deviations	Please refer to Revised Annexure 12 R
2	45	14.4	Limitation of Liability		New addition: The liability of bidder under the scope of this RFP is limited to the value of the relevant order.
3	85	Annexure 19 - Pre Contract Integrity Pact	Article 12 Validity 12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract	As the Contract Term is only for 3 years from completion of Transition, validity of the Integrity Pact must also be for 3 years only and not 5 years - please confirm	Article 12 Validity 12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 3 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract
4	13	Section 9 Scope of Work	Manage / support the required hardware, middleware, applications and software at DC, DR. 5. Monitoring and Management shall be done on 24hours a day basis for all the three layers of Application (including middleware), Database and Hardware using the existing available tools.	The Bank wants 24x7 support also mentioned in Appendix-H . However, in the Commercial & in Section 9.3 Thank has asked only One Resource each in DC & DR. Please confirm if the support required is 24x7 or for 1 shift. If the requirement is for 24x7 request to make minimum 4 resources in DC for coverage & also for Database it has to be made 4	Manage / support the required hardware, middleware, applications and software at DC, DR. 5. Monitoring and Management shall be done during service windows or till completion of day activities for all the three layers of Application (including middleware), Database and Hardware using the existing available tools.

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5	16	Section 9.4.27	Infrastructure & Application changes / upgrades as a result of ongoing initiatives (Replacement of Cisco Blade Servers, ADC/WAF (Web Application Firewall) for Internet Banking, Replacement of ASA Firewall, AAA Server, Core Switch and Proxy Server).	Our understanding is that bidder has to manage the existing technology/landscape. Any change in technology/baseline will be taken up on a change request basis	Stands deleted
6	16	Section 9.4.27	Infrastructure & Application changes / upgrades as a result of ongoing initiatives (Replacement of Cisco Blade Servers, ADC/WAF (Web Application Firewall) for Internet Banking, Replacement of ASA Firewall, AAA Server, Core Switch and Proxy Server).	Network & Network security like ADC/WAF/ASA/AAA/Switch & Router management & monitoring is out of scope. Please confirm	Stands deleted
7	16	Section 9.4.27	9.4.27. Bank uses Sponsor Bank's (IOB) SFMS and IBM MQ for NEFT and RTGS transactions, the application team needs to take over and maintain all the roles and responsibility connected with SFMS.	Please confirm that middleware scope if out of scope. If the middleware support is required please mention what is the support coverage required & which middleware has to be supported including the number of instances	Bank uses Sponsor Bank's (IOB) SFMS and IBM MQ for NEFT and RTGS transactions, the application team needs to take over and maintain all the roles and responsibility connected with SFMS. The maintenance of middleware, MQ are not in the scope of bidder. However, any changes in integration with Finacle shall be under the scope of bidder.
8	18	Section 10.4	Upgrade of Oracle from Version 11g to 12C Bank is currently running CBS (Finacle version 7.0.18) and AML solution on Oracle 11g therefore CBS databases (including Production/UAT/MIS/DR/CSIS/Dev/Test) need to be upgraded to Oracle 12C database.	The current Finacle version deployed in the Bank doesn't support Oracle 12c and hence cannot be upgraded. Request you to remove this from the scope or clarify the requirement.	Bidder will be required to upgrade to compatible version of Oracle compatible with Finacle 7.0.18 in data bases of Production, UAT and DR, in case that is required in future.
9	32	Section 12.4	Branch up time - 98%	Branch support is not in scope. Request you to remove this	Stands deleted
10	33	Section 12.4	Uptime Rules : Network Devices - 99.9%	Network management is out of scope of this RFP. Request you to remove this	Stands deleted

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11	11	Section 8	The EMD of other bidders will be returned upon the selected Bidder accepting the order/LOI and furnishing the Performance Bank Guarantee.	Request the bank to consider the change as modified The EMD of other bidders will be returned upon the selection <u>of successful</u> Bidder accepting the order/LOI and furnishing the Performance Bank Guarantee.	The EMD of other bidders will be returned upon the selection of successful bidder. The EMD of successful bidder shall be returned after acceptance of order and furnishing of the Performance Bank Guarantee.
12	23	10.11	Bidder needs to do Performance assessment Periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. Bidder and bank needs to analyze the report and fix all the issues, bugs, problems reported in the report. It will be the responsibility of the Bidder to coordinate between OEM and third party to resolve the issues reported. Bidder needs to close the issues within 30 days once the same is reported by the bank otherwise penalty will be applicable.	Request the bank to consider the change as modified Bidder needs to do Performance assessment Periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. Bidder and bank needs to analyze the report and fix all the issues, bugs, problems reported in the report. It will be the responsibility of the Bidder to coordinate between OEM and third party to resolve the issues reported. Bidder needs to close the issues within 30 days once the same is reported by the bank otherwise penalty will be applicable.	Cap on LD has been defined under 14.3 Other Services Point No.1 - No amendment
13	46	Section 17 - 17.1	1. The selected Bidder commits a breach of any of the terms and conditions of the contract. 4. The progress regarding execution of the contract by the Bidder is unsatisfactory.	Request the bank to consider the change as modified 1. The selected Bidder commits a breach of any of the <u>material</u> terms and conditions of the contract.	17.1 Point No. 1. The selected Bidder commits any material breach of any of the terms and conditions of the contract.
14	16		9.4 ADC/WAF (Web Application Firewall) for Internet Banking, Replacement of ASA Firewall, AAA Server, Core Switch and Proxy Server)	We need the Inventory(Security Devices) details Kindly confirm on the security infrastructure management	Network maintenance is not in the scope. Stands deleted
15	Page 18 of 99	Section 10 - Transition 10.4 Upgrade of Oracle from Version 11g to 12C	Bank is currently running CBS (Finacle version 7.0.18) and AML solution on Oracle 11g therefore CBS databases (including Production/UAT/MIS/DR/CSIS/Dev/Test) need to be upgraded to Oracle 12C database.	Statement is contradictory - in Scope of work it was mention "upgradation of oralce 10g" for CBS (Finacle 7.0.18) only. But in section 10 (Transition), it is written "Upgrade of Oracle from Version 11g to 12C" kindly confirm the database needs to be upgrade of CBS only. or AML solution also.	10.4 Point 1 (<i>Bidder needs to provide compatibility certification of Finacle 7.0.18 on Oracle Database 12C, latest version, from Finacle OEM</i>) stands deleted.
16		Section 9 – Scope of Work	9.3 IT Infrastructure Management for DC/DR: One resource each at DC and DRC should be deployed to support infra and other related activities.	Monitoring is required for 24*7. However, only one resource is being requested each at DC and DR. It is not possible to monitor 24*7 with one resource each at DC and DR.	Amended elsewhere
17		Section 9 – Scope of Work	9.3 IT Infrastructure Management for DC/DR: However, System Integrator will responsible for managing the underlying infrastructure and database administration of Application mentioned in APPENDIX G.	A per our understanding, support needs to be given for all underlying infrastructure servers. Please confirm. Please provide all server details, Database instances and any other information which may help in factoring support.	Details of hardware has been furnished under Annexure 17 (Commercial Format) under Section 1 Table 1 and Table 2

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18		Section 9 – Scope of Work	9.4.6. Any usage of Processors in the server beyond 60% during working hours and beyond 70% during Day end processes must be brought to the notice of the Bank immediately.	Kindly advise what tool is being used for capturing performance data and if alerts are enabled for the requirement.	Furnished under Appendix - I (list of Tools Page 99)
19		Section 9 – Scope of Work	9.4.14. Bidder needs to commission, decommission, install, uninstall, update and support the middleware from all aspects.	Please share more details regarding this requirement and kindly let us know the middleware technologies involved.	Stands deleted
20		Section 9 – Scope of Work	10.9 Updates/Upgrades/New releases/New versions/Patch Management: Bidder needs to test all these upgrades and releases along with existing customisations in Non-production environment first and once sign off by the bank Bidder needs to move these upgrades and updates in production through proper change management cycle. In case some changes are required to be made to the existing customizations, the same should be carried out at no additional cost to the Bank. It should be possible to roll back at a short notice and in a short time in case of any problem due to the change.	Kindly advise if there is a test environment for testing patches.	Addition: All test cases / updates / patches are to be done in Bank's existing UAT environment.
21		Section 9 – Scope of Work	10.8 Software License Management	Kindly advise if there is a Asset Management tool with software license management capability?	All tools currently used furnished under Appendix - I
22		9.4 Level 2 (L2) Help Desk Management	The resources at DC and DRC will also look after the <input checked="" type="checkbox"/> Managed Services for the Hardware including OS patch Management and Backup at DC and DR. <input checked="" type="checkbox"/> Backup Management and SMS gateway <input checked="" type="checkbox"/> PFMS <input checked="" type="checkbox"/> Bio-metric (e-KYC) <input checked="" type="checkbox"/> Virtualization at DR and DC <input checked="" type="checkbox"/> Obtain necessary knowledge transfer to maintain/ enhance/ fix customized code <input checked="" type="checkbox"/> Infrastructure & Application changes / upgrades as a result of ongoing initiatives (Replacement of Cisco Blade Servers, ADC/WAF (Web Application Firewall) for Internet Banking, Replacement of ASA Firewall, AAA Server, Core Switch and Proxy Server).	Kindly share the server details for factoring resources.	9.4 L2 Help Desk Management: The below point stands deleted: # <i>Infrastructure & Application changes / upgrades as a result of ongoing initiatives (Replacement of Cisco Blade Servers, ADC/WAF (Web Application Firewall) for Internet Banking, Replacement of ASA Firewall, AAA Server, Core Switch and Proxy Server).</i>

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23		Section 9 – Scope of Work	Monitoring and Management shall be done on 24hours a day basis for all the three layers of Application (including middleware), Database and Hardware using the existing available tools.	Kindly share monitoring tool details. One resource at DC and one resource at DR would not be able to manage 24*7 monitoring and management of the underlying infra. Please clarify on the requirement.	Clarified elsewhere
24		Section 9 – Scope of Work	9. S.I. needs to perform Performance assessment periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. The processor usage has to be tracked on regular basis and at no point of time other than batch processing should exceed 60 % except EOD where it can go up to 70 %. SI and bank needs to analyze the report and fix all the gaps, issues, bugs, problems reported. It will be the responsibility of the SI to coordinate between OEM and third party to resolve the issues reported. SI needs to close the issues within 15 days once the same is reported to the bank. The Servers, storage and database performance assessment needs to be done on a quarterly basis	Kindly share the process of assessment of server , storage and database done currently.	Please refer to Appendix-I
25		Scope - General	Network	Network is out of scope of this requirement. Kindly confirm	Network management is out of scope of this RFP
26		Scope - General	Branch support	Branch support is out of scope of this requirement. Kindly confirm.	Branch support is out of scope of the RFP
27		Section 9 – Scope of Work	9.4.7. Bidder has to leverage functionality of the EMS tool to provide call response time of L2 team	Kindly advice on which tool is being used	Clarified elsewhere
28		Section 9 – Scope of Work	9.4.14. Bidder needs to commission, decommission, install, uninstall, update and support the middleware from all aspects.	Kindly share more details on the technologies used.	Clarified elsewhere
29		Section 9 – Scope of Work	9.4.26. Maintain the connectivity with the FIS switch and NFS for ATM and all other related transactions like IMPS and POS transactions which are done using NFS.	As per our understanding, network is out of scope for this requirement. Kindly advice on this requirement.	Bidder is to maintain application level connectivity (other than network) with FIS switch, IMPS and other related transactions

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30		Section 9 – Scope of Work	<p>The resources at DC and DRC will also look after the</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Managed Services for the Hardware including OS patch Management and Backup at DC and DR. <input checked="" type="checkbox"/> Backup Management and SMS gateway <input checked="" type="checkbox"/> PFMS <input checked="" type="checkbox"/> Bio-metric (e-KYC) <input checked="" type="checkbox"/> Virtualization at DR and DC <input checked="" type="checkbox"/> Obtain necessary knowledge transfer to maintain/ enhance/ fix customized code <input checked="" type="checkbox"/> Infrastructure & Application changes / upgrades as a result of ongoing initiatives (Replacement of Cisco Blade Servers, ADC/WAF (Web Application Firewall) for Internet Banking, Replacement of ASA Firewall, AAA Server, Core Switch and Proxy Server). 	<ol style="list-style-type: none"> 1. Kindly advice how O.S patch management is done currently? Do we use WSUS or other technologies. 2. What virtualization technology is being used. 3. What SMS gateway is being used. What is expected from the DC/DR team in case of issues with SMS gateway. 4. What is expected from the DC/DR team in case of issues with PFMS. 5. What support is expected from DC/DR team for issues related to Bio-metric (e-KYC) 6. Kindly share more details on "Obtain necessary knowledge transfer to maintain/ enhance/ fix customized code" requirement. 7. We assume, Servers, ADC/WAF (Web Application Firewall) for Internet Banking, Replacement of ASA Firewall, AAA Server, Core Switch and Proxy Server) is not in scope as networking is not a part of this scope. Please confirm. 	Network is out of scope of this RFP.
31		Section 9 – Scope of Work	Track End of Support for all relevant Hardware and Software components and notify Bank in case of any renewals, AMC/ATS/ New procurement/ replacement required	Kindly advice how asset tracking is being done currently. What tool is being used. We assume it is only limited to DC/DR infra. Kindly confirm.	Clarified elsewhere

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32			<p>Complete Documentation and hands-on Knowledge Transfer for all relevant Bank' Infrastructure, including peripherals, but not limited to the following –</p> <ol style="list-style-type: none"> 1) Infrastructure Architecture, including Server, Storage, Network and Security Architecture 2) Environment details 3) Hardware components (Servers, Storage, Networks, Peripherals) 4) Software Licenses and CD/ DVDs 5) Patches and Upgrades required 6) Track End of Support for all relevant Hardware and Software components and notify Bank in case of any renewals, AMC/ATS/ New procurement/ replacement required 7) Service Delivery processes and SLAs with complete documentation (Incident Management, Availability Management, Capacity Planning, IT Security Management, Backup and Recovery, Database Management, Storage Management, E-mail and Collaboration Services, File and Directory Services, Tape Operations) 8) IT Security policies and procedures 9) Change Requests (completed, in-progress, planned) 10) Existing gaps / issues and proposed resolution / improvements. 	<ol style="list-style-type: none"> 1. Network and security is out of scope. Please confirm. 2. Network is out of scope for this requirement. Please confirm. 3. What messaging application is being used. How many users are there using email? Is it on prem on on the cloud? 	<p>Clarified elsewhere</p>
33		10.7 Operations Management	<ol style="list-style-type: none"> 4. Perform an inventory of warranties and licenses in place as of the Start Date. 	Kindly advice what asset/software management tools are being used.	<p>Clarified elsewhere</p>

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34		10.11 Performance Assessment	<p>9. S.I. needs to perform Performance assessment periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. The processor usage has to be tracked on regular basis and at no point of time other than batch processing should exceed 60 % except EOD where it can go up to 70 %. SI and bank needs to analyze the report and fix all the gaps, issues, bugs, problems reported. It will be the responsibility of the SI to coordinate between OEM and third party to resolve the issues reported. SI needs to close the issues within 15 days once the same is reported to the bank.</p> <p>The Servers, storage and database performance assessment needs to be done on a quarterly basis</p> <p>Performance Assessment of CBS IT Infrastructure: Bidder needs to do Performance assessment Periodically for CBS, Server, and Database and submit the report to the bank after doing all assessments. Bidder and bank needs to analyze the report and fix all the issues, bugs, problems reported in the report. It will be the responsibility of the Bidder to coordinate between OEM and third party to resolve the issues reported. Bidder needs to close the issues within 30 days once the same is reported by the bank otherwise penalty will be applicable.</p>	<p>Closure of performance assessment should be done within 15 days and later under '10.11 Performance Assessment' has been mentioned as 30 days. Kindly clarify.</p>	<p>10.11 Point No 3 (ii) - Bidder needs to close the issues within 15 days once the same is reported by the Bank. Otherwise penalty will be applicable.</p>

Annexure 12 R- Compliance Statement

Ref: Your RFP Selection of System Integrator for Maintenance of Finacle Core Banking Solution (7.0.18), Allied Applications and Delivery Channels at Data Center, Disaster Recovery Center.

DECLARATION

We understand that any deviations, assumptions or exclusions mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Compliance	Compliance (Yes / No)
SLA	
Payment terms	
Project Timelines	
All annexures	

Date:

Signature with Seal
..... Name:
.....
.... Designation :