

CORRIGENDUM No:1 Dt.28.03.2019 TO RFP No: OGB/RFP/ITD/CBS/01/2018-19 Dt.05.03.2019

S. No.	Pg. No. of RFP	Clause No	RFP Clause	Amended Clause
1	41 of 98	Point 1, Section 13.18	<p>1) The Bidder should have managed/supported Finacle Core Banking Solution to customer's satisfaction in at least 1(one) scheduled Commercial Bank with minimum 750 branches in India- 320 Marks</p> <p>2) The Bidder should have managed/supported Finacle Core Banking solution satisfactorily in at least 2(Two) scheduled Commercial Bank with minimum 500 branches in India – 50 Marks</p> <p>3) The Bidder should have managed/supported Finacle Core Banking solution satisfactorily in at more than 2 (Two) scheduled Commercial Bank with minimum 750 branches in India – 30 Marks</p>	<p>1) The Bidder who have managed/supported Finacle Core Banking Solution to customer's satisfaction in at least 2 (two) Scheduled Bank with minimum 500 branches each in India- 400 Marks</p> <p>2) The Bidder who have managed/supported Finacle Core Banking Solution to customer's satisfaction in at least 1 (one) Scheduled Bank with minimum 750 branches in India- 320 Marks.</p>
2	23	10.9 Updates/Upgrades/New releases/New versions/Patch Management	<p>1. The OEM may from time to time release Updates/Upgrades/New releases/New versions and notify the Bank about the same. The Bidder agrees that all such Updates/minor Upgrades (dot version)/ new minor releases (dot version)/Minor new versions (dot version), as and when released during the term of warranty, AMC and ATS will be implemented without any additional cost to the bank.</p>	No amendment

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3	37	13.10 Part C- Commercial Bid	<p>7. The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank</p> <p>The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The bank will not pay any out of pocket expense.</p>	<p>The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank.</p> <p align="right">Amended as:</p> <p>The entire benefits arising due to downward reveiosn of taxes must be passed on to the Bank.</p>
4	45	System Uptime and Support Services (where relevant)	<p>2. Cap on overall LD per annum for Uptime related SLAs – Limited to amount not exceeding 10% of the overall project cost per annum.</p>	<p>2. Cap on overall LD for Uptime related SLAs shall be limited to maximum 10% of the overall project cost.</p>
5	45	Other Services (Installation / Implementation / Upgrade Services) delivered by the Bidder	<p>1. In any of the above scenarios, Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1 (one) percent of the incomplete / undelivered portion of the services for every week of delay or part thereof, subject to 5% of the overall contract value during warranty period and 10% of the overall contract value during AMC and ATS period.</p>	<p>1. In any of the above scenarios, Bank will allow a cure period of 30 days to complete the unfinished work. In case that still remains undelivered, Bank will have its option to recover from the Successful Bidder(s) an amount equivalent to 1 (one) percent of the incomplete / undelivered portion of the services for every week of delay or part thereof, subject to maximum 10 % of the overall contract value during the support contract period.</p>

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6	46	Other Services (Installation / Implementation / Upgrade Services) delivered by the Bidder	3. Bank may foreclose the bank guarantee without any notice:	No amendment
7	46	Section 15 - Pricing and Payments	8.4 From the date of placing the order till the delivery of the systems, if any changes are brought in the duties such as excise/customs etc., by the Government, resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.	Clarified elsewhere
8	47	Section 16 - Payment Terms	The Bank shall release the payment of each undisputed Invoice raised in accordance with this RFP and subsequent Purchase Order/s within thirty (30) Working Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice accompany the required documents together with evidence of delivery / installation and payable under this RFP and subsequent Purchase Order.	No amendment
9	47	Section 16 - Payment Terms	2. The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by Bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank.	No amendment

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10	47	Section 16 - Payment Terms	5. Payment will be released as per Commercial Bid and as per the Purchase order. The item wise payment schedule will be as follows: ATS Cost: a. 100% of the ATS cost, will be payable as per the schedule and agreement.	Clarified elsewhere
11	47	Section 16 - Payment Terms	<input type="checkbox"/> Facility Management Cost b. Also, the payments for that quarter will be made only after the acceptance of the milestones and relevant activities/deliverables for that quarter. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.	Clarified elsewhere
12	47	Section 16 - Payment Terms	b. Also, the payments for that quarter will be made only after the acceptance of the milestones and relevant activities/deliverables for that quarter. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.	b. Also, the payments for that quarter will be made product wise and service wise after the acceptance of the relevant activities/deliverables for that quarter. Any delay in deliverables will result in further delay of the payment.
13	47	17.1 Order Cancellation/ Termination of Contract	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 15 days cure period to the Bidder however the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 15 days cure period. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract.	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 30 days cure period to the Bidder however the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 30 days cure period. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract.

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S. No.	Pg. No. of RFP	Clause No	RFP Clause	Amended Clause
14	48	17.1 Order Cancellation/ Termination of Contract	After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 15 days cure period to the Bidder however the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 15 days cure period. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract. This clause is applicable if for any reason the contract is cancelled.	No amendment
15	48	17.2 Scope Involved during Warranty and AMC Period	If any software and Hardware updates provided by the OEM free of cost, it should be provided to the Bank, installed & configured by the selected Bidder free of cost during contract period.	No amendment
16		17.3 Mean Time between Failures (MTBF)	If during the AMC period, any hardware items fails (hardware) on four or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the vendor at no additional cost to the Bank.	If during the AMC period, any hardware items (spares) fails on four or more occasions in a quarter, such items shall be replaced by equivalent / superior new hardware items by the vendor at no additional cost to the Bank. In case of complete failure of any server, complete replacement / upgradation shall be taken up through Bank's Change Management Process.
17		17.3 Mean Time between Failures (MTBF)	If during the AMC period, any hardware items fails (hardware) on four or more occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the vendor at no additional cost to the Bank.	Explained elsewhere.

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18		Page 49 of 98 17.4 Defect Liability	The guaranteed performance as specified herein, within the warranty and AMC period of the contract and the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	The guaranteed performance as specified herein, within the AMC period of the contract and the Bidder shall forthwith replace/make good such defective hardware components at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.
19		Annexure 19 - Pre Contract Integrity Pact	Article 8: Fall Clause 8.1 The BIDDER undertakes that it has not supplied/ is not supplying similar product/ systems or subsystems at a price lower than that offered in the present bid in respect of any other Tender notified by Ministry/Department of the Government of India or PSU or a Public Sector Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of Government of India or a PSU or a Public Sector Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Clarified elsewhere
20	5	Checklist 2	EMD INR 30 lakhs	Bidder may submit BG favouring Bank in any standard format for EMD having the requisite validity period.

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21	12 & 38	8.5 & 13.12	<p>Assumptions/ Presumptions/ Modifications</p> <p>The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the Bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the Bidder in writing. The Bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc., in the Bidder's response to this RFP. No offer can be modified or withdrawn by a Bidder after submission of Bid/s.</p>	<p align="center">No amendment</p>
22	18	10.3 Responsibilities of Successful bidder	<p>2. However, in future, if Bank implements new projects, Successful Bidder needs to agree to provide all necessary support services, including AMC & ATS for managing the applications & infrastructure.</p> <p>3. The Successful Bidder is further required to manage the new IT Infrastructure. Post hand-holding, the Bidder is also expected to provide Application and Infrastructure services as defined in the RFP for the added IT Infrastructure</p>	<p>2.Implementaion of any new project or module or Govt schemes or Govt specified services shall be determined through the change management process. However, in all cases the successful bidder needs to agree to provide interface and necessary support services for the infrastructure, including AMC & ATS for managing the applications & infrastructure,</p> <p>3. The Successful Bidder is further required to manage the new IT Infrastructure, post hand-holding. The Bidder is also expected to provide support and for the added IT infrastructure services as defined in the RFP.</p>
23	18	10.5 FMS	<p>Bank reserves the right to take over full or a part of the services at any point of time to be managed by Bank itself or to be handled by another vendor</p>	<p>Bank reserves the right to take over full or a part of the services at any point of time to be managed by Bank itself or to be handled by another vendor on mutual basis.</p>

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24	23	10.8 Software License Management	The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed Products	No amendment
25	26	11 Reverse Transition / Exit Management Plan	Bidder shall within ninety (90) days of the Signing Date, deliver to Bank a plan specifying the Termination/Expiration	No amendment
26	44	14.1 (1) Execution of the Agreement	Within 30 days from the date of acceptance of the Order, the selected Bidder shall sign a stamped "Agreement" with the Bank at Bhubaneswar as per the format to be provided by the Bank	No amendment
27	45	14.3 Liquidated Damages	The Bank will consider the inability of the Bidder to deliver services or install the equipment within the specified time limit as a breach of contract and would entail the payment of Liquidated Damages on the part of the Bidder	No amendment
28	46	14.3 Liquidated Damages	LD is not applicable for the reasons attributable to the Bank and Force Majeure	No amendment
29	46	14.3 Liquidated Damages	a. In the event of Bank agreeing to extend the date of delivery at the request of Successful Bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In case of such an event, Bank, however, reserves its right to foreclose the bank guarantee. However, In case there is a loss due to data corruption the amount shall be recovered in full for the damage.	a. In the event of Bank agreeing to extend the date of delivery at the request of Successful Bidder(s), it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank before the expiry of the original bank guarantee. Failure to do so will be treated as breach of contract. In case of such an event, Bank, however, reserves its right to foreclose the bank guarantee. However, In case there is a loss due to data corruption the amount shall be recovered in full for the damage if it is attributable to the bidder.

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30	46	15 Pricing and Payments	8.1 The Price offered to the Bank must be in Indian Rupees, and inclusive of Duties/Insurance/Freight but Exclusive of all GST. The Vendor has to quote the applicable taxes separately. 8.2 The item value along with GST should be claimed in the invoice, location wise and GST will be paid in actual at our end. However please note that taxes will be paid to the maximum of taxes indicated in the Bill of Material. 8.5 Applicable Taxes will be paid at actual.	8.1 The Price offered to the Bank must be in Indian Rupees, and inclusive of Duties/Insurance/Freight but Exclusive of all GST. 8.2 The item value along with GST should be claimed in the invoice, location wise and GST will be paid at actuals only. 8.5 Stands deleted
31	47	16 Payment Terms	The Bank shall release the payment of each undisputed Invoice raised in accordance with this RFP and subsequent Purchase Order/s within thirty (30) Working Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice accompany the required documents together with evidence of delivery / installation and payable under this RFP and subsequent Purchase Order	No amendment
32	47-48	17.1 Order Cancellation/ Termination of Contract	4. The progress regarding execution of the contract by the Bidder is unsatisfactory.	4. If the execution of the contract is inordinately delayed by the Bidder and the material breach remains after the cure period of 30 days.

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33	48	17.1 Order Cancellation/ Termination of Contract	<p>After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 15 days cure period to the Bidder however the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 15 days cure period.</p> <p>In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract. <i>This clause is applicable if for any reason the contract is cancelled.</i></p>	<p>After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, the bank will provide 30 days cure period to the Bidder however the Bank reserves the right to get the balance contract executed by another party of its choice if selected Bidder does not perform satisfactorily at the end of 30 days cure period. In this event, the selected Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out the bidding process for the execution of the balance of the contract. This clause is applicable if for any reason the contract is cancelled.</p>
34	49	17.5(1) IPR	<p>Intellectual Property Rights (IPR) Bidder warrants that the inputs provided/ deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The Bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as Bidder.</p>	<p>Intellectual Property Rights (IPR) - Bidder indemnifies Bank that the inputs provided/ deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The Bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The Bidder has to ensure that third party intellectual property rights are not infringed in any case of equipment /software supplied / deployed at Bank.</p>
35	49	17.5	Intellectual Property Rights (IPR)	No amendment

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36	49-50	17.6(1)(2)	<p>Indemnity</p> <p>i. The breach, default or non-execution of undertakings, warranties, covenants or obligations by the Bidder;</p> <p>ii. Any contravention or Noncompliance with any applicable laws, regulations, rules, statutory or legal requirements by the Bidder;</p> <p>iii. All indemnities shall remain valid notwithstanding expiry or termination of the contract and Bidder shall continue to be liable under the indemnities.</p> <p>2. Further, the Bidder shall indemnify, Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Servers & System Software, Tools and Licenses supplied by them.</p>	No amendment
37	49-50	17.6(3)	Bidder's aggregate liability shall be subject to an overall limit of the total Cost of the project	No amendment
38	50	17.7 Assignment	If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP/Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank and the Vendor under this RFP.	No amendment
39	51	17.13 Force Majeure	3.In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days	No amendment

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40	51	17.13 Force Majeure	5. Similarly if a situation is created by any Government order for which the requirements undergo changes or new requirements get created, the Successful Bidder will have to comply with the Government instructions since it goes beyond the control of the Bank. The Bank will have to notify the Successful Bidder in writing informing them of the Government decision and request them to comply with the Government instructions.	No amendment
41	52	17.15	Resolution of Disputes	No amendment
42	53	17.18 Merger and Amalgamation (point 3)	On the Bank' request, the Bank and the System Integrator shall prepare and implement an integration plan to integrate the technology services of the acquired entity with that of the relevant Bank.	Stands deleted
43	53	17.19 Master Service Agreement and Invoice Raising Mechanism	Bidder needs to sign an agreement with OGB. Bidder needs to note that all invoices raised on Bank needs to be spilt as per the following methodology. However, for all coordination related to release of payments, penalty calculations and for any other clarification Bidder needs to liaise with OGB Head Office.	Bidder needs to sign an agreement with OGB. Bidder needs to note that all invoices raised on Bank needs to be spilt as per the following methodology. However, for all coordination related to release of payments, penalty calculations and for any other clarification Bidder needs to liaise with OGB Head Office. 1. Infrastructure: All invoices pertaining to licenses licenses, tools licenses, ATS, AMC, SOC management need to be raised on Bank with applicable GST. The invoice must be completed with GSTIN of the entity of Bidder and the Bank. 2. Services: All invoices pertaing to support services shall be raised on Bank with applicable GST and be complete with GSTIN of entity of Bidder and Bank. 3. The invoices raised should comply the Payment Terms as per Section - 16.

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44	74	Annexure 16- Certificate of Good Governance and Project Management	[Note: This Covering letter should be on the letter head of the Bidder duly signed with Name and Seal of the Company]	[Note: This Covering letter of the certificate shall be on the letter head of the Bidder with seal and signature. The Certificate of Good Governnace should be obtained from the bank where the bidder is providing service as S.I., duly signed with name and designation of the signing authority and seal]
45	83	Annexure 19 - Pre Contract Integrity Pact	<p>Article 8: Fall Clause</p> <p>The BIDDER undertakes that it has not supplied/ is not supplying similar product/ systems or subsystems at a price lower than that offered in the present bid in respect of any other Tender notified by Ministry/Department of the Government of India or PSU or a Public Sector Bank and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of Government of India or a PSU or a Public Sector Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.</p>	Please refer to Annexure 19R - Revised Pre-Contract Integrity Pact.

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46	84	Annexure 19 - Pre Contract Integrity Pact	<p>Article 13 Validity</p> <p>13.1 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</p>	Please refer to Annexure 19R - Revised Pre-Contract Integrity Pact.
47	89	Appendix C - Bank Guarantee Pro-forma for Contract Performance	Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.	Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on Contractor's request under intimation to you till such time as may be required by Contractor. Your decision in this respect shall be final and binding on us.
48	Not applicable	Does not exist	Change Order Procedures	No amendment

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49	14	9.2	At present Bank is not having Security Operation Centre. The selected bidder has to use their SOC to ensure intrusion detection and intrusion avoidance for bank's network and application. The bidder needs to take necessary steps and implement necessary security checklist for any change request in the bank's network to prevent the bank's system from any kind of intrusion.	At present Bank is not having Security Operation Centre. The selected bidder has to use their SOC to ensure intrusion detection and intrusion avoidance for bank's network and application. The bidder needs to offer Bank the SOC services available with them. The Commercial for the same may be quoted in the Table 3 - Security Operation Centre service item wise and year wise as an optional item. Bank at its discretion would finalise the required SOC services at later stage. The commercial quoted for SOC operation(Table -3) shall not be reckoned for TCO.
50	76	Annexure 17 -	Commercial Bid Format	Please refer to Revised Annexure Anneure -17R - Commercial Bid Format
51	23	10.10/1	Bidder needs to provide new Antivirus licenses for the server in need at Data Centre and DRC.	Bidder needs to provide Server Enterprise edition of a new Antivirus license for the Servers in need at Data Centre and DRC.
52		10.10/5,	Bidder will be responsible for deployment of Antivirus Solution at all Computers, Servers and Firewalls at Data Centre and DRC.	Bidder will be responsible for deployment of Antivirus Solution at all the Servers and Firewalls at Data Centre and DRC. The solution should have all standard features of a server enterprise edition.
53		General		The management of VAPT (both infra and applicdation) is in the scope of Bidder.
54	21	10.6.3	Implementation of database security by creating roles, privileges & profiles	No amendment

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55		Section 9, point 7	Upgrade of Oracle Database version from 11gR2 to 12c for all Finacle (version 7.0.18)	Upgrade of Oracle Database version from 10g to Oracle version compatible with Finacle (version 7.0.18)
56	13 of 98	Section 9, point 8	Benchmarking of Finacle CBS version 7.0.18, considering Bank's existing infrastructure and future growth requirements	Bidder has to provide AMC for the Bank's existing DC-DR infrastructure. However, in future the Bidder may propose to Bank's Change Approval Board for any upgradation of any hardware in case the business growth warrants so to maintain SLA level..
57	15 of 98	9.4.24 and 9.4.28	Managing/updating/troubleshooting/issue resolution/configuring changes in SFMS coordination with IFTAS. 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.	Bank uses Sponsor Bank's payment gateway (SFMS) for NEFT/RTGS. Bidder is to manage/trouble shoot/resolve issues in NEFT/RTGS or adopt any changes in Finacle in accordance to any change in configuration in Sponsnor Bank's payment gateway.
58	18 of 98	10.3	10.3 Responsibilities of Successful bidder	Clarified elsewhere
59	23 of 98	10.9 -	Updates/Upgrades/New releases/New versions/Patch Management	Clarified elsewhere
60	25 of 98	10.17	MIS & Reporting Server	No amendment

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61	31 of 98	Point 14	11.4 Other important points to be noted by the Bidder. All Support resources deployed should be on the payroll of the Bidder/OEM and should not deploy Franchise engineers. Bidder should sign back to back agreement /MOU with the consortium partner, which will be valid for contract duration. This should be provided as part of the proposal.	No amendment
62	31 of 98	Point No 15:	11.4 Other important points to be noted by the Bidder Bidder has to take care of all the integration costs for all the Applications / Hardware/ Software / Ecosystem proposed in this RFP with all the interfaces of the bank in APPENDIX G. Bank will not pay any extra cost for any integration with any of the Bank applications	Clarified elsewhere
63	57 of 98	Annexure 3- Eligibility Criteria Declaration	Bidder should have service/support infrastructure at Chennai, Hyderabad and Bhubaneswar where the Bank has presence, including DC, DRC and Project office, and should be able to provide efficient and effective support. In case they do not have the same should be complied within one month of PO.	No amendment
64	13 of 98	Section 9 , Scope of Work , Point 2	Annual Maintenance Contract of all Hardware like servers, storage listed in this RFP at DC and DRC.	No amendment

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S. No.	Pg. No. of RFP	Clause No	RFP Clause	Amended Clause
65	13 of 98	Section 9 , Point 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	No amendment
66	13 of 98	Section 9 , Point 13	The SI is to provide interfaces for any new applications as and when required by the Bank without charging any extra cost to the Bank.	Clarified elsewhere
67	14 of 98	Section 9.2	Security Operations Center (SOC): At present Bank is not having Security Operation Centre. The selected bidder has to use their SOC to ensure intrusion detection and intrusion avoidance for bank's network and application. The bidder needs to take necessary steps and implement necessary security checklist for any change request in the bank's network to prevent the bank's system from any kind of intrusion.	Clarified elsewhere

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S. No.	Pg. No. of RFP	Clause No	RFP Clause	Amended Clause
68	15 of 98	Section 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.	No amendment
69	19 of 98	10.5.2 Help Desk & Support Staff	3. The personnel being deployed by the Bidder for critical, key activities of Facilities Management Services at the Bank should be employees of the Bidder's firm. For L1 activities, the Bidder may propose third party vendors. In either case, the Bidder is completely responsible and should duly meet the SLA requirements of the Bank as stated in the RFP.	3. The personnel being deployed by the Bidder for critical, key activities of Facilities Management Services at the Bank should be employees of the Bidder's firm. L1 help desk support will be handled by Bank and is out of scope of the bidder. The Bidder is completely responsible for the L2 support and should meet the SLA requirements of the Bank as stated in the RFP.
70	22 of 98	10.8 Software License Management	Perform an inventory of software licenses on a regular basis	No amendment
71	33 of 98	12.4 Uptime (Monthly):	SLA for Uptime	No amendment
72	68 of 98	Annexure 11 - Job Specifications	Experience & Educational Qualifications/ Certifications/Skills	Please refer to revised Annexure Anneure -11R
73	77 of 98	Annexure 17 , Section: 4 Support	1B Support and Management at DC & DRC	Support count has been maintained on "AS IS" basis. Any change requirement in support structure in future shall be dealt with Change Management Process.
74	96 of 98	Appendix G – List of Interfaces	eKYC	Suuport of e-KYC interface with Finacle is within the scope.

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S. No.	Pg. No. of RFP	Clause No	RFP Clause	Amended Clause
75	Page 10 of 98, Page 57 of point 8	Section 7, Point 8, Annexure - 3, Point 8	The Bidder should have implemented / Managed / Supported Finacle Core Banking solution 24 x 7 in at least 1 (one) scheduled Banks of India with minimum 750 branches in India.	The Bidder should have implemented / Managed / Supported Finacle Core Banking solution 24 x 7 in at least 1 (one) scheduled Bank of India with minimum 750 branches in India.
76	82 of 98	Annexure 19 - Pre Contract Integrity Pact	Article 6: Earnest Money (Security Deposit) 6.2 The Security Deposit shall be valid up to the complete conclusion of the contractual obligations for the complete satisfaction of both the BIDDER and the BUYER or up to the warranty period, whichever is later.	Please refer to Annexure - 19 R for Revised Pre-contract Integrity Pact
77	70 of 98	Annexure 12- Compliance Statement	Annexure 12	Annexure 2 is a letter of acceptance of all intrsuctions, terms and conditions and scope of work. It does not contradict Annexure - 12 whatsoever.
78	48 of 98	17.3	MTBF	Clarified elsewhere.
79	50 of 98	17.9	Insurance	Clause 17.9 - Insurance stands deleted

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S. No.	Pg. No. of RFP	Clause No	RFP Clause	Amended Clause
80	30 of 98	11.4, Point 1	The Bidder will be the Single Point of Contact / reference to the Bank. The Bank will enter into agreement with the selected Bidder only. However, the Bidder must confirm to the Bank that they are willing to enter into back to back agreement with OEM for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP. The Bidders must share a copy of the back lining arrangement with OEM, with the Bank during bid submission.	The Bidder will be the Single Point of Contact / reference to the Bank. The Bank will enter into agreement with the selected Bidder only. However, the Bidder must confirm to the Bank that they are willing to enter into back to back agreement with Oracle for risk mitigation in meeting the deliverables, implementation and other service commitments as per the RFP. The Bidders must share a copy of the back lining arrangement with Oracle, with the Bank during bid submission.
81	46 of 98	14.3 Liquidated Damages	Bank may foreclose the bank guarantee without any notice	Clarified elsewhere.
82	11 of 98	Eligibility Criteria Pt.13	Bidder needs to submit a good project management and governance certificate from at least 2 scheduled Commercial Bank in India having minimum 750 branches in India, where the Bidder has managed/supported Core Banking Solution... Bidder needs to submit the credential in the format specified in Annexure 16	Bidder needs to submit a good project management and governance certificate from at least 1(one) scheduled Bank in India having minimum 750 branches in India, where the Bidder has managed/supported Core Banking Solution... Bidder needs to submit the credential in the format specified in Annexure - 16 or a Reference Letter from the customer in their (Customer's) letter head.

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S. No.	Pg. No. of RFP	Clause No	RFP Clause	Amended Clause
83	45 of 98	14.3 Liquidated Damages	In any of the above scenarios, Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1 (one) percent of the incomplete / undelivered portion of the services for every week of delay or part thereof, subject to 5% of the overall contract value during warranty period and 10% of the overall contract value during AMC and ATS period.	In any of the above scenarios, Bank may at its option demand and recover from the Successful Bidder(s) an amount equivalent to 1 (one) percent of the value of billing quarter for every week of delay or part thereof for service deficiency pertaining to SLA , subject to maximum 5% of the value for concerned billing quarter. The LD shall not exceed 10% of the overall contract value during the contract period.
84	47 of 98	Section 16 Payment Terms Clause 5	100% of the ATS cost, will be payable as per the schedule and agreement	ATS & AMC Cost: a. ATS (Annual) and AMC (Annual) 100 % will be payable in advance as per the schedule and agreement